

## 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 1800 551 800  
[www.kidshelp.com.au](http://www.kidshelp.com.au)

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 9259 4200  
Aboriginal Liaison worker

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,  
[www.hicsa.org.au](http://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](http://www.mmigp.org.au)

Ngwala Willumbong 9510 3233  
[www.ngwala.org](http://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](http://www.anglicarevic.org.au)

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

Eastern Centre Against Sexual Assault 9870 7330  
Ringwood, Healesville, Yarra Junction  
(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](mailto:ecei@linkhc.org.au).

#### Other Support for Families who have children with additional needs

Care Connect 9737 6302  
[www.ioe.org.au](http://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 <a href="http://www.dhs.vic.gov.au/regional/eastern/">www.dhs.vic.gov.au/regional/eastern/</a> Provides funding and a range of supports and services for people with a disability.	9843 6000
Interchange Outer East 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.	9758 5522
Association for Children with a Disability <a href="http://www.acd.org.au">www.acd.org.au</a> Information, support and advocacy organisation for children with a disability and their families, in Victoria, Australia, run by parents of children with a disability.	9818 2000 or 1800 654 013
RIDE – Respite Information and Development in the East 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.	1300 886 798
SCOPE 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.	9902 1000
Connections Kindergarten Inclusion Support Program	9871 0215
Yarra Valley Community Health Paediatric Allied Health	1300 130 381
Department of Human Services Intake and Response Eastern Region	9843 6312
<b>Autism Spectrum Disorder Specific Support</b> Amaze (previously Autism Victoria) 24 Drummond St, Carlton	1300 308 699
Irabina 193 Bayswater Road, Bayswater Offer a range of specialised services including Aquatic Occupational Therapy, Speech Pathology, Psychology, Occupational Therapists and Support services for families	9720 1118
Spectrum Journeys 6/9 Clarke Street, Lilydale 3140 <a href="http://www.spectrumjourneys.org.au">www.spectrumjourneys.org.au</a> 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 211 Main St, Lilydale	1300 650 705
Maroondah Addictions Recovery Project (MARP) 17 Clarke Street, Lilydale	9737 6540
Yarra Valley Community Health <i>See Health Services for locations</i>	1300 130 381

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

### Housing Support

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

Community Housing Limited



26-28 Prospect St, Box Hill.	9856 0050
Housing Establishment Funding 26-28 Prospect St, Box Hill By appointment only	9856 0050
Good Shepherd Youth and Family Service Buying Service 117 Johnston Street, Collingwood Aims to get lower prices on essential whitegoods.	9495 9655
Salvation Army Hotline (after hours)	1800 627 727

### Financial Counselling

Anglicare 47 – 51 Castella St, Lilydale	9735 4188
EACH Social and Community Health Boronia, Ringwood, Yarra Junction	9871 1800

### 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 47 – 51 Castella St, Lilydale	9735 4188
Eastern Centre against Sexual Assault (ECASA) <a href="http://www.easternhealth.org.au/services/community/communityecasa.aspx">www.easternhealth.org.au/services/community/communityecasa.aspx</a>	9870 7330
Eastern Domestic Violence Service (EDVOS) Ringwood, PO Box 701, Heathmont 3135	9259 4200
Eastern Victims Assistance and Counselling 46 Warrandyte Road, Ringwood	1300 884 284
Inspiro <i>See Health Services for locations</i>	9738 8801
Victorian Sexual Assault Crisis Line	1800 806 292
Women's Domestic Violence Crisis Service 24 Hour Help Line	1800 015 188
Yarra Valley Community Health <i>See Health Services for locations</i>	1300 130 381

### 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 Community Child and Family Centre	9837 3950 75 Patterson St, Ringwood East
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[www.each.com.au](http://www.each.com.au)

Inspiro  
1624 Burwood Highway, Belgrave 9757 8700  
17 Clarke St, Lilydale 9738 8801  
[www.inspiro.org.au](http://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](http://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.

