

# THE QUICK FLIP GUIDE

A RESOURCE FOR SCHOOLS &  
AGENCIES WORKING WITH  
YOUNG PEOPLE IN  
YARRA RANGES COUNCIL

third edition



[www.nowrongdoor.com.au](http://www.nowrongdoor.com.au)



# INTRODUCTION

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In partnership with local youth and community agencies, the Yarra Ranges Council Youth Services through School Focused Youth Service developed the original Quick Flip Guide in 2006. This revised 2014 edition is the third publication and includes updated information and agency contact details.

This resource aims to support primary and secondary schools and youth and community agencies to be equipped with the necessary information on many of the key issues that children and young people are experiencing.

The Quick Flip Guide includes:

- Accurate information on a range of topics that young people may present with.
- Strategies for teachers/professionals, parents /carers, children and adolescents to respond appropriately.

- Contact details of agencies and community providers relevant to the topics that service young people in the Yarra Ranges.
- Listing of resources and relevant websites.

Please note that this is not an exhaustive list of services and some providers may have been accidentally omitted.

We hope that you find the Quick Flip Guide of benefit to you in your work with children and young people.

Please do not hesitate to contact Yarra Ranges Council Youth Services if you have any comments, queries or require further information on 9294 6716.

# NO WRONG DOOR

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No Wrong Door is a commitment by services and schools to keep young people (10-25 years of age) at the heart of service delivery. Organisations (services and schools) that practice the No Wrong Door philosophy believe that *every door in the service system should be the right door*.

One of the key principles of No Wrong Door is a commitment to actively engaging young people with an emphasis on young people not having to re-tell their story. Resources, including initial needs and referral tools are available to assist No Wrong Door organisations make a seamless referral, ensuring young people do not 'fall between the cracks'.

No Wrong Door is a commitment to working collaboratively in innovative ways to achieve the best possible outcomes for young people in the Outer East.

**A searchable electronic version of this Quick Flip Guide is available at the No Wrong Door online youth service directory. You can visit the directory, and promote it to young people, parents and caregivers, and colleagues by visiting [www.nowrongdoor.com.au](http://www.nowrongdoor.com.au)**



**young people at the heart of service delivery**

# EMERGENCY AND 24 HOUR CRISIS SUPPORT

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## ***Police/ Fire/ Ambulance: 000***

### ***Hospitals:***

- Angliss Hospital 9764 6111
- Healesville Hospital 5962 4300
- Maroondah Hospital 9871 3333
- Psychiatric Triage/Crisis Assessment Team (CAT) 1300 721 927

### ***Child Protection – Department of Human Services***

Referral where circumstance has a serious impact on the child's immediate safety, stability or development, or the concerns are persistent and entrenched and likely to have a significant impact on the child's development.

***Phone:*** 1300 360 391

### ***Child FIRST***

Information, support and referral where the immediate safety of the child is not compromised.

***Phone:*** 1300 369 146

***Child Protection*** 13 12 78

***Crime Stoppers*** 1800 333 000

***Directline (Drug/Alcohol)*** 1800 888 236

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

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

***Lifeline*** 13 11 14

***Parentline*** 13 22 89

***Poisons Information Centre*** 13 11 26

***Victorian Sexual Assault Crisis Line*** 1800 806 292

***Youth Support Advocacy Service*** 1800 014 446

# ACCOMMODATION

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## ***Homelessness***

Homelessness means that you do not have housing that is safe, secure, and affordable. Being homeless can include 'sleeping rough' (nowhere to stay) or moving from home to home staying temporarily with others (couch surfing). It is your right to have a safe and stable home. If you do not, there are people that can assist.

At any one time a significant number of people are homeless in this community. Of these a high proportion are young people who may still attend school and appear to be living quite normal lives. People try and hide the fact that they are homeless for fear of being judged by others.

The major cause of homelessness is family conflict/break down and poverty. Family Reconciliation services are available to assist families to resolve conflict before it becomes too severe.

Remember that there are services within the community available to assist.

## ***Strategies Professionals***

- If children or adolescents discuss feeling unsafe within their family home or residence contact Child Protection or Child First and discuss the matter directly.
- If young people or their families discuss family conflict that makes them at risk of becoming homeless, link them quickly to counselling or family reconciliation services. Maintaining young people within their family unit is usually the best option.
- If young people describe a way of life of moving from house to house or have no fixed address, please contact one of the Homelessness Opening Doors services.

# ACCOMMODATION

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## **Strategies** *(continued)*

### **Children/Adolescents**

- If you feel that you are unsafe where you live or you do not have a stable and secure home, please talk to someone you can trust. Tell them what is happening to you and ask them to help you get assistance.
- If you feel that there is too much conflict at home and you are no longer fitting in or feel unable to remain at home, speak to someone you can trust or call one of the numbers in this booklet. It is important that you ask for help. There are people available to listen and assist.

## **Agency Contacts**

### **Agency: Eastern Metropolitan Region Opening Doors (Access to Accommodation services in your area)**

**Program:** Homelessness assistance

**Description:** The initial point of contact for people who are homeless, at risk of homelessness or experiencing domestic violence.

**Criteria:** For people aged 15 years and older. 9am to 10pm 7 days a week, no cost

**Phone number:** 1300 558 484

### **Agency: Centrelink**

**Description:** Financial assistance and advice

**Phone number:** 13 24 90

### **Agency: Melbourne Youth Support Service – Frontyard**

**Description:** Statewide homeless service for youth aged 16 to 25

**Address:** 19 King St Melbourne

**Phone:** 9614 3688

**Website:** [www.melbournecitymission.org.au](http://www.melbournecitymission.org.au)

## **ACCOMMODATION**

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### **Agency Contacts**

**You may be referred to one of the following agencies by Opening Doors:**

**Agency: Anchor Incorporated**

**Program:** Youth support, family reconciliation and homelessness Opening Doors Crisis Response

**Address:** 112 Main Street, Lilydale

**Phone number:** 9760 6400

**Agency: UnitingCare Harrison**

**Program:** Youth Support, Opening Doors Crisis Response

**Address:** 1012 Little Burwood Highway, Wantirna Sth

**Phone number:** 9871 8700

**Website:** [www.harrison.org.au](http://www.harrison.org.au)

**Agency: Eastern Health**

**Program:** Homeless Youth Dual Diagnosis Initiative (HYDDI)

**Description:** The Homeless Youth Dual Diagnosis Initiative is funded to improve the youth homelessness sector's response to young people across the Outer East who have impacting substance use and mental health issues with a view to maximising the young person's recovery. HYDDI provides direct help with young people including assessment, treatment recommendations, short term interventions, appropriate referral options, telephone advice and secondary and tertiary consultation.

**Phone:** 9890 2673 or 0400 683 747

**Website:** [www.fan.org.au](http://www.fan.org.au)

# ANGER MANAGEMENT

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## *What Is Anger?*

Anger is an emotion that involves reactions to events or situations that cause us to be irritated, frustrated, furious, enraged or even hurt.

## *Responses to anger can involve:*

- **Physiological reactions** such as increased heart rate, tightening of muscles.
- **Destructive behaviours** such as verbal and/or physical outbursts.
- **Negative thought process** “I am so angry and I am out of control”.

## *There are four main categories of anger:*

- **Masked anger:** Individuals who deny or repress their anger and instead utilise other emotions such as sadness.
- **Explosive anger:** extended suppression of anger that result in a quick and exaggerated anger response.
- **Chronic anger:** anger that is held onto for extended periods of time resulting in constant tension.
- **Healthy anger:** appropriate reaction to situations and resolutions are sought.

## *Anger as a secondary emotion*

Anger often serves as a mask for other emotions that may be hurt, anxiety, shame, embarrassment, fear, guilt, pain or inadequacy. When anger is utilised to mask what feelings are really happening, this can create confusion for others who may not understand why someone is reacting in this manner.

# ANGER MANAGEMENT

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## ***Strategies***

### ***Professionals***

- Anger can often be a secondary emotion. Encourage the young person to discuss what's happening for them.
- Acknowledge how the young person is feeling.
- Devise an anger management plan. Identify alternative methods of reacting in situations for example alternative cognitions such as "I am hurt because of .....".
- Identify various relaxation methods and coping strategies such as deep breathing.

### ***Adolescents/Children***

- Find a trusted adult or someone you know and talk about how you are feeling.
- Think about what it is exactly that made you angry and how you could react differently the next time.

- Make a plan of what to do when you get angry, for example ways you can calm yourself down, and physical triggers that indicate you are getting angry.

### ***Parents/Carers***

- Encourage your child to talk openly and honestly about their feelings.
- Don't use anger as a response, this will only aggravate the situation.
- Help devise an anger management plan; identify when they are getting angry and alternative reactions such as walking away, time alone, going for a run or taking ten deep breaths etc.

# ANGER MANAGEMENT

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## ***Agency Contacts***

### ***Agency: Anglicare***

**Description:** Provides family and financial counselling, family violence and support programs as well as community education.

**Criteria:** Families who live in the Yarra Ranges

**Program:** Support and Mentoring programs

**Address:** 47-51 Castella Street, Lilydale

**Phone Number:** 9735 4188

***Refer to Community Health Section for further support for Anger Management***

### ***Agency: Yarra Ranges Council Youth Services***

**Program:** Counselling and Mentoring

**Description:** A youth specific service that provides generalist counselling and mental health programs for young people and their families who live, work or study in Shire of Yarra Ranges.

**Criteria:** Young people aged 12-25 who live, work or go to school in the Shire of Yarra Ranges.

**Address:** 216-218 Main Street, Lilydale

**Phone Number:** 9294 6716

**Website:** [www.yrys.com](http://www.yrys.com)

# BODY IMAGE

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Body image refers to the experiences, thoughts and feelings we have in relation to our body. It arises from an individual's experience of the world - this influences the development of one's perceptions, beliefs and feelings of how their body looks in relation to those of others.

One's body image changes over time in response to life events and can be influenced by a range of factors including representation in the media, cultural traditions and attitudes of friends and relatives.

Negative body image is often referred to as poor body image or body image dissatisfaction. Poor body image may affect one's mental and physical health and affect weight management.

Furthermore, there is a clear relationship between high levels of disordered body image and development of eating disorders. People with poor body image in regard to weight will not necessarily go on to develop an eating disorder, however do be aware if your young person's eating habits significantly change over longer periods.

When poor body image/body dissatisfaction impacts an individual's health and wellbeing, support is required.

## ***Strategies***

### ***Professionals***

- Schools can take on a “whole school” approach using the Health Promoting Schools Framework, which includes policy development in schools that supports positive body image and professional development and support for teachers.

### ***Children & Adolescents***

- Media images of desirable men and women are often airbrushed or digitally altered, meaning that the image of desire is actually not realistic or attainable.

# BODY IMAGE

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## **Strategies** *(continued)*

### **Parents/Carers**

- Be pro-active – get informed and educated. A lack of knowledge leads to a lack of understanding and empathy for an individual who may be suffering poor body image.
- Be mindful that parents and carers play a role in communicating values about weight, shape and body attributes.
- If you are concerned do not delay in getting some advice. See services listed below.

## **Agency Contacts**

### **Agency: The Butterfly Foundation**

**Description:** Community based charitable organisation that supports people with eating disorders and their carers. Provides a telephone and email support line for anyone affected by an eating disorder and workshops to primary and secondary schools

**Criteria:** Primary and secondary school teachers, youth workers and health and community professionals

**Phone Number:** 9822 5771

**Website:** [www.thebutterflyfoundation.org.au](http://www.thebutterflyfoundation.org.au)

### **Agency: Eating Disorders Foundation of Victoria Inc.**

**Description:** A statewide non-profit charity organisation to support those whose lives are affected by eating disorders.

**Phone number:** 9885 6563

**Website:** [www.eatingdisorders.org.au](http://www.eatingdisorders.org.au)

### **Eating Disorders Helpline**

*9885 0318 or 1300 550 236 (non-metro)*

# BULLYING

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## ***What is Bullying?***

A bully is someone who purposely hurts or overpowers others in a physical or emotional manner.

Research shows that one in five Australian school students are affected by bullying and one in seven are bullied at least once a week. Only a small percentage of young people ever tell anyone that they are being bullied.

Bullying can cause long term consequences to both the bully and their victims. Both groups may suffer from poor psycho-social functioning, poor relationship building, low academic performance and loneliness. Those who are bullied are more likely to suffer symptoms of depression, anxiety and poor self esteem.

For information please refer to the Depression and Anxiety Section in this guide.

## ***Bullying can include:***

Bullying is a form of aggression that incorporates a range of behaviours. Bullying can include:

- Physical – fighting, hitting, pushing, shoving, kicking or unwanted contact that is used to harm, hurt or intimidate.
- Verbal – teasing, name calling, putting people down to their face or behind their back. Making racist, homophobic or gender based put downs.
- Visual – hurtful looks, damaging people's property or possessions, rude gestures, making faces.
- Social – deliberately leaving someone out of activities, spreading rumours, ostracising.
- Cyber bullying – the use of electronic communication to bully a person, typically by sending messages of an intimidating or threatening nature.
- Sexual/sexting – sexually orientated jokes, drawing, photos or writing about someone's body.
- Extortion – using threat to control someone's behaviour eg: to give up possessions, buy food or drink, to do homework for them, give them money.

# BULLYING

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There are many reasons why a young person may engage in bullying. Just as there are different types of bullying, there are different types of bullies.

## ***Strategies***

### ***Schools***

- It is important to acknowledge that bullying occurs in all schools and identifying your school's strengths and weaknesses is a good beginning to recognising where changes may need to occur.
- Whole school approach: staff training and support, whole class strategies, pastoral care systems, playground strategies and effective and clear responses to bullying incidents.
- Provide students with support to discuss bullying freely and without fear and to help them feel as though they have the right and support to step in and do something about it.
- Have a clear bullying and harassment policy that is made available to all students, parents and staff.

### ***Parents/Carers***

- Victims of bullying can experience a range of emotions. Often young people feel ashamed and are embarrassed or reluctant to tell their parents or a trusted adult what is happening.
- Be watchful for changes in behaviour and possible signs of bullying such as refusing to go to school, refusing to catch public transport to school, a drop in grades, missing items of clothing/books etc, withdrawn or aggressive/angry behaviour.
- If bullying is an issue, it is important to contact the school.
- Encourage your child to spend time with a social network outside of school, or assist them in developing one. This will provide opportunity to encourage confidence and build a sense of acceptance.

# BULLYING

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## **Strategies** *(continued)*

### **Children/Adolescents**

- Report the bullying to a trusted adult, teacher or parent.
- Get help from a teacher, school welfare coordinator, counsellor or an adult you trust. It is important to talk to someone about the bullying.

## **Useful Websites & Resources**

***www.bullyingnoway.com.au***

***www.bullying.com.au*** - 'Bully Busting'

***www.reachout.com.au***

***www.amf.org.au*** -Alannah and Madeline Foundation

## **Agency Contacts**

**Agency:** *headspace Knox*

**Program:** Counselling

**Description:** headspace offers specific services for people aged 12-25 going through a tough time. headspace can help with all sorts of issues like relationship break ups, exam stress, peer pressure, bullying and depression. Whatever the issue, headspace has your back.

**Criteria:** Areas covered by Knox, Maroondah and Yarra Ranges Councils

**Address:** Knox Ozone, Suite 3027, 2 Capital City Blvd, 509 Burwood Highway, Wantirna Sth

**Phone number:** 9801 6088

**Website:** [www.headspace.org.au](http://www.headspace.org.au)

# COMMUNITY HEALTH

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Community Health Services aims to promote positive health by working with individuals to improve their physical, social and emotional wellbeing.

Community Health Services provide individual appointments and group programs as well as health promotion and community education.

Services that may be provided include:

- Allied Health such as, physiotherapy, occupational therapy, speech therapy, dietetics, podiatry and diabetes management;
- Nursing services such as district nursing and women's health
- Child and Family Services including counselling support, young parents groups, youth programs;
- Chronic Diseases support;
- Programs and support for vulnerable families including family violence, anger management and drug and alcohol;
- Health promotion initiatives such as healthy eating, respectful relationships, youth health

## ***Agency Contacts***

***Agency: EACH Social and Community Health***

***Program:*** Health Services/Youth Clinic

***Description:*** Delivers a range of health services that improve the physical/ mental health of individuals

***Criteria:*** Individuals and families that reside within the eastern metropolitan region

***Address:*** 46 Warrandyte Road, Ringwood

***Phone number:*** 9871 1800

***Website:*** [www.each.com.au](http://www.each.com.au)

***Agency: Inspiro***

***Program:*** Health services/Youth Clinic (Lilydale)

***Description:*** provides low cost health services, education, group programs and community activities

***Criteria:*** Persons residing within the eastern metropolitan region

***Address:*** 1624 Burwood Hwy, Belgrave  
17 Clarke Street, Lilydale

***Phone number:*** Belgrave 9754 8963

Lilydale 9738 8801

***Website:*** [www.inspiro.org.au](http://www.inspiro.org.au)

# COMMUNITY HEALTH

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## ***Agency Contacts***

### ***Agency: Woman's Health East***

***Program:*** Health Services

***Description:*** Women's Health East is a regional women's health promotion agency working across the Eastern Metropolitan Region of Melbourne.

***Address:*** 1/125 George St, Doncaster East

***Phone number:*** 9851 3700

***Website:*** [www.whe.org.au](http://www.whe.org.au)

### ***Agency: Yarra Valley Community Health (Eastern Health)***

***Program:*** Health Services

***Description:*** Range of health services for women, men and young people including mental and physical health services

***Criteria:*** Persons who reside within the Upper Yarra and Yarra Valley

***Address:*** 377 Maroondah Hwy, Healesville and 2471-2475 Warburton Hwy, Yarra Junction

***Phone number:*** 1300 130 381

***Website:*** [www.easternhealth.org.au](http://www.easternhealth.org.au)

# COUNSELLING

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Counselling allows for individuals to talk with a professional in a supportive, non judgmental, safe and confidential environment. Counselling can be used to work through a wide range of problems such as traumatic events, mental health concerns, anger management and issues with school, work, family or peers. Counselling can help provide new perspectives, support and pathways to appropriate services if needed.

## ***Who can attend Counselling?***

Anyone who feels as though they need some support can see a counsellor. For some people, talking one on one with a therapist helps them work through their specific issues. For others, issues relate to more than one person, and here it may be helpful to have family sessions. Family counselling allows for a number of people to sort through their issues together while having a separate person help provide new perspectives.

***Counsellor.*** A counsellor has a professional qualification and training (e.g. social work, psychology, counselling) that enables them to be eligible for membership to a peak body or professional association as an accredited counsellor. A counsellor can talk with young people and their families about emotional or personal matters and can help them work through these. Counsellors cannot prescribe medication.

***Psychiatrist.*** A psychiatrist is a medical doctor who specialises in the assessment, diagnosis, and treatment of mental illness. Going to see a psychiatrist often requires a referral from a G.P. In some instances psychiatrists and counsellors work together to help get a person back on track.

# COUNSELLING

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## *Strategies*

### *Professionals*

- People often have their own perceptions of what counselling may be like, try to dispel any myths or beliefs that the young person may have about attending counselling.
- If a young person would like to attend counselling support is crucial, so try to engage a support person for them if possible, maybe a friend or a sibling or parent. Try to assist the young person in making the referral, either sit with them whilst they contact the agency or make the referral for them. Follow up with the young person to find out how their session went.
- If there are concerns about a person's potential safety or risk contact an external agency to consult with.

### *Children/Adolescents*

- If there are things that bother you don't be afraid to speak up. Talk to a trusted adult and tell them what's going on for you. It is much better to let someone know how you are feeling rather than try to deal with it on your own.
- It is important that you feel comfortable and safe with someone before you share things which may be hard to talk about.
- A family member or someone you trust can attend counselling with you, particularly until you feel comfortable.
- You may want counselling for yourself or for you and your family. The choice is yours.
- Sessions are confidential unless the counsellor has concerns about yours or other's safety.

# COUNSELLING

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## **Strategies** *(continued)*

### **Parents/Carers**

- If your child would like to see a counsellor it does not mean that there is something seriously wrong with them. In fact recognising that there is a problem and seeking help to solve it is actually healthy.
- When discussing counselling with your child, explain that it is a way to get some support or learn different ways of coping or dealing with an issue.
- Explain to your child that you and the family will support him/her through counselling and that it is something the family will solve together.
- Be open to the idea of being part of the counselling if required. Counselling often works best for a person if they have the support of those around them.
- If your child does not want to attend counselling it may be helpful for you to attend yourself for some advice or support in managing the situation and supporting your child.

# COUNSELLING

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## *Trauma*

Experiencing a traumatic event can have a significant impact on young people, and can often leave them feeling overwhelmed and confused. Young people can sometimes find it hard to make sense of their feelings. It can also be hard for family members to know how the young person is feeling. As a result, the young people often don't get the support they need following a traumatic event.

While young people may not always talk about their concerns, there are often changes in behaviour that can give clues as to how the young person is feeling.

Some behaviour changes to look out for:

- Exaggerated emotional responses to small triggers
- Worry/stress or excessive concern for others
- Increased anger or conflict within the family
- Excessive boredom, lack of energy, irritable or continued low mood
- Negative attitudes, loss of interest in activities they used to enjoy
- Poor concentration, memory and organisation
- Restless or fidgety
- A lasting change in sleeping patterns
- Wanting to be alone more often
- Refusing to talk about their concerns
- Reduced ability to cope with responsibilities
- Reverting to immature or irresponsible behaviour
- Preoccupation with the fires
- A decline in school or work performance
- An increase or return of previous problems
- Engaging in reckless or risk taking behaviours such as substance use, self harm or putting themselves in danger
- Physical illness or pains.

# COUNSELLING

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## **Trauma** *(continued)*

Many of these behaviours may be quite normal for young people and may not be anything to worry about. However, if a young person is showing a number of these behaviours, or is experiencing rapid changes in their mood, it may be useful to talk to a professional.

If you or someone you know is showing these behaviours and it is worrying you, please contact one of the agencies listed to talk about it with a counsellor or youth worker.

## **Online Counselling**

[www.headspace.org.au](http://www.headspace.org.au)

[www.counsellingonline.org](http://www.counsellingonline.org)

[www.kidshelp.com.au](http://www.kidshelp.com.au)

[www.gambliughelponline.org.au](http://www.gambliughelponline.org.au)

[www.grief.org.au](http://www.grief.org.au)

## **Useful Websites/Resources**

[www.reachout.com.au](http://www.reachout.com.au)

[www.counsellingonline.org.au](http://www.counsellingonline.org.au)

[www.headroom.net.au](http://www.headroom.net.au)

[www.kidshelp.com.au](http://www.kidshelp.com.au)

# COUNSELLING

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## ***Agency Contacts***

***Agency: Anglicare***

***Program:*** Counselling and Support Service

***Description:*** Provides counselling and support to children and families including case management.

***Criteria:*** Individuals and families who reside in the Eastern Suburbs.

***Address:*** 47-51 Castella Street, Lilydale

***Phone number:*** 9735 4188

***Website:*** [www.anglicarevic.org.au](http://www.anglicarevic.org.au)

***Agency: Eastern Health CYMHS***

***Program:*** Child and Adolescent Mental Health Service

***Description:*** Provides specialist assessment and treatment for young people with mental health issues.

***Criteria:*** Children and Young People aged 0 to 25 years who reside within the eastern region

***Phone number:*** 1300 721 927 (24 hours/7days)

***Website:*** [www.easternhealth.org.au](http://www.easternhealth.org.au)

***Agency: headspace Knox***

***Program:*** Counselling

***Description:*** headspace offers specific services for people aged 12-25 going through a tough time. headspace can help with all sorts of issues like relationship break ups, exam stress, peer pressure, bullying and depression. Whatever the issue, headspace has your back.

***Criteria:*** Areas covered by Knox, Maroondah and Yarra Ranges Councils

***Address:*** Knox Ozone, Suite 3027, 2 Capital City Blvd, 509 Burwood Highway, Wantirna Sth

***Phone number:*** 9801 6088

***Website:*** [www.headspace.org.au](http://www.headspace.org.au)

# COUNSELLING

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## ***Agency Contacts***

***Agency: Yarra Ranges Council Youth Services***

***Program:*** Counselling and Mentoring

***Criteria:*** Young people aged 12-25 who live, work or go to school in the Shire of Yarra Ranges.

***Address:*** 216-218 Main Street, Lilydale

***Phone Number:*** 9294 6716

***Website:*** [www.yrycs.com](http://www.yrycs.com)

***Agency: UnitingCare Connections***

***Program:*** Support services

***Description:*** Provides a range of support services including mental health, disability, housing, mentorship and welfare support.

***Criteria:*** Young people and their families within the eastern suburbs

***Address:*** 185 Mt Dandenong Road, Croydon

***Phone number:*** 9724 2222

***Website:*** [www.connections.org.au](http://www.connections.org.au)

***Agency: EACH Youth & Family Services***

***Program:*** Early Intervention and Counselling

***Description:*** Helps children, young people and their families through individual, family and group support, counselling and mediation. Provides services to the outer eastern suburbs of Melbourne, including the Shire of Yarra Ranges.

***Phone Number:*** 9871 1800

## ***Useful Websites/Resources***

***[www.beyondblue.org.au](http://www.beyondblue.org.au)***

***[www.youthbeyondblue.org.au](http://www.youthbeyondblue.org.au)***

***[www.mifellowship.org](http://www.mifellowship.org)***

***[www.counsellingonline.org.au](http://www.counsellingonline.org.au)***

***[www.reachout.com.au](http://www.reachout.com.au)***

# CULTURAL SUPPORT (CALD)

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## ***Cultural and Linguistic Diversity (CALD)***

Victoria is the most culturally diverse state in Australia, with almost a quarter of our population born overseas. Victorians come from over 230 countries, speak over 200 languages and follow more than 120 different faiths.

## ***Agency: Centre for Multicultural Youth***

***Description:*** A community based organisation that provides services to and advocates for the needs of young people from migrant and refugee backgrounds.

***Website:*** [www.cmy.net.au](http://www.cmy.net.au)

***Phone:*** 9340 3700 or 9794 0057

## ***Agency Contacts***

***Agency:*** ***Migrant Information Centre***

***Program:*** Children and Youth Services

***Description:*** MIC provides a range of services for migrants and refugees living in the Eastern Suburbs. Services include: Leadership programs, peer-to-peer support, youth settlement support, homework support groups, parent support

***Address:*** Suite 2, Town Hall Hub, 27 Bank Street,  
Box Hill

***Phone:*** 9285 4888

***Website:*** [www.miceastmelb.com.au](http://www.miceastmelb.com.au)

## CULTURAL SUPPORT (INDIGENOUS)

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The Indigenous population in Yarra Ranges has grown by 154 people as of the August 2011 Census. This represents a 17.6% increase since the 2006 Census. The total number of Indigenous residents in Yarra Ranges at the 2011 census was 972 residents. Indigenous people reside throughout the municipality, with Healesville being a centre for community.

More than half (53%) of Indigenous residents were under 25 years of age, compared to 33.5% of non-Indigenous residents.

### **Agency Contacts**

#### **Agency: Aboriginal Family Violence Prevention and Legal Service**

**Description:** Legal advice and counselling, information and referral service. Family law and support on Centrelink issues.

**Address:** Level 3, 70-80 Wellington Street, Collingwood

**Phone number:** 9244 3333 or free call 1800 105 303

**Website:** [www.fvpls.org.au](http://www.fvpls.org.au)

#### **Agency: Centrelink**

**Description:** Provides a range of indigenous services including access to an indigenous specialist officer.

**Centrelink Indigenous Call Centre:** 1800 136 380

**Medicare Aboriginal and Torres Strait Islander**

**Access Line:** 1800 556 955

#### **Agency: Healesville Indigenous Community Services Association (HICSA)**

**Description:** To establish a welcoming and culturally affirming place in Healesville that provides a central point of contact for community members, both Indigenous and non-Indigenous, for information, services and programs that are focused on building a healthy, strong and skilled community.

Programs for youth: Young Warriors, Deadly and Safe Driving, school holiday programs, education bursaries Young Woman's Advisory Group and leadership circle

**Address:** 1A Badger Creek Road, Healesville

**Phone:** 5962 2940

**Website:** [www.hicsa.org.au](http://www.hicsa.org.au)

# CULTURAL SUPPORT (INDIGENOUS)

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## ***Agency Contacts***

***Agency: Mullum Mullum Indigenous Gathering Place***

***Description:*** Mullum Mullum Indigenous Gathering Place (MMIGP) is a community controlled Aboriginal organisation based in the Eastern Metropolitan Region of Melbourne.

***Programs for youth:*** Fortnightly planned activities and a place to build relationships with other indigenous youth in the Eastern Metropolitan Area. Includes: school holiday program, homework club, cultural camps and social events for indigenous youth and their families.

***Address:*** 3 Croydon Way, Croydon

***Phone:*** 9725 2166

***Website:*** [www.mmigp.org.au](http://www.mmigp.org.au)

***Agency: Ngwala Willumbong***

***Description:*** 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 with a harm minimisation focus. The service provides health

information, one-to-one counselling, personal support and guidance and case management.

***Criteria:*** Aboriginal and Torres Strait Islander people of all ages

***Address:*** 93 Wellington Street, St Kilda

***Phone number:*** 9510 3233

***Website:*** [www.ngwala.org](http://www.ngwala.org)

***Agency: Yarra Valley Community Health Service***

***Program:*** Aboriginal Health Team

***Description:*** Provides a range of health services for indigenous people as well as counselling.

***Address:*** 2/297 Maroondah Highway, Healesville

***Phone number:*** 5957 1100

# DEPRESSION & ANXIETY

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One in five Australians will experience a mental illness.

“Mental Illness” is a term that makes reference to a number or group of illnesses. Episodes of mental illness come and go throughout people’s lives and most can be effectively treated.

Young people suffering from mental health issues can find attending school, social functions, sporting functions etc very difficult and may become more isolated as a result of feeling “different” to other young people.

Individual feelings of shame, embarrassment, combined with reluctance from the community to accept people with mental health issues may interfere with a young person’s ability to access appropriate help when they need it.

Two common mental health issues are depression and anxiety. Psychosis is a serious but low prevalence mental health disorder.

For more information contact a local mental health service or GP.

## ***Depression***

Statistically, 24% of adolescents will have experienced clinical depression by the age of 18 years. Symptoms of depression may include:

- Feelings of sadness over an extended period.
- Withdrawal from peers.
- Increased irritability or anger.
- Change in academic performance.
- Difficulty concentrating.
- Moodiness.
- Changes to sleeping and eating patterns.
- Loss of enjoyment from social activities or previous interests.
- Marked changes in energy levels, or increased agitation.
- Poor self-esteem.
- Preoccupation with death or suicide.

# DEPRESSION & ANXIETY

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These symptoms could indicate depression if they have a profound impact on the young persons ability to manage daily life. Depression can be caused by stressful life events such as death of a close friend or relative, failing an exam and so on, or it may have no identifiable trigger.

## ***Anxiety***

Anxiety is a normal part of life. This is usually a temporary response to mild stress. When anxiety persists for a long period of time it may be necessary to obtain further assistance as it can lead to difficulties participating in normal daily activities.

Children or adolescents who are anxious may exhibit the following symptoms:

- Unrealistic and excessive worry
- Continuous need for reassurance
- Marked self-consciousness
- Complaints with no physical cause
- Difficulty concentrating
- Irritability

- Restlessness or agitation
- Fatigue
- Distress on separation from parents
- Refusing to attend school
- Panic attacks
- Avoidance of certain situations
- Obsessions or compulsions

There are many types of anxiety disorders including separation anxiety, phobias, panic disorder, obsessive compulsive disorder, post-traumatic stress, generalised anxiety disorder.

# ***DEPRESSION & ANXIETY***

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## ***Strategies***

### ***Professionals***

- Approach the young person and identify your concerns about their changes in mood or behaviour.
- Acknowledge the feelings of the young person.
- Allow them time and space to talk.
- Encourage them to talk to their family about how they are feeling.
- Provide information on where to access professional help.
- If the young person does not wish to engage in this process, discuss your concerns with a clinician. This is known as secondary consultation and the young person's name is not required.
- If you have any reason to believe that the person is at imminent risk of harm to themselves or others contact your local mental health service immediately.

### ***Children/Adolescents***

- Talk to someone you can trust.
- Be open and honest about how you are feeling.
- Be aware that you are not alone.
- Know that there is help available and ask a trusted adult for information and resources.
- Access information about your feelings.
- Consider talking to a professional.

### ***Parents/Carers***

- Be available to your child.
- Be open to hearing about how they are feeling and don't minimise their feelings.
- Allow your child time to open up about how they are feeling – don't push too hard.
- Try to find out if there has been a trigger, how long have they been feeling like this, has anything helped or changed?
- Contact professionals (family doctor, community health centres, youth counsellors, school welfare officers, websites, etc) to obtain further information and support.

# DEPRESSION & ANXIETY

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## *Young People as Carers*

Young people who are living with a parent with a mental illness may at times become the carer of their parent and/or siblings. Worries about their parent's mental illness may place significant strains on the young person's school and social activities. Being responsible for the caring role can often lead to high levels of stress. A mental health prevalence study of young people rated the emotional burden of worrying about their parent to be of higher concern than more tangible aspects of caring such as paying bills and housework.

## *Strategies*

### *Professionals*

- Many children who have a parent with a mental illness usually find it difficult to talk about what is going on at home as they may not understand it themselves. Be open and willing to listen to their story. Acknowledge and normalise the young person's feelings.

- Try to answer the young person's questions as openly as possible.
- Establish a support network, within and outside the family

## *Children/ Adolescents*

- Try and find out some more about the illness, it'll help you understand what's going on.
- Don't be afraid to open up to a friend, relative or someone you trust. Talking about it can help take a load off.
- You may want to talk to your school about your situation so they can support you if times get tough.
- Find an outlet for yourself, like a sport or learning to play an instrument.
- Don't forget. Sometimes talking to your parent will clear up any confusion you might have about what's going on.

# DEPRESSION & ANXIETY

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## *Young People as Carers*

### **Strategies** *(continued)*

#### **Parents/Carers**

It is important to remember that children are quite susceptible to what is going on around them. Young people usually know when something isn't right and more often than not blame themselves for the situation.

- Talk to the young person and explain what is going on, this will help clear up any confusion they may have.
- Let them know it is not their fault or anything they have done and that mental illness is just like any other physical illness.
- Consider peer support groups for your child. These groups are extremely important in letting your child know that they are not alone, and there are any others in the same situation.
- Establish supports for the family to help when times get tough, for example help in the home and/or counselling.
- It may be beneficial to discuss your situation with your child's school to enable relevant supports are in place when needed.

# DEPRESSION & ANXIETY

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## **Agency Contacts**

### **Agency: Eastern Health CYMHS**

**Program:** Child and Adolescent Mental Health Service

**Description:** Provides specialist assessment and treatment for young people with mental health issues.

**Criteria:** Children and Young People aged 0 to 25 years who reside within the eastern region

**Phone number: 1300 721 927 (24 hours/7days)**

**Website:** [www.easternhealth.org.au](http://www.easternhealth.org.au)

### **Agency: Yarra Ranges Council Youth Services**

**Program:** Paying Attention to Self (PATs)

**Description:** A peer support group for young people aged 12 – 18 who have apparent with a mental health issue. In this group young people can meet new friends and have fun while doing activities that promote positive mental health.

**Criteria:** Young people aged 12-18 from the eastern suburbs of Melbourne.

**Address:** 216-218 Main Street, Lilydale

**Phone Number:** 9294 6716

**Website:** [www.yrys.com](http://www.yrys.com)

### **Agency: headspace Knox**

**Program:** Counselling

**Description:** headspace Knox offers specific services for people aged 12-25 going through a tough time. headspace can help with all sorts of issues like relationship break ups, exam stress, peer pressure, bullying and depression. Whatever the issue headspace has your back.

**Address:** Westfield Knox Ozone, Suite 3027, 2 Capital City Boulevard, 509 Burwood Highway, Wantirna South

**Phone number:** 9801 6088

**Website:** [www.headspace.org.au](http://www.headspace.org.au)

**Kids Help Line**                      1800 551 800

**Parent line**                              13 22 89

# DEPRESSION & ANXIETY

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## ***Agency Contacts***

***Agency:*** Eastern Health - VicChamps

***Program:*** VicChamps Program

***Description:*** A peer support program for 5-12 year olds who have a parent with a mental illness

***Address:*** Koonung Clinic, 1st Floor, 43 Carrington Road, Box Hill

***Phone number:*** 9843 5800

***Website:*** [www.easternhealth/vicchamps](http://www.easternhealth/vicchamps)

***Agency:*** UnitingCare Community Options (UCCO)

***Program:*** Commonwealth Carer Respite and Carelink Centre

***Description:*** A carers program for young people living in the eastern metropolitan region who care for a friend or relative who may have one or more of a range of disabilities including mental health.

***Address:*** 530-540 Springvale Road, Glen Waverley

***Phone Number:*** 9239 2500 or 1300 651 463

***Website:*** [www.ucco.org.au](http://www.ucco.org.au)

## ***Useful Websites***

[www.youthbeyondblue.com](http://www.youthbeyondblue.com)

[www.beyondblue.org.au](http://www.beyondblue.org.au)

[www.sane.org.au](http://www.sane.org.au)

[www.headroom.net.au](http://www.headroom.net.au)

[www.youngminds.org.uk](http://www.youngminds.org.uk)

[www.embracethefuture.org.au](http://www.embracethefuture.org.au)

[www.reachout.com.au](http://www.reachout.com.au)

[www.youthcentral.vic.gov.au](http://www.youthcentral.vic.gov.au)

[www.getontop.org](http://www.getontop.org)

[www.copmi.net.au](http://www.copmi.net.au)

(Children of Parents with a Mental Illness (COPMI))

[www.headroom.net.au](http://www.headroom.net.au)

[www.reachout.com.au](http://www.reachout.com.au)

# DISABILITY

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## ***What is a disability?***

A disability is any continuing condition that restricts everyday activities. The Disability Services Act (1993) defines disability as a condition that:

- Is attributable to an intellectual, cognitive, neurological, sensory or physical impairment or a combination of those impairments.
- Is permanent.
- May or may not be episodic in nature.

Disabilities can result in a person having a substantially reduced capacity for communication, social interaction, learning or mobility and a need for continuing support services in daily life. Some disabilities, such as epilepsy, are hidden while others, such as cerebral palsy, may be visible.

With the assistance of appropriate aids and services, the restrictions experienced by many people with a disability may be overcome.

## ***Types of disabilities:***

There are many different types of disability. A disability can be caused by a genetic condition, an illness or an accident, and includes:

- Intellectual disability.
- Physical disability.
- Sensory disability.
- Acquired brain injury.
- Neurological impairment.
- Dual disability (one of the above and a psychiatric disability).
- Disabilities that are unrelated to ageing; and
- Any combination of these.

# DISABILITY

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## ***Communication Tips:***

When communicating with someone with a disability

- Look at the person when addressing him or her.
- Ask the person about the best way to communicate if you are unsure.
- Speak directly to a person with a disability, even if a person without a disability accompanies him or her.
- If you know the person's name, address the person by their name.
- Offer assistance if it appears necessary, but don't assume a person with a disability needs or will accept it. Wait for acceptance and instruction before proceeding. Respect people's wishes.
- Extend your hand to shake when meeting someone.

## ***Strategies***

### ***Professionals***

- Have policies and procedures in place for addressing accommodation needs for people with disabilities.
- Make sure your facility is accessible to people with mobility impairments.
- Discuss with the young person and their family about how best to meet the needs of the young person.
- Consider referral to support groups and health professionals including Guidance Officers, Psychologists, Case Management Services and Respite Services.

# DISABILITY

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## **Strategies** *(continued)*

### **Parents/Carers**

- It is really important that the child's disability does not become the entire focus. The child should live in your house rather than you living in their house. Otherwise the family is defined by the disability and the child.
- There are many support groups and services that are available for the young person with a disability and their family.

## **Agency Contacts**

### **Agency: Care Connect**

**Program:** Case Management

**Description:** Care Connect is a not for profit organisation specialising in assessment, case management and brokerage services.

**Phone number:** 9738 6302 (Lilydale Office)

**Website:** [www.careconnect.org.au](http://www.careconnect.org.au)

### **Agency: Association for Children with a Disability**

**Description:** Information, support and advocacy organisation for children with a disability and their families.

**Phone number:** Freecall 1800 654 013

**Website:** [www.acd.org.au](http://www.acd.org.au)

# DISABILITY

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## ***Agency Contacts***

***Agency: Department of Human Services-Disability***

***Description:*** Provides funding and a range of supports and services for people with intellectual, physical, sensory and dual disabilities, neurological impairments and acquired brain injury.

***Website:*** [www.dhs.vic.gov.au/regional/eastern/](http://www.dhs.vic.gov.au/regional/eastern/)

***Phone number:*** 9843 6000

***Agency: Interchange***

***Description:*** Interchange programs are community based not for profit organisations that provide family support and social opportunities for children and young people with a disability

***Website:*** [www.interchange.org.au](http://www.interchange.org.au)

***Phone number:*** 1300 300 436

***Agency: Interchange Outer East***

***Description:*** Non profit, community based organisation providing opportunities and experiences for children, youth, young adults with disabilities and their families through a range of respite, recreation and support programs

***Website:*** [www.ioe.org.au](http://www.ioe.org.au)

***Phone number:*** 9758 5522

## ***Useful Websites***

***[www.scopevic.org.au](http://www.scopevic.org.au)***

***[www.carersaustralia.com.au](http://www.carersaustralia.com.au)***

***[www.youngcarers.net.au](http://www.youngcarers.net.au)***

***[www.hreoc.gov.au](http://www.hreoc.gov.au)***

***[www.disability.vic.gov.au](http://www.disability.vic.gov.au)***

# DRUGS & ALCOHOL

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Use of drugs and alcohol by people of all ages is a long standing community issue.

Since 1985 the keystone of the National Drug Strategy has been *harm minimisation*: potential harms are reduced by strategies ranging from total abstinence to reducing the risks for people or populations who continue to use.

All drugs are potentially harmful, whether they are legal (alcohol, tobacco, Panadol) or illegal (heroin, cannabis, speed). The risk is determined by three key factors and each influences the others.

- The Person: their reason for use, their current mood, their health, their expectations, their gender and body mass.
- The Substance: how it is obtained, whether it is smoked, injected or swallowed, the type of drug (stimulant, depressant), the quality and how much is used.
- The Environment: where the person is, what's going on, who else is present.

## ***When is a problem a problem?***

Common initial reasons why young people experiment with alcohol and other drugs are for their perceived positive effects: they enable people to relax, to feel confident and get on with others, to escape stress or problems, and because it's fun.

Use becomes a problem when the negative effects on a person's ability to think clearly and act appropriately, to work, to attend school, and to maintain relationships with friends or family, outweigh the perceived positives.

Problematic drug use varies from person to person.

The most common problem for young people is binge drinking. Even one-off inebriation with alcohol raises serious health concerns and greatly increases risky behaviour and accidents.

# DRUGS & ALCOHOL

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Longer term regular use can lead to dependence. Dependence is characterised by:

- *Psychological* effects whereby the person believes they need the drug to feel normal.
- *Physical* effects that involve withdrawal symptoms if use ceases.
- A pre-occupation with getting, using and recovering from use.

## ***Interventions***

A person who wants to change their substance use can use various methods.

- Counselling for the individual and/or family. This means talking with a trained counsellor who discusses, reflects, and supports the person or family through the situation.
- At home or residential detoxification. This means being supported at home or staying in a supported environment to eliminate drugs from the system. Counselling should also take place.
- Rehabilitation. This occurs after detoxification and requires the person to attend a live-in situation where they work through the issues surrounding the drug use.
- Alternative pharmacotherapies. This involves a period of using a less harmful drug to alleviate the symptoms of more harmful drugs while the person gets their life “back on track”.

# DRUGS & ALCOHOL

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## ***Tips and Strategies***

### ***Professionals***

- Listen, support and empathise in the young person's crisis and issues in a non-judgmental and confidential manner.
- Clarification of the legal issues around disclosure of drug use can relieve anxiety and encourage honesty.
- Consult professionals about specialised alcohol and other drug information and issues.
- Explore contextual issues of family problems and family perceptions of drug use.

### ***Children and Adolescents***

- Find an adult who will listen and support you with your concerns for a parent, a friend, or yourself.
- Don't try to manage the situation on your own. Recognise when things are becoming more than you can handle.
- Contact a Drug and Alcohol counsellor to discuss the issues and get support. Counselling is also available for any person concerned about someone else's drug use.

### ***Parents and Carers***

- Don't assume a young person is using drugs because of their "behaviours". Lots of circumstances produce effects that look like drug use.
- Offer time to talk in a non-confrontational manner about your concerns. Show you are prepared to listen.
- Try (very hard) to maintain self-control so as not to further inflame the situation.
- Try to separate your own issues, including your fear, from what is actually happening in the young person's life.
- Get some emotional support for yourself from friends and family.
- Use professional counselling drug help and information services.
- Educate and inform yourself about drugs and drug use. (Don't rely on the media for this information - use specialist agencies.)

# DRUGS & ALCOHOL

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## **Agency Contacts**

### **Agency: AGENDAS (Anglicare Greater Eastern Drug & Alcohol Service)**

**Description:** Provides Drug and Alcohol counselling, support, education and information to individuals, young people and families impacted by substance use. The service provides counselling, family therapy, youth outreach, parent support, community awareness and consultation for professionals.

**Criteria:** Adults, young people 12-25 years and their families living, working or attending school in the Yarra Ranges.

**Phone number:** 9721 3688

**Website:** [www.anglicarevic.org.au](http://www.anglicarevic.org.au)

### **Agency: Eastern Drug and Alcohol Service (EDAS)**

**Program:** General Services

**Description:** Provides counselling for young people and their families as well as young people who are affected by someone else's substance use. Provides education programs to schools on a variety of drug and alcohol issues

**Criteria:** People need to be between 12 - 21 years and live, work or attend school in Yarra Ranges.

**Phone number:** 1300 650 705

**Intake/Secondary Consult:** Mon to Fri 9am to 5pm

**Website:** [www.edas.org.au](http://www.edas.org.au)

### **Program: Ngwala Willumbong**

**Description:** 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.

**Criteria:** Aboriginal & Torres Strait Islander people

**Phone number:** 9510 3233

**E-mail:** [reception@ngwala.org](mailto:reception@ngwala.org)

**Website:** [www.ngwala.org](http://www.ngwala.org)

### **Agency: Youth Support Advocacy Service (YSAS)**

**Description:** a range of programs and services for young people 12 to 21 years experiencing significant problems related to their alcohol or drug use.

**Phone:** 24 hour free YSAS Line: 1800 014 446

**Website:** [www.ysas.org.au](http://www.ysas.org.au)

# DRUGS & ALCOHOL

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## ***Phone Numbers:***

***Kids Help Line*** – 1800 551 800

***DACAS*** – 1800 812 804

A 24 hour specialist telephone consultancy for alcohol and other drug clinicians and health and welfare staff. Advice on clinical management of AOD issues. Staffed by GPs, nurses and pharmacists

***Directline*** – 1800 888 236 24 hour support counselling service

## ***Useful Websites/Resources***

***[www.adf.org.au](http://www.adf.org.au)***

***[www.somazone.com.au](http://www.somazone.com.au)***

***[www.counsellingonline.org.au](http://www.counsellingonline.org.au)***

***[www.edas.org.au](http://www.edas.org.au)***

***[www.vicdrugguide.org.au](http://www.vicdrugguide.org.au)***

# FAMILY VIOLENCE

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Family violence is when someone in the family tries to control, hurt or manipulate others. It includes any behaviour that causes physical, sexual or emotional damage, or causes someone to live in fear or high state of anxiety.

Violence may be perpetrated by a parent or young person and the violent person may not be abusive all the time. In fact abusive people can also be loving and kind some of the time, although this does not excuse their behaviour or actions. Abusive people may want to control others to minimise their own feelings of stress, anger, fear or anxiety. Stressors such as drugs, alcohol, unemployment and financial difficulties can cause anxiety for families, but should not be seen as the causes of violence.

Often victims may be wondering if there is something that they are doing to worsen the situation and thereby blame themselves. This can lead to the victim taking responsibility for the violent person's behaviour.

Some examples of this include:

- Covering evidence of violence such as bruising or house damage.
- Changing your own behaviour to suit the other person.
- Not seeing friends or family.

People in abusive relationships may also feel:

- Afraid or embarrassed to tell anyone.
- Worried that it is their own fault.
- Depressed or lonely.
- Confused.
- Scared of coping on their own.
- Afraid they won't be believed.
- That they have tried everything.
- Physical symptoms such as illness

# FAMILY VIOLENCE

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## ***Types of Abuse***

Family violence includes physical violence, verbal, sexual, and emotional abuses, neglect, and financial deprivation or control.

***Physical violence*** is the use of physical strength or force to overpower, hurt or coerce another. Also includes threats of harm to victim's loved ones or pets.

***Verbal abuse*** refers to unacceptable and hurtful behaviour or put-downs that someone may say on a frequent basis.

***Sexual abuse*** is forcing or coercing someone to partake in unwanted sexual activity. This is also a criminal offence in married couples.

***Emotional abuse*** occurs when someone is frequently being criticised, put-down, stopped from seeing loved ones or made to feel guilty for it. It includes any actions that make another feel worthless and more dependent on the abuser.

***Financial abuse and deprivation*** is the very tight control of expenditure by one partner. It may also include the deprivation of access to money.

## ***Notification***

Clear cases of child physical and sexual abuse should be reported to Child Protection at the Department of Human Services on 1300 360 391, or after hours on 13 12 78. Other types of abuse including neglect should be referred to Child FIRST on 1300 369 146.

# FAMILY VIOLENCE

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## ***Strategies***

### ***Professionals***

- Take abuse issues seriously, it will often be a huge step for someone to speak out.
- Recognise, acknowledge and support the strength this can take.
- Help the victim to understand all the abuse issues that are current.
- Do not voice criticism of the abusive person. Express your support in a non judgemental manner.

### ***Children/ Adolescents***

- Tell them that the arguing/fighting is not their fault and give them every chance to talk about what is happening.
- Validate any feelings such as fear, anger or sadness as normal.
- Help them make a safety plan which they can easily follow.

- Assist the young person to understand that abuse affects everyone in the family negatively. Encourage accessing supports.

### ***Parents/Carers***

- It is often difficult for children to talk about violence and abuse. They may be scared they will be blamed or punished.
- Children who witness family violence generally have higher levels of anxiety, aggression, behavioural and emotional problems as well as physical complaints.
- Children may be learning that violence is a legitimate way for obtaining control or resolving conflict.
- Acknowledge the distress family violence can have on you and members of your family. Seek supports and encourage your family to discuss their feelings with someone they trust.

# FAMILY VIOLENCE

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## ***Agency Contacts***

***In any emergency, or, if you are in danger of being harmed, call 000.***

***Agency: Anglicare***

***Description:*** Counselling and Family Violence Team

***Address:*** 45-71 Castella St, Lilydale

***Phone number:*** 9735 4188

***Agency: Yarra Ranges Council Youth Services***

***Program:*** Counselling

***Description:*** Counselling for young people aged 12 – 25 and their families.

***Criteria:*** Young people aged 12-25 who live, work or go to school in the Shire of Yarra Ranges.

***Address:*** 216-218 Main Street, Lilydale

***Phone Number:*** 9294 6716

***Website:*** [www.yrys.com](http://www.yrys.com)

***Agency: Eastern Domestic Violence Outreach Service (EDVOS)***

***Description:*** Provide counselling and support for women and children from a family violence situation.

***Phone number:*** 9870 5939

***Agency: Police – Sexual Offences and Child Abuse Unit Knox***

***Phone Number:*** 9881 7939

## ***Useful Websites/Resources***

***[www.burstingthebubble.com](http://www.burstingthebubble.com)***

***[www.ntv.net.au](http://www.ntv.net.au)*** – For men concerned about their violent behaviour

***[www.dvirc.org.au](http://www.dvirc.org.au)***

# **GAY, LESBIAN, BISEXUAL, TRANSGENDER, INTERSEX (GLBTI)**

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Sexual identity is a complex and lifelong process of understanding one's gender and sexual orientation and what this means for them as a person.

Finding out that you are gay, lesbian, bisexual or transgender can be a challenging and confusing time for a young person and their family.

For some young people, identifying themselves as GLBTI can mean relief from their confused feelings, and for others it can be fraught with uncertainty.

It has been estimated that 7 to 11% of Australia's youth population are not unequivocally heterosexual. Research also highlights that GLBTI young people were more likely to experience homophobic discrimination. Consequently, some young people choose not to come out publicly for fear of this discrimination. Further, there is increasing evidence of a link between GLBTI young people and attempted suicide.

## ***Coming out***

Coming out can be a time of both positive and negative experiences. Many young people, struggling with sexual identity in a predominantly heterosexual environment, can experience a range of negative feelings that can sometimes result in symptoms of depression.

Refer to the depression section of this booklet for more information.

# GAY, LESBIAN, BISEXUAL, TRANSGENDER, INTERSEX (GLBTI)

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## ***Useful Definitions:***

***Heterosexual:*** People whose sexual and emotional feelings are for the opposite sex.

***Homosexual:*** People whose sexual and emotional feelings are for the same sex.

***Same-Sex Attracted:*** Those who are attracted to people of their own sex.

***Bisexual or Bi:*** Those whose sexual and emotional feelings are for both women and men.

***Lesbian:*** Women whose sexual and emotional feelings are for women.

***Gay:*** People whose sexual and emotional feelings are for the same sex. In Australia, this can mean men or woman, although it tends to be used mainly for men.

***Transgender/Trans:*** Those whose gender identity or behaviour falls outside the usual expectations of their gender. This includes people who feel that their anatomical gender is at odds with their inner sense of being 'male' or 'female'.

***Transsexual:*** People who are born anatomically male or female but have a profound identification with the opposite gender. Not all transsexual people see themselves as being transgender.

***Intersex:*** A biological condition where a person is born with physical characteristics and/or sex chromosomes that is not exclusively male or female.

***Sexual Orientation and Sexuality:*** The nature of a person's basic emotional and sexual attraction to other people.

***Homophobia/Biphobia/Transphobia:*** Individual fear or hatred of gay, lesbian, bisexual or transgender people. Actions can include prejudice, discrimination, harassment or violence.

(Adapted from Same Sex Eastern Action (SSEA) Celebrating Diversity CD ROM)

# GAY, LESBIAN, BISEXUAL, TRANSGENDER, INTERSEX (GLBTI)

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## ***Strategies***

### ***Professionals***

- Create a safe and supportive environment for young people to feel comfortable to speak openly about their sexuality.
- Never make assumptions about anyone's sexuality, always use inclusive language, for example "Do you have a partner?"
- Provide young people with accurate information.
- Advise young people on resources available as well access points to referrals if needed.
- Be aware of risk factors such as safety for the young person.

### ***Children/Adolescents***

- Realising you might be GLBTI is a different experience for everyone; the term 'coming out' is also very different for everyone. Coming out is decision you should make for yourself and you don't have to 'come out' or 'label' yourself if you don't want to.

- If you feel comfortable, talk to a professional or someone you trust; have a plan in place if things don't go o.k.

### ***Parents/Carers***

When a young person 'comes out' it can be extremely hard for families. Parents often have their own anxieties for their loved one.

- Support your young person and yourself by reading up on sexuality and gender.
- Having open and frank discussions with your child will help you better understand their position and help you show them your support.
- There are support groups available for parents of GLBTI young people. These groups will help you find the information you need while coming to terms with your child's sexual orientation.

# GAY, LESBIAN, BISEXUAL, TRANSGENDER, INTERSEX (GLBTI)

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## **Agency Contacts**

### **Agency: Gay and Lesbian Health Victoria**

**Program:** Health information and resources for gay, lesbian, bisexual, transgender and intersex people

**Description:** Provides accessible and up to date health information.

**Criteria:** Residents of Victoria

**Address;** First Floor, 215 Franklin Street, Melbourne

**Phone Number:** 9479 8724

**Website:** [www.glhv.org.au](http://www.glhv.org.au)

### **Agency: Gay and Lesbian Switchboard (Vic) Inc**

**Program:** Help/Support/Information Line

**Description:** Free telephone counselling, information and referral service for gay men, lesbians, bisexual or transgender staffed by trained volunteers who are themselves gay, lesbian, bisexual or transgender.

**Criteria:** Anyone needing information or support.

**Address:** Little Lonsdale Street, Melbourne

**Phone number:** 1800 184 527

**Website:** [www.switchboard.org.au](http://www.switchboard.org.au)

### **Agency: Parents, Families and Friends of Lesbians and Gays Victoria Association Inc.**

**Program:** Promotion of the health and well-being of the GLABTIQ community and their families through support, education and advocacy.

**Description:** Mutual support group for parents, families and friends of gay men, lesbians and bisexuals through monthly meetings. There is a library of diverse reading material and a website for information and education purposes..

**Criteria:** Residents of Victoria. Monthly meetings held in Melbourne. No restrictions apart from the desire to make the world a better place for GLABTIQ people and their parents and families.

**Address:** 6 Claremont Street, South Yarra

**Phone number:** 9866 6739

**Website:** [www.plfagvictoria.org.au](http://www.plfagvictoria.org.au)

# GAY, LESBIAN, BISEXUAL, TRANSGENDER, INTERSEX (GLBTI)

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## ***Agency Contacts***

### ***Agency: The ALSO Foundation***

***Program:*** Creating and celebrating a diverse, strong, safe and inclusive LGBTIQ community that contributes to and is respected by broader communities.

***Description:*** Provides services to the Lesbian, Gay, Bisexual, Transgender, Inter-sex and Queer community which aims to lead through building relationships/partnerships within and beyond the LGBTIQ community. Advocates to secure equitable access to rights, entitlements and services. Conducts regular social events.

***Criteria:*** Resident of Victoria

***Address:*** P O Box 3146, Prahran East

***Phone number:*** 0467 804 029

***Website:*** [www.also.org.au](http://www.also.org.au)

### ***Agency: Victorian Gay and Lesbian Rights Lobby***

***Program:*** Addressing legal, social and economic areas of disadvantage and discrimination against gay men, lesbians, bisexuals and queers.

***Description:*** To achieve equality and social justice for gay men, lesbians, bisexuals and queers.

***Criteria:*** Resident of Victoria

***Address:*** Little Lonsdale Street, Melbourne

***Website:*** [www.vgirl.org.au/index.php](http://www.vgirl.org.au/index.php)

# **GAY, LESBIAN, BISEXUAL, TRANSGENDER, INTERSEX (GLBTI)**

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## ***Useful Websites & Resources***

***My Friend is Gay*** - a peer support resource developed to provide pathways of support for parents, friends, siblings and those who work with GLBTI young people. [www.also.org.au](http://www.also.org.au)

***Rainbow Network:*** [www.glhv.org.au](http://www.glhv.org.au)

***Bisexual Network Victoria:*** [www.bi-victoria.org](http://www.bi-victoria.org)

**PFLAG** (Parents, families & friends of lesbians & gays) [www.pflagaustralia.org.au](http://www.pflagaustralia.org.au)

# LEGAL ISSUES

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Young people often encounter legal issues through their interactions with their family members, friends, employers and people in positions of authority.

Some common issues which affect many young people include:

**Family violence** - violent, threatening or other behaviour by a person that coerces or controls a member of the person's family, or causes the family member to be fearful

Young people may be the victims of family violence from other family members, witnesses of acts of family violence between their parents, or may have concerns about friends and their families.

**Human rights** – basic rights that belong to us because we are human beings

Victoria has 'The Charter of Human Rights and Responsibilities Act 2006 (Vic)' which protects the

human rights of all people in Victoria. All people must be treated with respect, and cannot be discriminated against because of their age, sexuality, religious belief or cultural background.

**Infringement fines** – penalties for disregarding a regulation or law, for example travelling on public transport without a valid ticket

Fines can be contested if a young person believes an infringement has not occurred or payment plans can be negotiated if required.

**Sexting** – the act of sending sexually explicit messages or images by mobile phone

Young people may have participated in this activity without understanding the legal and social consequences.

# LEGAL

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## ***Strategies***

Community legal centres can provide community legal education (CLE) programs to school and community groups on any of these topics. A general topic '**Youth and the Law**' is also available.

Young people can make appointments to receive individual legal advice if they have a specific concern. Parents do not need to attend or be informed.

## ***Professionals***

- If your school or community group has broad concerns regarding a legal issue (for example, sexting between students) a community legal centre can deliver a community legal education (CLE) program tailored to your group.
- If you become aware of a young person with a specific legal issue (for example, family violence) a referral can be made to one of the services listed below for individual advice.

## ***Children/Adolescents***

- If you are scared about your physical safety because of threatening behaviour by another family member, you should seek assistance immediately. Talk to a teacher, a youth worker or someone else you trust.
- If you would like to know how to make a complaint against a service provider, or have concerns about any of the issues listed above, contact one of the numbers in this booklet and make an appointment. It is better to ask for help early rather than waiting until the situation becomes more serious. For example, hiding your fines in a drawer won't make them go away. It is better to talk to someone about arranging a payment plan.

People under 18 years of age can only be questioned by police with another independent adult present. The '**Youth Referral and Independent Person Program (YRIPP)**' can support you in police interviews if your parent or guardian is not available to be with you.

# LEGAL SERVICES

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## **Agency Contacts**

### **Agency: Eastern Community Legal Centre**

**Program:** Legal Advice and Community Legal Education Programs

**Description:** Free legal advice and community legal education programs on a range of issues

**Yarra Ranges Office** (Tues – Thurs)

Community Link

**Address:** 110 River Street, Healesville 3777

**Phone:** 5962 1665 or toll free 1300 79 70 88

Outreach Services available in Lilydale, Yarra Glen and Yarra Junction.

### **Outer East Office** (Mon – Thurs)

**Address:** Suite B, 6 Floriston Road, Boronia 3155

**Phone:** 9762 6235

### **Agency: Consumer Affairs Victoria**

**Description:** Consumer Affairs Victoria (CAV) is the state's leading consumer protection agency and provides information and advice on: Renting and accommodation, Real estate, Building and renovating, Funerals, Business licensing and regulation, Not for Profit, Shopping, Credit, Scams and conciliation and advice

**Community Education** - Experienced and knowledgeable staff are available to speak to community groups and organisations on a range of consumer issues and topics. Contact the community educators on (03) 8684 6465 to arrange a presentation

**Phone:** 1300 558 181 General Consumer Helpline  
1300 557 559 Building Advice and Conciliation  
1300 137 164 Residential Bond Authority  
1300 737 030 Estate Agents Resolution Service  
13 36 77 Hearing or Speech Impaired - call then ask for 1300 558 181

# LEGAL SERVICES

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## ***Agency Contacts***

***Agency: Lilydale Assist Inc***

***Program:*** Legal Advice

***Description:*** provides free legal advice to disadvantaged young people and adults

***Criteria:*** People residing within the Yarra Ranges

***Address:*** 214 Main Street, Lilydale

***Phone:*** 9735 1311

***Agency: YOUTHLAW (Young People Legal Rights Centre)***

***Description:*** Free legal advice, casework and some representation for young people up to 25

***Address:*** 19 King Street Melbourne

***Phone:*** 9611 2412

***Website:*** [www.youthlaw.asn.au](http://www.youthlaw.asn.au)

# MATERIAL AID

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## ***Agencies around the Lilydale, Kilsyth and Mooroolbark areas:***

### ***Anchor Incorporated***

7-9 John Street, Lilydale

**Phone:** 97606400

Hours: Mon to Fri 9am to 5pm

### ***Anglicare***

47-51 Castella Street, Lilydale

**Phone:** 9735 4188

Hours: Mon to Fri 11am to 3pm

### ***Careworks Community Support***

Rear 41-44 Castella Street, Lilydale

**Phone:** 9739 6801

Hours: Mon, Tues, Wed and Fri. 10am to 3pm

### ***Hope City Mission***

51 Lusher Road, Croydon

**Phone:** 9761 6778

Hours: Wed 9.30am to 3pm

Appointment needed

### ***Lilydale Assist Inc.***

214 Main Street, Lilydale

**Phone:** 9735 1311

Hours: Mon, Tues, Wed and Fri. 10am to 3pm

### ***Mooroolbark Baptist Church***

153-157 Hull Road, Mooroolbark

**Phone:** 9725 3700

Hours: Monday Night Community Kitchen 6-8pm

### ***The Salvation Army***

88 Brice Avenue, Mooroolbark

**Phone:** 9727 4777

Hours: Mon 10am to 2pm (closed between 12pm and 12.30pm), Wed 12.30 – 2pm

Appointment needed. Health Care Card Holders only

### ***The Mustard Tree***

Factory 3/28 John Street, Lilydale

**Phone:** 9735 3500

Hours Mon to Thurs 10.15am to 2.30pm

Appointment needed

### ***St Vincent de Paul Opportunity Shop***

250 Main Street, Lilydale

**Phone:** 9735 4916 or call in to the shop

## **MATERIAL AID**

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### ***Agencies around the Healesville area***

#### ***Healesville Interchurch Community Care Inc. (HICCI)***

231 Maroondah Highway, Healesville

**Phone:** 5965 3529

**Phone:** For transport 5962 3522

### ***Agencies around the Upper Yarra area***

#### ***Linc Church Services Inc. – Yarra Valley***

Cnr Hoddle Street/ Warburton Hwy, Yarra Junction

**Phone:** 5967 2119

**Hours:** For phone appointment Mon, Tues, Thurs, Fri  
9am to 2pm

For drop-ins and scheduled appointments Mon, Tues,  
Thurs, Fri 10am to 1pm

Would prefer welfare clients to phone 1300 305 330

#### ***River Valley Church of Christ***

Shop 1, 3039 Warburton Highway, Millgrove

**Phone:** 5966 5921

Call for an appointment

### ***Agencies around the Monbulk and Belgrave areas***

#### ***Dandenong Ranges Emergency Relief Service***

1632 Burwood Hwy, Belgrave

**Phone:** 9754 7777

Hours: Mon-Fri from 09:00 to 12:30

#### ***Monbulk Care Network Inc.***

61-63 Main Road, Monbulk

**Phone:** 9756 7800

Hours: Mon to Fri 10am to 4.30pm, Sat 10am to 1pm

#### ***Monbulk Christian Fellowship Inc.***

84B Old Emerald Road, Monbulk

**Phone:** 9756 7866

Call for an appointment

**Address:** 61/63 Main Road, Monbulk

**Phone number:** 9756 7800

# ROAD SAFETY

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Every week around five people are killed and almost 100 are seriously injured on Victoria's roads. The economic cost of road trauma is estimated to be more than \$3 billion a year to the Victorian community.

In 2012, young drivers aged between 18 and 25 years made up 23% of all driver fatalities, despite accounting for approximately 12% of all licence holders. Research indicates that young drivers are at greater risk- in fact they are 30 times more likely to crash when they first start driving on their Ps because they are inexperienced and are more likely to take risks on the road.

Each and every person on our roads also has a role to play in the road safety effort. Play your part in reducing deaths and serious injuries on our roads.

## ***Strategies***

Encourage children to get their learner permit when turning 16 or soon after. The longer they hold their learner permit, the more practice they will get. Gaining lots of supervised on-road experience and practising key safe driving behaviours can help to reduce young people's crash risk once licensed.

The best thing that supervising drivers can do is give learners lots of on-road experience. Learner drivers aged under 21 years must complete a minimum of 120 hours of supervised driving experience (including at least 10 hours at night) before they can take the licence test. Learner permit holders must have a fully licensed (not probationary) driver seated beside them at all times while driving.

# ROAD SAFETY

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**Agency:** *Yarra Ranges Youth Services*

**Program:** L2P program

**Description:** L2P (Learner to Probationary) is a community based volunteer program which provides access to driving practice for learner drivers who are struggling to achieve their mandatory 120 hours of driving practice towards their Probationary Licence.

**Criteria:** Young person must live, work or study in the Yarra Ranges and have no access to a car and/or supervised driver.

**Address:** 216-218 Main Street, Lilydale

**Phone:** 9294 6716

**Website:** [www.yrys.com](http://www.yrys.com)

**Agency:** *Healesville Indigenous Community Services Association (HICSA)*

**Program:** Driving Deadly and Safe

**Description:** For indigenous youth, aged 16-25 years, who want to get their license. Professional driving lessons are provided free to Aboriginal youth through the RACV foundation.

**Address:** 1A Badger Creek Road, Healesville

**Phone:** 03 5962 2940

**Website:** [www.hicsa.org.au](http://www.hicsa.org.au)

**Agency:** *Upper Yarra Community House- Outer East Youth Connections*

**Program:** Changing Gears

**Description:** Learning permit program for young people aged 16+ living in the Yarra Ranges, Knox or Maroondah area

**Criteria:** For young people aged 16 – 19 years who are disengaged from education. A referral form must be filled out

**Address:** 27 Maroondah Hwy, Lilydale

**Phone:** 1300 835 235

**Website:** [www.uych.vic.edu.au](http://www.uych.vic.edu.au)

# ROAD SAFETY

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## *Useful Resources*

### ***Road Safety Education Victoria***

**Description:** Road safety education is the program of educational activities around road safety that should be provided to children and young people in formal and community education settings – early childhood services, primary and secondary schools.

Road safety education seeks to develop the behaviours and attitudes for safe road use relevant to the development of children and young people as passengers, pedestrians, cyclists and as novice drivers.

Programs include: Fit To Drive, Keys Please, Connecting the Dots, and more.

**Website:** <http://www.roadsafetyeducation.vic.gov.au>

**[www.keys2drive.com.au](http://www.keys2drive.com.au)** - an Australian government funded program. Free driving lesson, driving instructor accreditation & support for young drivers, parents & instructors.

# SCHOOL REFUSAL

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There are a number of underlying factors as to why a student may be refusing or not attending school such as bullying, family issues, stress, learning difficulties and curriculum. In order to support a student re-engaging in school these issues need to be explored.

## ***School Refusal***

- Reluctance or refusal to attend.
- Usually at home with parental knowledge.
- Severe emotional upset (tantrums, feeling unwell etc )

## ***Unauthorised Absence/Truancy***

- Attempts by student to conceal absenteeism from parents/teachers.
- Student often avoids home when absent from school.
- Relates to 5-20% of young people.
- Incidence of increases with age.
- Most not coping with school academically.

## ***School Withdrawal***

- Is often condoned by parents.
- Holidays.
- Shopping trips.
- Medical/dental appointments.
- Birthdays.
- Support/help at home.
- Support for an unwell parent.
- Education is not highly valued.

# SCHOOL REFUSAL

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## *Strategies*

### *Professionals/Teachers*

- Explore the underlying factors as to why a student may be refusing or not attending school.
- Provision of a flexible curriculum.
- Tracking, recording and monitoring absences.
- Quick and consistent follow up with the student and their family.
- Cooperation between school and parents.
- Engage with the student so that they feel like part of the school.
- Access community supports.
- Develop a coordinated plan with student, family and school to support the student in reengaging in school.

### *Parents/Carers*

- Encourage a regular pattern of your child attending and arriving on time at school.
- Provide the school with an explanation if your child is away.
- Contact the school if your child does not want to go to school.

# SCHOOL REFUSAL

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## ***Agency Contacts***

***Agency: Catholic Care***

***Program:*** School Refusal Counselling, Training and Consultation Program

***Description:*** Centacare's School Refusal Program offers early intervention for children/adolescents who are refusing to attend school, or are at risk of developing school phobia. Costs are on sliding scale depending on income

***Address:*** 510-512 Whitehorse Road, Mitcham

***Phone Number:*** 9873 4344

***Website:*** [www.ccam.org.au](http://www.ccam.org.au)

***Agency: Catholic Education Office–EMR***

***Address:*** 39 Hewish Road, Croydon

***Phone Number:*** 9724 0200

***Website:*** [www.ceomelb.catholic.edu.au](http://www.ceomelb.catholic.edu.au)

***Agency: Department of Education and Early Childhood Development***

***Phone Number:*** 9265 2400

***Email Address:*** [nevr@edumail.vic.gov.au](mailto:nevr@edumail.vic.gov.au)

***Website:*** [www.education.vic.gov.au](http://www.education.vic.gov.au)

***Agency: Eastern Health Mental Health Program***

***Program:*** Child and Youth Mental Health Service (CHYMS)

***Description:*** Eastern Health CYMHS is a specialist mental health service for children and young people up to the age of 25 years who are displaying symptoms of psychiatric disorder or severe emotional and behavioural disturbance.

***Phone:*** 1300 721 927

***Website:*** [www.easternhealth.org.au](http://www.easternhealth.org.au)

# SCHOOL REFUSAL

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## ***Agency Contacts***

### ***Agency: Upper Yarra Community House (UYCH)***

***Program:*** Outer East Youth Connections

***Description:*** Support for young people who have left school or thinking of leaving school, so that they can continue their education and ultimately gain their Year 12 (or equivalent) certificate- and improve their life opportunities.

***Address:*** 27 Maroondah Hwy, Lilydale

***Phone Number:*** 1300 835 235

***Website:*** [www.uych.vic.edu.au](http://www.uych.vic.edu.au)

### ***Agency: Options***

***Program:*** Capacity Building

***Description:*** The mission of the Capacity Building team is to build the capacity of schools and teachers to meet the needs of 'at risk' students in EMR schools and, wherever possible, to enable students to remain in their neighbourhood school.

***Phone number:*** 9724 2980

***Website:*** [www.options.vic.edu.au](http://www.options.vic.edu.au)

## ***Useful Resources***

***It's Not OK to Be Away:*** Student Attendance Support Kit – Department of Education & Training Victoria

***Premier's Drug Prevention Council*** – Truancy Resource Booklets - A guide for the student welfare coordinator booklets.

# SELF HARM

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## ***What is Self Harm?***

Self harm (now also known as Non Suicidal Self Injury – NSSI) is when a person deliberately hurts or injures oneself without the intent to die. Self harming behaviour in young people is not uncommon. It often starts in early adolescence but may not be discovered for some time as it is usually kept hidden.

There are often differences in the way resources and services define self harm. The consensus exists that self harm is a complex and challenging group of behaviours which emerge most commonly during adolescence.

There is a clear distinction between self harm and suicide. This distinction lies in the intent. In most instances, those who self harm do not intend to end their lives. However, regardless of the intent, self harm must be taken seriously.

Common self harm behaviours include, but are not limited to:

- Cutting or scratching the skin;

- Self burning e.g. using cigarettes or lighters to burn the skin;
- Punching oneself or other objects such as walls or doors;
- Head banging; and
- Pulling hair out.

## ***Why do people self harm?***

There is a common held belief that self harming is an “attention seeking” behaviour; however this is not the case. There are many reasons why people self harm

Some typically reported reasons can include:

- To cope with feelings of extreme emotional pain, such as helplessness, despair, anger, loneliness, shame, guilt, tension and stress.
- To manage feeling disconnected and isolated from others some people feel that hurting themselves helps them to feel real or connected to other people.

# SELF HARM

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- To try to gain control. Some people feel that hurting themselves gives them a sense that they are regaining some level of control (in the short term).
- To communicate distress. Some people don't know how to verbally express their emotions and do it through self harm.
- As self punishment, as a result of self loathing some people believe they deserve to be punished.
- Family circumstances and genetic factors such as a family history of mental illness may also increase an individual's likelihood to self harm.
- Develop a safety plan with the young person, identifying alternative strategies to cutting and also identifying people that they can call up on when they are feeling distressed.
- Stay calm.
- Understanding the reasons for self-harm will be helpful in suggesting alternative ways of expressing their pain.
- Discuss strategies with your local community mental health service.
- Suggest relevant websites if the young person is not willing to talk.

## ***Strategies***

### ***Professionals***

- If recent self harm act – ascertain what form of medical intervention is needed (e.g. first aid, admission to emergency department).

### ***Children/Adolescents***

- If you are hurting yourself – tell someone to make sure you are safe.
- Talk to someone you trust about how you are feeling (family, friend, school teacher, doctor).
- Seek medical help if you have just self harmed.
- Call Crisis line 1800 019 116 or
- Call Kids help line 1800 551 800.
- Check out websites to help you

# SELF HARM

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## ***Strategies*** (continued)

### ***Parents/Carers***

- Don't panic.
- Attend to medical needs of person – first aid/ emergency department.
- Self harming is an expression of distress.
- Don't blame or chastise the person.
- Assist the person to find supports/services that may be able to help them.
- Contact local mental health service for guidance or advice.

# SELF HARM

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## **Agency Contacts**

### **Agency: Eastern Health CYMHS**

**Program:** Child and Adolescent Mental Health Service

**Description:** Provides specialist assessment and treatment for young people with mental health issues.

**Criteria:** Children and young people aged 0 to 25 years who reside within the eastern region

**Phone number:** 1300 721 927 (24 hours/7days)

**Website:** [www.easternhealth.org.au](http://www.easternhealth.org.au)

### **Agency: Yarra Ranges Council Youth Services**

**Program:** Counselling and Mentoring

**Description:** Counselling for young people aged 12 – 25 and their families. Free service based in Lilydale, Belgrave, Healesville and Yarra Junction.

Mon to Fri, 9am to 5pm.

**Criteria:** Young people aged 12-25 who live, work or go to school in the Shire of Yarra Ranges.

**Address:** 216-218 Main Street, Lilydale

**Phone Number:** 9294 6716

### **Agency: headspace Knox**

**Program:** Counselling

**Description:** headspace offers specific services for people aged 12-25 going through a tough time. headspace can help with all sorts of issues like relationship break ups, exam stress, peer pressure, bullying and depression. Whatever the issue, headspace has your back.

**Criteria:** Areas covered by Knox, Maroondah and Yarra Ranges Councils

**Address:** Knox Ozone, Suite 3027, 2 Capital City Blvd, 509 Burwood Highway, Wantirna Sth

**Phone number:** 9801 6088

**Website:** [www.headspace.org.au](http://www.headspace.org.au)

## **Useful Websites**

[www.lifeline.org.au](http://www.lifeline.org.au)

[www.youthbeyondblue.com](http://www.youthbeyondblue.com)

[www.headroom.net.au](http://www.headroom.net.au)

[www.kidshelp.com.au](http://www.kidshelp.com.au)

[www.easternhealth.org.au](http://www.easternhealth.org.au)

# SELF HARM

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## ***Crisis Phone Numbers:***

***Crisis Line***                      Phone: 1800 019 116  
***Kids Help Line***                Phone: 1800 551 80

# SEXUAL ASSAULT

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Sexual assault is any behaviour of a sexual nature that makes someone feel uncomfortable, frightened, intimidated or threatened. It is sexual behaviour that someone has not consented to, where another person uses physical or emotional force or manipulation against them. It can include anything from sexual harassment through to life threatening rape. Sexual assault is a crime and an abuse of power. Sexual assault is never the fault or responsibility of the victim/survivor.

You are required to contact police or Department of Human Services (DHS) if you are aware that a child or young person is being sexually assaulted.

## ***Strategies***

### ***Professionals***

When responding to a disclosure of sexual assault:

- Look at: current safety of living environment, suicidal thoughts, what else do they need to feel safe?
- Explain your role and the limits of confidentiality and that you may need to report the abuse.
- Really *hear* the person – validation, affirmation and compassion are the most meaningful responses. Acknowledge the courage they have shown in speaking to you.
- You do not need to know details of the abuse in order to provide assistance.
- Work together to explore “where to from here”. Where possible, assist adolescents to contact relevant people/services themselves.
- Acknowledge your feelings in hearing their story. Ensure that you debrief with another professional to look after those feelings yourself.
- Discuss strategies with the Eastern Centre Against Sexual Assault or the Victorian Sexual Assault Crisis Line (after hours).

# SEXUAL ASSAULT

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## **Strategies** *(continued)*

### **Children**

- There are people who can help you, no matter what you have been told. You have not done anything wrong and you are not a 'bad person'.
- Talk to an adult you trust or to your favourite teacher, family friend or doctor.
- If you have told someone and nothing has changed, don't give up! Call Kids Helpline on 1800 551 800. You have the right to be safe.

### **Adolescents**

Sometimes it can feel really confusing and scary to think about telling someone – you might be scared that you won't be believed, or that people you love will be hurt. You might even feel that the abuse is your fault. Maybe the sex offender has threatened to hurt you, or someone you love. These can all feel like really BIG reasons not to tell, but you don't have to cope alone. Try telling someone you trust – someone

who treats you with respect and makes you feel good about yourself e.g. a friend, parent, teacher, or school counsellor/nurse. You can also call the Eastern Centre Against Sexual Assault (9870 7330) or the Kids Helpline (1800 332 333). Two really BIG reasons to tell someone are to make the sexual assault stop and to get some help.

Young people often tell ECASA they are glad they told someone, even though it was scary at first.

### **Parents/Carers**

- See the section for professionals for some strategies in dealing with disclosure.
- Contact the Eastern Centre Against Sexual Assault for guidance, advice or counselling.

# SEXUAL ASSAULT

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## **Agency Contacts**

### **Agency: Eastern Centre Against Sexual**

**Assault** (ECASA) - A Service of Eastern Health

**Program:** General Services

**Description:** Free services provided include counselling, telephone support, group work, information & referral, outreach services, community education and secondary consultation.

**Phone number:** Counselling: 9870 7330

**After Hours:** Victorian Sexual Assault Crisis Line  
1800 806 292

**E-mail:** [ecasa@maroondah.org.au](mailto:ecasa@maroondah.org.au)

**Website:**

[www.easternhealth.org.au/services/community/community.ecasa.aspx](http://www.easternhealth.org.au/services/community/community.ecasa.aspx)

## **Phone numbers:**

**Police – Sexual Offences and Child Abuse Unit Knox**

**Phone number:** 9881 7939

**Victorian Sexual Assault Crisis Line (After Hours)**

**Phone number:** 1800 806 292

**Child Protection – DHS Eastern 1300 360 391 (After Hours)**

## **Useful Websites/Resources**

**[www.sacl.com.au](http://www.sacl.com.au)** Victorian Sexual Assault Crisis Line

**[www.secasa.com.au](http://www.secasa.com.au)** South Eastern CASA website provides a broad range of resources for victim/survivors, non-offending family members/friends and service providers.

**[www.casa.org.au](http://www.casa.org.au)**

# SEXUAL HEALTH

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Some parents and caregivers are comfortable discussing sexual health matters with their kids but for others it can be a daunting task. There may be some anxiety around giving too much information, or feeling embarrassed about not knowing the answers to difficult questions.

Cast your mind back to when you were a teenager, when you first learnt about sex; it was probably embarrassing and awkward, and you probably got limited information or, worse still, misinformation.

So on reflection, despite our best intentions, we might be a hindrance to young people adopting healthy sexual behaviours if we avoid educating and preparing them for the time when they choose to become sexually active.

Talking about sex is recognised as an important tool in overcoming some of the common issues that confront young people today, issues like unplanned pregnancy and regrettable decisions about sex. Research shows that a young person who has a positive adult mentor is less likely to engage in unsafe

sexual practices than peers who didn't have an adult mentor.

Research tells us that:

- Educating young people about sex increases the chances that they will engage in safe sex practices, like using condoms and contraceptives, and that they are able to make decisions they feel comfortable with, when the time comes.
- Young people who are educated about sex are not more inclined to start having sexual relationships earlier; in fact it actually helps to delay them.
- Adult-child communication about sex can decrease sexual risk behaviours.
- Denying access to contraceptives, condoms or information will not prevent a young person becoming sexually active; rather it is *more likely to increase* the chances of unprotected sex, sexually transmitted infections, unplanned pregnancies and poor choices.

# SEXUAL HEALTH

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Comprehensive sexuality education includes discussions about human development, personal relationships, decision making, contraception, pregnancy, STI's and society and culture.

## ***Strategies***

### ***Parents/Carers***

- Have some reading material prepared to give them so they can go away and read in private.
- Respect privacy and confidentiality.
- Use a newspaper article or television show to initiate discussion.
- Listen respectfully to ideas and concerns.
- Be non-judgmental regardless of age, sexual preference and sexual behaviours. Being judgmental risks losing a young person's trust and loss of trust often leads to not seeking help or support when it's needed in the future.
- Use simple straightforward language.
- Encourage questions.

- Don't expect to know all the answers. It's okay to say you don't know something and refer to books and specialists.
- Don't lecture.
- Discuss options about contraception.

Remember that an adolescent's decisions about sex are greatly influenced by their level of self-esteem. A positive relationship with a young person builds their sense of self-worth and contributes to the likelihood of healthy decision-making.

### ***Adolescents:***

- When you visit the doctor discuss any concerns you have about confidentiality
- If your visit the GP didn't meet your needs, don't give up. Keep looking around till you find a doctor you are comfortable with
- Consider applying for your own Medicare card
- Call one of the listed agencies for phone advice if you have any concerns

# SEXUAL HEALTH

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## **Agency Contacts**

### **Agency: EACH Social and Community Health**

**Program:** Youth Health Clinic

**Description:** Free, friendly and confidential health service for young people

**Criteria:** Ages 12 to 25, Drop in or by appointment. Free service (bring Medicare card if possible)

**Clinic Hours:** Tuesday 2pm – 5.00pm, Thursday 3.00pm – 5.30pm and every second Friday 2pm – 4pm Appointments can be drop in or made in advance.

**Address:** 46 Warrandyte Road, Ringwood

**Phone number:** 9871 1800

### **Agency: Family Planning Victoria**

**Program:** Sexual Health Clinic

**Criteria:** Small cost with a health care card

**Address:** 901 Whitehorse Road, Box Hill

**Phone number:** 9257 0100

**Website:** [www.fpv.org.au](http://www.fpv.org.au)

### **Agency: Frontyard**

**Program:** Young People's Health Service

**Description:** Sexual health, drug and alcohol, blood tests, emotional wellbeing, vaccinations, pregnancy, aches and pains

**Criteria:** Ages 12 to 22, No appointment, no cost, confidential, young people who are homeless or at risk of homelessness. Mon to Fri, 12pm to 5pm

**Phone number:** 9611 2411

**Address:** 19 King Street, Melbourne

**Website:** [http:// www.frontyard.org](http://www.frontyard.org)

### **Agency: Inspiro**

**Program:** Health services/Youth Clinic (Lilydale)

**Description:** low cost health services including consultations, education, group programs and community activities

**Criteria:** Persons residing within the eastern metropolitan region

**Address:** 1624 Burwood Hwy, Belgrave and 17 Clarke Street, Lilydale

**Phone number:** (B) 9754 8963/ (L) 9738 8801

**Website:** [www.inspiro.org.au](http://www.inspiro.org.au)

# SEXUAL HEALTH

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## *Agency Contacts*

### ***Agency: Women's Health East***

***Description:*** Women's Health Advocacy, research in to women's health needs, education and training for agencies, health professionals and the community and, women's health promotion.

***Address:*** Suite 5/37 Heatherdale Road, Ringwood

***Phone:*** 8873 3700

***Website:*** [www.whe.org.au](http://www.whe.org.au)

## ***Useful Websites & Resources***

Online resource library for schools, a partnership between Ansell and The Australian Research Centre In Sex, Health and Society (ARCSHS) at La Trobe University, Melbourne: ***[www.ansellsex-ed.org.au](http://www.ansellsex-ed.org.au)***

***[www.fpy.org.au](http://www.fpy.org.au)***

***[www.shinesa.org.au](http://www.shinesa.org.au)***

# SUICIDAL BEHAVIOUR

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## ***Risk***

***If you have any reason to believe that a young person is at imminent risk of harm to themselves or others get the young person to present to the nearest emergency department and/or call an ambulance.***

***Refer to the Emergency and Crisis Support section at the beginning of this guide.***

Some factors that indicate someone is at risk of suicide include:

- History of previous suicide attempts.
- Having a suicide plan.
- Depressed or angry mood over at least two weeks.
- Inexplicable change of mood such as sudden positivity over a shorter time – this may indicate that a decision to suicide has been made.
- Hopelessness and an inability to think of different options for the future.
- An inability to think of solutions other than suicide.

- Knowing someone who has attempted suicide (especially a close friend or family member).
- Increased use of alcohol or drugs.
- Recent relationship conflicts or loss of meaningful relationships.
- Recent loss of usual pleasures, or giving away valued possessions.
- Excessive talk about suicide or death.

Most, but not all, people who are thinking about suicide tell someone before they attempt it.

No matter what is driving the suicidal feelings, it is important to always take a suicide threat seriously.

Asking someone if they are thinking about killing themselves will NOT make suicide more likely, so talk directly to the person.

# SUICIDAL BEHAVIOUR

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## ***Strategies***

### ***Professionals***

- Talk to the person.
- Develop a Safety plan with the young person, with the identification of real strategies and people they can use when they feel like they want to hurt themselves.
- Try to understand the reasons for their distress.
- Never talk of suicide lightly or try to joke someone out of it.
- Ask the young person if they have a plan. If they do try to get as much information in detail about their plan – where, when, how, alone or with someone etc.
- Talking openly and honestly provides a safe opportunity to learn new solutions to seemingly insolvable problems.
- If the person will not talk to you, assist them to make contact with someone who they will talk with.
- If the person has a history of prior attempts and a clear intention to suicide, in the immediate future, you must consult others or make a referral to psychiatric services (or contact police who can section the young person to a mental health facility for their own safety) whether the person consents or not. Your duty of care overrides the need for confidentiality.

### ***Children/Adolescents***

- Talk to someone you trust (school counsellor, trusted friend or doctor).
- Remember that these feelings were not always there; life has been better and can be again.

# SUICIDAL BEHAVIOUR

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## **Strategies** *(continued)*

### **Parents/Carers**

- Assist them to speak to a professional about suicidal thoughts.
- Listen, be non-judgemental.
- Acknowledge their fear/anxiety/distress.
- Be sensitive to the seriousness of their thoughts and feelings.
- Put a support network in place – family, friends, and contacts for emergencies.
- Be willing to discuss suicidal feelings openly and honestly.

## **Useful Websites/Resources**

***[www.lifeline.org.au](http://www.lifeline.org.au)***

***[www.crisisline.org.au](http://www.crisisline.org.au)***

***[www.kidshelp.com.au](http://www.kidshelp.com.au)***

***[www.dhs.vic.gov.au](http://www.dhs.vic.gov.au)***

***[www.headroom.net.au](http://www.headroom.net.au)***

***[www.reachout.com](http://www.reachout.com)***

***[www.suicideline.org.au](http://www.suicideline.org.au)***

***[www.youthbeyondblue.com](http://www.youthbeyondblue.com)***