Yarra Ranges Family and Children’s Support Services Guide

Including low-cost or free services.

Eligibility criteria applies for many services – please ring to check that you can access these services. For private practitioners please see Yellow Pages.

Emergency and 24 Hour Crisis Support
POLICE/FIRE/AMBULANCE: 000

Hospitals
Angliss Hospital 9764 6111
Maroondah Hospital 9871 3333
Box Hill Hospital 9895 3333

After hours GP Helpline 1800 022 222

Child Protection – Department of Human Services 1300 360 391 (After hours) 13 12 78

Child Protection can support a child and family if a child is at risk of harm.

Kids Helpline www.kidshelp.com.au 1800 551 800

Lifeline 13 11 14

Parentline 13 22 89

Maternal and Child Health Line 13 22 29

Poisons Information Centre 13 11 26

Aboriginal Specific Family Services
The following services offer a range of support and advice to Aboriginal and Torres Strait Islander families and children living and working in the outer east region. These services include health, counselling, dental services, food bank, cultural support and activities for children and young people.

Boorndawan Willam Aboriginal Healing Service 9871 2676
46 Warrandyte Rd, Ringwood

EACH Social and Community Health 9837 3999
75 Patterson Street, Ringwood East

Eastern Domestic Violence Outreach Aboriginal Liaison worker 9259 4200

Eastern Health Aboriginal Health Team 5957 1100
Eastend Shop 2, 297 Maroondah Hwy, Healesville
Eastern Victorian Aboriginal Child Care Agency 9871 9000
10 Maroondah Hwy, Ringwood

Healesville Indigenous Community Services Association (HICSA) 5962 2940
1A Badger Creek Road, Healesville Indigenous Community Services
www.hicsa.org.au

Inspiro 9738 8801
17 Clarke St, Lilydale 9757 8700
1624 Burwood Highway, Belgrave

Mullum Mullum Indigenous Gathering Place 9725 2166
3 Croydon Way, Croydon
www.mmigp.org.au

Ngwala Willumbong 9510 3233
www.ngwala.org
A service to assist Aboriginal and Torres Strait Islander people to deal with their own or a family member’s alcohol or drug-related problems.

Counselling
The following services provide general counselling, child therapy, assessment, family counselling and support. An eligibility criteria will apply. Some services may require a GP referral.

Anglicare 9735 4188
47 – 51 Castella St, Lilydale
www.anglicarevic.org.au

EACH Social and Community Health
Eastern Mental Health Community Intake 1300 785 358
75 Patterson St, Ringwood 9837 3999

Eastern Centre Against Sexual Assault
Ringwood, Healesville, Yarra Junction 9870 7330
(24 hours) 1800 806 292

Eastern Health CYMHS (Child, Youth and Mental Health Service) 1300 721 927

Inspiro (See Health Services for locations) 9738 8801

Yarra Valley Community Health (See Health Services for locations) 1300 130 381

Disability Support and Early Childhood Intervention
Early Childhood Early Intervention (ECEI)
ECEI provides supports and services for children with a disability or developmental delay aged 0-6 years across Eastern Melbourne and Inner Gippsland for the NDIS. ECEI supports your family to make informed choices about available services and supports to get the best outcome for your child. Families can contact Link Health and Community directly or may be referred. Contact Link Health and Community on 188 LINK ECEI / 1800 546 532 or email ecei@linkhc.org.au.

Other Support for Families who have children with additional needs

Care Connect 9737 6302
www.ioe.org.au
Assessment and case management. Staff work collaboratively to ensure children have access to the full spectrum of support and services available.
Department of Human Services – Disability 9843 6000
Provides funding and a range of supports and services for people with a disability.

Interchange Outer East 9758 5522
Non-profit community based organisation. Provides opportunities and experiences for children with disabilities and their families through a range of respite, recreation and support programs.

Association for Children with a Disability 9818 2000 or 1800 654 013
www.acd.org.au
Information, support and advocacy organisation for children with a disability and their families, in Victoria, Australia, run by parents of children with a disability.

RIDE – Respite Information and Development in the East 1300 886 798
Provides current respite information to people with a disability, carers and service providers. A comprehensive resource guide provides information on respite, activities and programs for children 6-18 years.

SCOPE 9902 1000
Scope can talk with you about disability services available in Yarra Ranges and advise how best you can be supported. This can include looking at your current supports and other supports that are available in your community.

Connections Kindergarten Inclusion Support Program 9871 0215
Yarra Valley Community Health 1300 130 381
Paediatric Allied Health

Department of Human Services Intake and Response 9843 6312
Eastern Region

**Autism Spectrum Disorder Specific Support**
Amaze (previously Autism Victoria) 1300 308 699
24 Drummond St, Carlton

Irabina 9720 1118
193 Bayswater Road, Bayswater
Offer a range of specialised services including Aquatic Occupational Therapy, Speech Pathology, Psychology, Occupational Therapists and Support services for families

Spectrum Journeys
6/9 Clarke Street, Lilydale 3140
www.spectrumjourneys.org.au
Offer a range of specialised services including Occupational Therapy, Speech Pathology, Psychology, Occupational Therapists and Support services for families

**Drug and Alcohol**
Drug and Alcohol services may include support for those directly affected by drug and alcohol addiction, support for families of those affected, assessment, referral, education, and rehabilitation and counselling.

Anglicare 9735 4188
47 – 51 Castella St, Lilydale
Directline (Drug/Alcohol) 1800 888 236
Eastern Drug and Alcohol Service 1300 650 705
211 Main St, Lilydale
Maroondah Addictions Recovery Project (MARP) 9737 6540
17 Clarke Street, Lilydale
Yarra Valley Community Health 1300 130 381
See Health Services for locations

Emergency Relief
Emergency relief services alleviate immediate hardship with a range of assistance such as providing food parcels, hot meals, and assistance with bills, transport, pharmacy assistance, housing, furniture, whitegoods, and clothing. Check what relief is offered when you contact them. Many emergency relief services will assess your eligibility for assistance, including where you live. A Health Care Card is often required.

Anglicare 9735 4188
47 – 51 Castella St, Lilydale
Anglicare Upper Yarra Information Referral Service 5967 1769
Upper Yarra Family Centre, Chn Hoddle St & Warburton Highway, Yarra Junction
Dandenong Ranges Emergency Relief Services 9754 7777
1632 Burwood Hwy, Belgrave
Discovery 9739 4791
9 Chapel St, Lilydale
Healesville Interchurch Community Care (HICCI) 5965 3529
Community Services Annex, 231 Maroondah Hwy.
LINC Yarra Valley 5967 2119
Family Centre, Chn Hoddle St & Warburton Highway, Yarra Junction
Salvation Army 9727 4777
88 Brice Ave, Mooroolbark
1/6 Clarke St, Lilydale 9735 9364
114-116 Maroondah Hwy, Healesville 5962 4826
St Vincent De Paul 9735 4916
250 Main St, Lilydale 5966 2036
3381 Warburton Hwy, Warburton

Housing Support
Eastern Metropolitan Region Opening Doors 1800 825 955
Anchor Inc. 9760 6400
112 Main St, Lilydale

Community Housing Limited
26-28 Prospect St, Box Hill. 9856 0050

Housing Establishment Funding 9856 0050
26-28 Prospect St, Box Hill
By appointment only

Good Shepherd Youth and Family Service Buying Service 9495 9655
117 Johnston Street, Collingwood
Aims to get lower prices on essential whitegoods.

Salvation Army Hotline (after hours) 1800 627 727

Financial Counselling
Anglicare 9735 4188
47 – 51 Castella St, Lilydale

EACH Social and Community Health 9871 1800
Boronia, Ringwood, Yarra Junction

Family Violence
In any emergency, or, if you are in danger of being harmed, call 000.
Family violence services are predominantly for women and children experiencing violence or physical or mental abuse from someone such as a partner, ex-partner, another family member or someone else you are close to. Services include support, referrals, advocacy, emergency housing, counselling and legal advice.

Anglicare 9735 4188
47 – 51 Castella St, Lilydale

Eastern Centre against Sexual Assault (ECASA) 9870 7330

Eastern Domestic Violence Service (EDVOS) 9259 4200
Ringwood, PO Box 701, Heathmont 3135

Eastern Victims Assistance and Counselling 1300 884 284
46 Warrandyte Road, Ringwood

Inspiro 9738 8801
See Health Services for locations

Victorian Sexual Assault Crisis Line 1800 806 292

Women’s Domestic Violence Crisis Service 1800 015 188
24 Hour Help Line

Yarra Valley Community Health 1300 130 381
See Health Services for locations

Health Services
Health Services for children and families can include Dietetics, Occupational Therapy, Physiotherapy, Speech Pathology, Women’s Health, and Dental. Please check with each service what is offered.

EACH Social and Community Health 9837 3950
Community Child and Family Centre 75 Patterson St, Ringwood East
www.each.com.au

Inspiro
1624 Burwood Highway, Belgrave 9757 8700
17 Clarke St, Lilydale 9738 8801
www.inspiro.org.au

Yarra Valley Community Health 1300 130 381
White St, Healesville (behind the Hospital)
Eastend Shop 2, 297 Maroondah Hwy, Healesville
2475 Warburton Hwy, Yarra Junction
www.easternhealth.org.au

Migrant Information Centre 9285 4888
Suite 2, 27 Bank St, Box Hill
The Migrant Information Centre supports newly arrived migrants and refugees to settle in the eastern region of Melbourne. They assist with issues relating to aged and disability services, housing, employment, and family and youth services.

Parenting Support, Education and Groups
Anglicare Parentzone 9735 6123
47 – 51 Castella St, Lilydale

Connections 9724 2222
185 Mount Dandenong Road, Croydon

Connections Eastern Early Childhood Services 9871 0221
1-3 Pitt Street, Ringwood

EACH Social and Community Health 9837 3999
75 Patterson Street, Ringwood East

Ringwood Relationship Family Centre 9871 6300
68 Charter Street, Ringwood

Yarra Valley Community Health 1300 130 381
See Health Services for locations

Child FIRST 1300 369 146
Child FIRST assesses family’s needs, provides information and advice and determines the most appropriate support for the family. Family involvement is voluntary. Child FIRST works with families with children up to the age of 18 years. Child FIRST works with families who are experiencing difficulties in a variety of areas including parenting, family violence, drug and alcohol and mental health issues.

If you are aware of any information in this brochure that requires updating or would like your service to be included please contact Family and Children’s Services, Yarra Ranges Council 1300 368 333.