

# knox youth services

**Services Guide - for young people, families,  
and those that work with young people**

## Knox City Council Youth Services

provides information, referral, support and programs for young people aged 10-25 (and their families) who are living, working, studying or enjoying life in the City of Knox.

For more information call

**9298 8469** or visit

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

## The Youth Information Centre (YIC)

is located at Knox Ozone in Wantirna South and provides information, individual support, short-term counselling and referral to young people and their families and those that work with young people. Knox Youth Services staff and outreach workers from other services are available to provide assistance for a variety of reasons including: accommodation, drug and alcohol issues, family conflict, and relationships.

For more information call **9298 8469** or visit [www.knox.vic.gov.au/youth](http://www.knox.vic.gov.au/youth)

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## Knox School Focused Youth Service

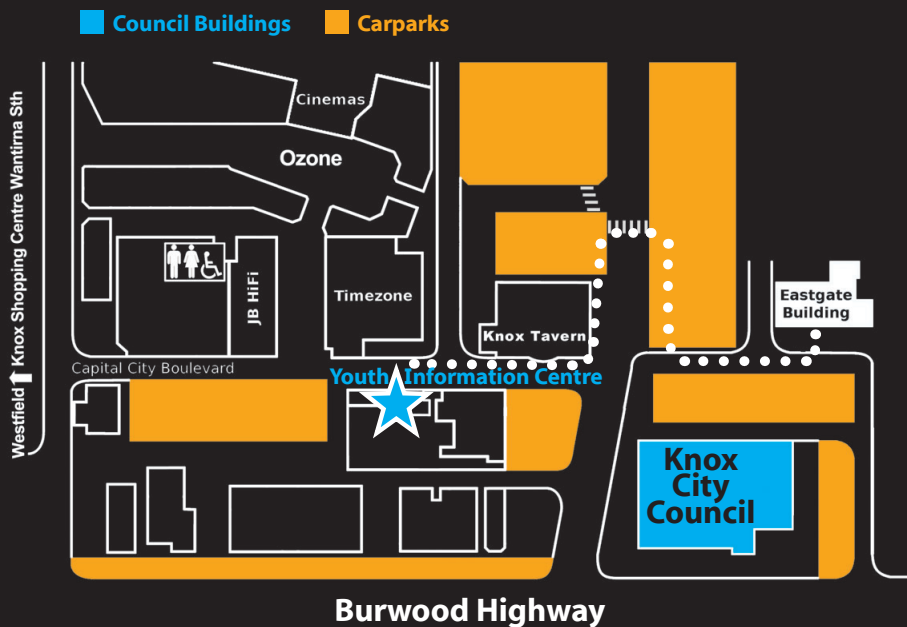
provides a point of reference for schools and agencies seeking information, advice and support on wellbeing-related matters affecting young people aged 10-18.

For more information, contact the

Coordinator, Knox School focused

Youth Service on **9298 8465** or visit

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



**No Wrong Door** is an initiative bringing together services and schools to ensure young people are kept at the heart of service delivery. The basic premise is that every door in the service system should be the right door. **No Wrong Door** services and schools commit to actively engaging young people, ensuring that each young person receives appropriate and adequate support for their needs,

regardless of whatever door or service they initially approach.

Common initial needs identification and referral forms have been developed to assist schools and services to make appropriate and timely referrals, assisting the young person in not having to re-tell their story. These tools are available from the **No Wrong Door** website.

An online version of this poster is available at: [www.nowrongdoor.com.au](http://www.nowrongdoor.com.au)

## **DOMESTIC VIOLENCE/ABUSE & SEXUAL ASSAULT**

### **Australian Childhood Foundation**

Counselling for young people under 17 yrs who have experienced abuse or family violence or are exhibiting inappropriate sexual behaviour

[www.childhood.org.au](http://www.childhood.org.au)      **9874 3922 1800 176 453**

### **Domestic Violence Resource Centre of Victoria**

Information and referral for victims of domestic violence

[www.dvrcv.org.au](http://www.dvrcv.org.au)      **9486 9866**

### **Eastern Centre Against Sexual Assault (ECASA)**

Provides counselling and advocacy services for victims/survivors of recent or past sexual assault.

[www.casa.org.au](http://www.casa.org.au)      **9870 7330 1800 806 292 (24 hr service)**

### **1800RESPECT**

Phone counselling and support for survivors of sexual assault and family violence and those close to them

[www.1800respect.org.au](http://www.1800respect.org.au)      **1800 737 732**

### **Men's Referral Service**

Counselling, information and referral for men with violent behaviours

[www.mrs.org.au](http://www.mrs.org.au)      **1300 766 491 9428 3536**

## **ACCOMMODATION & HOUSING**

**(For young people who are homeless or at risk of becoming homeless)**

### **Community Housing Ltd**

Housing information, support and referrals

[www.chl.org.au](http://www.chl.org.au)      **9856 0050**

### **Frontyard Youth Services**

For young people under 25 yrs who are homeless or at risk of homelessness

[www.frontyard.org](http://www.frontyard.org)      **1800 800 531 9611 2411**

### **Department of Human Services (DHS)**

Funds and delivers Community and Housing Services

[www.dhs.vic.gov.au](http://www.dhs.vic.gov.au)      **1300 650 172**

### **UnitingCare Harrison/Opening Doors (24hrs)**

Support young people and families in the Eastern region

[www.unitingcareharrison.org.au](http://www.unitingcareharrison.org.au)      **9871 8700**

### **Wesley Eastern Homeless Crisis Service**

Emergency accommodation and support for young people who are homeless or at risk of homelessness in the Eastern region

[www.wesley.org.au](http://www.wesley.org.au)      **8870 4000 (9am-5pm)**

## **ALCOHOL & OTHER DRUGS**

(Counselling, Consultancy & Community Education)

### **Eastern Drug & Alcohol Service (EDAS)**

Free and confidential counselling in the Eastern region

**www.edas.org.au**      **1300 650 705**

### **Directline (Counselling online)**

Drug & Alcohol counselling, information and referral

**www.counsellingonline.org.au**      **1800 888 236**

### **Anglicare AGENDAS**

Individual and family counselling

**www.anglicarevic.org.au**      **9721 3688**

### **Youth Support and Advocacy Service (YSAS)**

Provides a range of programs and services for young people 12-21 yrs

**www.ysas.org.au** **9890 7855**      **1800 014 446 (24 hrs)**

## **COUNSELLING & SUPPORT**

### **Anglicare Family Services**

Counselling, family support, Adult Drug and Alcohol counselling

**www.anglicarevic.org.au**      **9721 3688**

### **CatholicCare Strengthening Families and Communities**

Counselling and Support, School refusal counselling

**Mitcham - 9873 4344**      **www.ccam.org.au**

### **Citylife Community Care**

**www.citylifecare.org**      **9871 8900**

### **Gamblers Help Eastern (EACH)**

Free confidential counselling & financial counselling services for people with gambling problems.

**www.problemgambling.vic.gov.au**      **8720 2500**

**1300 131 973**

### **Knox Social & Community Health, a service of EACH**

Counselling, Family, dental and individual support

**www.kchs.org.au**      **9757 6200**

### **Knox Youth Services**

The Youth Information Centre (YIC) provides information, individual support, short-term counselling and referral to young people and their families.

**www.knox.vic.gov.au/youth** **9298 8649**

### **Mensline**

Support service for men with family or relationship concerns.

**www.menslineaus.org.au**      **1300 789 978**

## **Mullum Mullum Indigenous Gathering Place**

Support the Aboriginal community of the Eastern Region of Melbourne by providing a range of programs and activities including a Youth Group

**[www.mmigp.org.au](http://www.mmigp.org.au) 9725 2166**

## **Canteen**

Counselling for young people aged 12-24 years who have a parent/guardian who has cancer or who has passed away due to cancer

**[www.canteen.org.au](http://www.canteen.org.au) 1800 835 932**

## **CRISIS PHONE SUPPORT**

### **Child Protection Services**

To report a concern which has a serious impact on a child's immediate safety

**1300 360 391 13 12 78**

### **Child FIRST**

To discuss a concern which has a moderate impact on a child's care and development, when immediate safety is not compromised

**1300 369 146**

### **Kids Help Line (24hrs)**

Anonymous, confidential, and professional phone, web & email counselling

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

### **Life Line (24hrs)**

Crisis counselling and referral service.

**[www.lifeline.org.au](http://www.lifeline.org.au) 13 11 14**

### **Suicide help line**

**[www.suicideline.org.au](http://www.suicideline.org.au) 13 11 14 1300 651 251**

### **Women's Domestic Violence Crisis Service (24hrs)**

Support, info and referral for women and children

**[www.wdvcs.org.au](http://www.wdvcs.org.au) Country Freecall 1800 015 188**

## **DISABILITY SUPPORT**

### **DHS - Disability Intake & Response Service**

Information, support services & accommodation

**9843 6312**

### **Interchange Outer East**

Programs and services to families of children and young adults with disabilities

**[www.ioe.org.au](http://www.ioe.org.au) 9758 5522**

### **Metro Access Knox**

Supports the inclusion of people with disabilities within the Knox community

**[www.knox.vic.gov.au](http://www.knox.vic.gov.au) 9298 8819**

## **Yooralla- RIDE Program**

Information about respite services available to people with a disability aged 6-64 yrs, in the Eastern Metropolitan Region.

**[www.respiteeast.org.au](http://www.respiteeast.org.au)      1300 886 798**

## **Youth Disability Advocacy Service @ YACVIC**

Works with young people with young people 12-25 yrs with disabilities to raise awareness of their rights, and to support them to achieve what they want.

**[www.ydas.org.au](http://www.ydas.org.au)      9267 3755**

## **EMPLOYMENT & TRAINING**

**(Transitions/Education)**

### **Centrelink Youth Services Unit**

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

**Employment Services (over 21 yrs) 132 850**

**Employment Services (under 21 yrs) 132 490**

**Youth Allowance 132 490**

**Parent Benefits 136 150**

### **EACH Employment Services**

Assists people who have a physical disability and/or mental health condition to find a job and provides ongoing support to help employees and employers sustain the employment relationship.

**[www.each.com.au/employment-services](http://www.each.com.au/employment-services)**

**8720 2500 (Boronia)      9259 4100 (Ringwood)**

### **Knox Community/Neighbourhood Houses**

Offer an accessible and sociable learning environment and programs include VCE, VCAL certificate and diploma courses in computer skills and vocational training. Contact individual houses for details:

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

### **KYM (Victoria) Inc Training & Youth Programs**

Provides counselling, training and support services to young people.

**[www.kym.com.au](http://www.kym.com.au)      9722 5777**

### **Swinburne University/TAFE**

**[www.swinburne.edu.au](http://www.swinburne.edu.au)      9214 8000 VCAL - 9210 1251**

### **Outer East Youth Connections**

Provides support on education and training options for young people

**[www.uych.vic.edu.au](http://www.uych.vic.edu.au)      1300 835 235      9735 1177**

### **UnitingCare Harrisons**

Support in gaining life and living skills training to assist young people to live independently. Program provides links to education, employment & training

**[unitingcareharrison.org.au](http://unitingcareharrison.org.au)      9871 8700**

## FINANCIAL & MATERIAL AID

### EACH Financial Counselling

A free and confidential service for people living or working in Knox and surrounding areas.

[www.each.com.au/financial-counselling/](http://www.each.com.au/financial-counselling/) 9871 1800

### Knox Infolink

Information, support and referral service, and the main provider of Emergency Relief assistance for citizens of Knox

[www.knoxinfolink.org.au](http://www.knoxinfolink.org.au) 9761 1325

### Money Help

Free confidential and independent financial information

[www.moneyhelp.org.au](http://www.moneyhelp.org.au) 1800 007 007

### Centrelink Youth & Student Services

13 24 90

## GENERAL HEALTH

### EACH Youth Clinic

Located in Ringwood, a nurse or doctor is available to see young people

[www.each.com.au/youth\\_and\\_family](http://www.each.com.au/youth_and_family) 9871 1800

### Knox Social and Community Health, a service of EACH

(Formally Knox Community Health Service)

Providing Health and Education support and programs

[www.kchs.org.au](http://www.kchs.org.au) 9757 6200

### Nurse-On-Call

A phone service that provides immediate expert health advice  
24 hours a day

[www.health.vic.gov.au/nurseoncall](http://www.health.vic.gov.au/nurseoncall) 1300 60 60 24

## LEGAL ISSUES

### Consumer Affairs

Consumer Affairs Helpline

[www.consumer.vic.gov.au](http://www.consumer.vic.gov.au) 1300 558 181

### Eastern Community Legal Centre Inc

Free legal advice, assistance and education; outreach services

[www.eclc.org.au](http://www.eclc.org.au) 9762 6235

### Legal Aid

Free legal advice on legal problems at all offices

[www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au) 9259 5444 (Ringwood)

9269 0407 (Youth)

## Youthlaw

Specialist community legal centre for young people

[www.youthlaw.asn.au](http://www.youthlaw.asn.au) 9611 2412

## MENTAL HEALTH

### Child & Youth Mental Health Service (CYMHS)

Assessment, crisis intervention, case management, parent family and group therapy, secondary consultation and health promotion; intake service

[www.easternhealth.org.au/services/mentalhealth/cahms.aspx](http://www.easternhealth.org.au/services/mentalhealth/cahms.aspx)

1300 721 927

### EACH—Community Mental Health Support Services

Various supports, programs and activities for people 16-64 yrs managing a mental illness in Knox and surrounding areas

[www.each.com.au](http://www.each.com.au) 9871 1800

### Arafemi

Information, support and referral for family, carers and friends of people with a mental health illness

[www.arafemi.org.au](http://www.arafemi.org.au) 1300 550 265

### headspace Knox

The National Youth Mental Health Foundation, helping young people aged 12-25 yrs. Where young people can seek confidential health advice, support & information

[www.headspace.org.au](http://www.headspace.org.au) 9801 6088

## MIGRANT & REFUGEE SERVICES

### Centre for Multicultural Youth (CMY)

Provides services and advocates for young people from migrant and refugee backgrounds

[www.cmy.net.au](http://www.cmy.net.au) 9340 3700

### Centrelink Multilingual call

Allows young people from a diverse background to speak to Centrelink in their own language

[www.centrelink.gov.au](http://www.centrelink.gov.au) 131202

### Foundation House

Provides a range of services, including counselling, advocacy and professional development to support refugees and asylum seekers who have experienced torture and trauma

[www.foundationhouse.org.au](http://www.foundationhouse.org.au) 9879 4638

### Migrant Information Centre (Eastern Melbourne)

Provides a range of services for refugee and migrant young people and families, including homework support programs

[www.micestmelb.com.au](http://www.micestmelb.com.au) 9285 4888



## PARENTING

### Connections—Starting Out

For young pregnant or parenting women under 25, their children or partners

[www.connections.org.au](http://www.connections.org.au) 9724 2222 (Croydon)

### Knox Youth Services

Support for parents, including information sessions, and Young Parent programs

[www.knox.vic.gov.au/youth](http://www.knox.vic.gov.au/youth) 9298 8469

### Parentline

Phone Support for Parents

[www.parentline.vic.gov.au](http://www.parentline.vic.gov.au) 13 22 89

### Anglicare-Parentzone

Support and resources including quarterly newsletter 'Parent News'

[www.anglicarevic.org.au](http://www.anglicarevic.org.au) 9735 4188

## SAME SEX ATTRACTED SEX & GENDER DIVERSE

### Gay & Lesbian Switchboard

Counselling service

9663 2939 (metropolitan area) 1800 184 527 (Country Vic)

### Knox Youth Services

Information, referral and support for Gay, Lesbian, Bisexual, Transgender, Intersex or unsure young people and/or their families. 'Free 2 Be Me' support group for young people 14-18yrs. 'E-merge' discussion group for young people 19-25yrs.

[www.knox.vic.gov.au/youth](http://www.knox.vic.gov.au/youth) 9298 8868

### Parents, Families, & Friends of Lesbians & Gays (P-Flag)

Support for parents whose children are Gay or Lesbian

[www.pflagaustralia.org.au](http://www.pflagaustralia.org.au) 9827 8408

## SEXUAL HEALTH

### EACH—Youth Clinic

Health Service for young people.

[www.each.com.au/youth\\_and\\_family](http://www.each.com.au/youth_and_family) 9871 1800

### Family Planning Victoria

Sexual Health Clinics, information and professional education services

[www.fpv.org.au](http://www.fpv.org.au) 9257 0121 or 1800 013 952

**For a comprehensive list of services to support young people and their families in the outer east, please visit [www.nowrongdoor.com.au](http://www.nowrongdoor.com.au)**

This resource has been developed to support people who work with young people within the City of Knox. Inclusion within this resource does not constitute a recommendation. Users of this resource should always check information such as length of involvement, vacancies and waiting lists, charges, qualifications of people performing the service and other services offered. Printed February 2014.