
Banyule Support and Information Centre Inc

Location:

101 Burgundy Street
Heidelberg VIC 3084

Map Ref:

Melway 32 A4

Postal:

PO Box 602
Heidelberg VIC 3084

Telephone:

(03) 9459 5959
(03) 9459 1751 FAX

Email:

bansic@vicnet.net.au

Internet:

www.bansic.org.au

Contacts:

Co-ordinator

Services:

- * Community information, assistance and referral on a wide range of issues
- * Emergency relief
- * Legal advice
- * Budget advice
- * Tax help
- * Energy Relief Grant applications
- * Family and personal counselling
- * Centrelink outreach service - by appointment only
- * Charities Christmas Card Shop

Area Served:

BANYULE, City of

Aims:

To provide service which is free, confidential, impartial and independent

Hours:

Monday to Friday 10am - 4pm

Meeting Times:

AGM Month - September

Cost:

No Charge

Eligibility:

For emergency relief only, a current health care card or pension card is required

Referral:

Self-referral.

Appointment:

Legal advice, counselling, tax help, budget advice and Utility Relief Grant applications by appointment only

Disabled Access:

Yes

Transport:

Train, Bus

Parent Body:

Community Information Victoria

Funding Source:

Victoria. Department of Human Services
City of Banyule

Voluntary Work:

Voluntary work is available in:
Interviewing

Training provided

Up To Date As At:

13/01/2005

Bayside Support and Information Service (BAYSIS)

Location:

12 Katoomba Street
Hampton East VIC 3188

Telephone:

(03) 9555 6560
(03) 9555 9910
(03) 9555 9579 FAX

Email:

baysis@hotmail.net.au

Internet:

www.civ.org.au/bayside

Contacts:

Duty Worker

Services:

- * Community information, advice, assistance and referral on a wide range of issues
- * Material aid
- * Legal advice by appointment only - Tuesday 7pm - 9pm
- * Tax help by appointment only - July to October
- * Family, couples and individual counselling (by appointment only)
- * Budget advice (by appointment)
- * Consumer advice service

Area Served:

BAYSIDE, City of
Part of City of Kingston

Hours:

Monday to Friday 9am - 5pm, Tuesday 7pm - 9pm

Cost:

No Charge

Referral:

Self-referral

Funding Source:

Local Government
Victoria. Department of Human Services
City of Bayside, City of Kingston

Voluntary Work:

Voluntary work is available in:
Information

Up To Date As At:

24/11/2004

Belgrave Information and Support Centre

Location:

1632 Burwood Highway
Belgrave VIC 3160

Postal:

PO Box 744
Belgrave VIC 3160

Telephone:

(03) 9754 7777
(03) 9754 7522 FAX

Email:

hcfcomm@vicnet.net.au

Contacts:

Manager - Debbie Jones
Director HCF Community Services
(03) 9752 6213
(03) 9754 2596 FAX

Services:

- * Community information, assistance and referral
- * Material aid
- * Legal advice
- * Housing Information

Area Served:

YARRA RANGES, Shire of
Dandenong Ranges area of Shire of Yarra Ranges

Hours:

Monday to Friday 9am - 1pm

Cost:

No charge

Eligibility:

Dandenong Ranges area residents only

Referral:

Self referral

Appointment:

Appointment Required - Yes

Disabled Access:

Yes

Transport:

Bus, train

Parent Body:

HCF Community Services Inc

Funding Source:

Australia. Department of Family and Community Services
Donations
Shire of Yarra Ranges

Voluntary Work:

Voluntary Work Available - Yes

Up To Date As At:

04/02/2005

Box Hill Community Information Centre

Location:

Shop 4, 9 Bank Street
Box Hill VIC 3128

Telephone:

(03) 9890 3333
(03) 9890 1028 FAX
(03) 9898 7845 Administration

Email:

boxhilla@alphalink.com.au

Contacts:

Co-ordinator - Meron Morrison

Services:

- * Provides a free, impartial and confidential information and referral service
- * Legal advice
- * Tax help
- * Emergency relief for clients living in the City of Whitehorse north of

Canterbury Road
* Information and advocacy

Area Served:
WHITEHORSE, City of

Hours:
Office: Monday to Friday 9.30am - 4pm
Legal advice: Thursday 7.30 - 8.30pm
Tax Help: July to October

Meeting Times:
AGM Month - September

Cost:
No Charge

Eligibility:
Anyone requiring information or help
Emergency relief is geographically restricted to clients living within the City of Whitehorse north of Canterbury Road

Referral:
Self-referral.

Appointment:
Appointments necessary for Legal advice and Tax Help

Waiting List:
No waiting list

Disabled Access:
Yes

Transport:
Bus

Languages:
Use of interpreter service

Parent Body:
Community Information Victoria Inc

Funding Source:
Local Government
City of Whitehorse, Commonwealth Government

Voluntary Work:
Voluntary Work Available - Yes

Up To Date As At:
01/12/2004

Camcare - Ashburton

Location:
4 Y Street
Ashburton VIC 3147

Map Ref:
Melway 60 D10

Telephone:
(03) 9885 0366
(03) 9885 0361 FAX

Email:
camash@camcare.org.au

Internet:
www.camcare.org.au

Contacts:
Office Manager - Helen Simpson

Services:
* Family support program
* Counselling - personal, family, relationship, youth
* Financial counselling
* Tax help
* Emergency relief
Co-located services:
* Boroondara Family Network

Area Served:
ASHBURTON
ASHWOOD
BURWOOD
CHADSTONE
GLEN IRIS
JORDANVILLE

Hours:
Monday to Thursday 9am - 5pm

Meeting Times:
AGM Month - October

Cost:
No Charge, except small contribution for some counselling services

Referral:
Self or other referral

Appointment:
Appointment needed for counselling and mediation

Waiting List:
Occasional waiting list

Disabled Access:
Yes

Transport:
Train, Bus

Parent Body:
Camcare

Funding Source:
Local Government
Victoria. Department of Human Services
Boroondara City Council

Voluntary Work:
Voluntary work is available in:
Reception

Up To Date As At:
25/11/2004

Camcare - Camberwell

Location:
19 Fairholm Grove
Camberwell VIC 3124

Map Ref:
Melway 45 J12

Telephone:
(03) 9882 2216
(03) 9882 0758 FAX

Email:
camcare@camcare.org.au

Internet:
www.camcare.org.au

Contacts:
Reception/Duty Worker - for enquiries, support and counselling
CEO - Margaret Banks
ceo@camcare.org.au
Community Support Manager - Sally Skinner
sskinner@camcare.org.au

Services:
* Counselling - personal, family, relationship, youth
* Family support program (in-home)
* Parenting courses
* Financial counselling
* Emergency Relief service
* Community information
* Legal advice
* Tax Help (July - October)
* Will making service
* Co-located services - Problem Gambling counselling including Financial Counselling
* Card Shop - Charities Christmas card and gift shop September - December

Area Served:
BOROONDARA, City of
MONASH, City of
WHITEHORSE, City of
Emergency Relief Service - City of Boroondara only

Aims:
To contribute to a more caring and supportive community

Hours:
Monday, Tuesday, Thursday, Friday 9.30am - 5pm
Wednesday 9.30am - 9pm

Meeting Times:
AGM Month - October

Cost:
No Charge, except voluntary contribution requested for personal counselling

Eligibility:
Residents or people working in Local Government Area of Boroondara and parts of Whitehorse and Monash
Emergency Relief Service - residents of Boroondara only

Referral:
Self-referral or agency

Appointment:
Appointment Required - Yes

Waiting List:
For individual or family counselling

Disabled Access:
Ramp at entrance to building

Transport:
Tram and Train close by. Bus outside door.

Languages:
Italian

Parent Body:
Camcare

Funding Source:
Australia. Department of Family and Community Services
Victoria. Department of Human Services
City of Boroondara

Voluntary Work:
Voluntary work is available in:
Interviewing

Community Information Workers
Card Shop Assistant

Publications:
'Making a Difference' by Patsy Littlejohn. Published by Camcare

Up To Date As At:
28/10/2004

Camcare - Kew

Location:

1 Civic Drive
Kew VIC 3101

Map Ref:

Melway 45 D6

Telephone:

(03) 9853 5244 Phone
(03) 9853 2054 FAX

Email:

camkew@camcare.org.au

Internet:

www.camcare.org.au

Contacts:

Co-ordinator
alockett@camcare.org.au

Services:

- * Community information, assistance, emergency relief and referral
- * Individual, couple and family counselling provided by social worker
- * Financial Counselling
- * Legal advice: Tuesday 7pm - 8.30pm
- * Tax Help (July to October) for pensioners and low income earners. By appointment only.
- * Eastern Domestic Violence Outreach Service: Wednesday 9am - 5pm (see separate entry)
- * Inner East Rooming House Group (see separate entry)

Area Served:

BOROONDARA, City of

Hours:

Monday to Friday 9.45am - 4.15pm

Meeting Times:

AGM Month - October

Cost:

No charge

Eligibility:

Emergency Relief and Counselling available to residents of Boroondara

Procedures:

Interview by trained volunteer (Community Information Worker)

Referral:

Self-referral

Appointment:

For Social Worker

Disabled Access:

Yes, ramp and parking for people with a disability

Transport:

Tram route 109

Languages:

Chinese
French
German
Polish

Parent Body:

Community Information Victoria

Funding Source:

Australia. Department of Family and Community Services
City of Boroondara

Voluntary Work:

Voluntary work is available in:
Interviewing

Information Workers

Publications:

'Making a Difference - Volunteering at Camcare'

Up To Date As At:

01/10/2004

Campaspe Murray Community Care Inc

Location:

34-36 Heygarth Street
Echuca VIC 3564

Telephone:

(03) 5482 4422

Contacts:

Manager - Kevin O'Brien

Services:

- * Community information, advice, assistance and referral on a wide range of issues
- * Emergency Relief - food vouchers
- * Tax Help

Area Served:

CAMPASPE, Shire of

Hours:

Monday to Friday 10am - 1pm

Appointment:

Appointment Required - Yes

Disabled Access:

Yes

Funding Source:

Victoria. Department of Human Services

Voluntary Work:

Voluntary work is available in:
Administration (clerical, typing, filing, computers, etc)
Interviewing

Up To Date As At:

14/01/2005

Casey North Community Information and Support Service Inc

Location:

Suite S1006 Overland Drive
Fountain Gate VIC 3805

Map Ref:

Melway 110 D4

Telephone:

(03) 9705 6699
(03) 9705 6794 FAX

Email:

cncis@vicnet.net.au

Internet:

www.vicnet.net.au/~cncis

Contacts:

Co-ordinator - Susan Naden Magee
Volunteer Co-ordinator - Jo-Ann Seadon
Social Worker - Lidia Gruszka

Services:

- * Information and referral service
- * Crisis Support Service
- * Emergency relief is available for residents of Narre Warren, Narre Warren South and Narre Warren North (appointments preferred).
- * Counselling
- * Share Accommodation Register
- * Tax Help
- * Volunteer Program

Outreach services:

Casey Cardinia Community Legal Service
Public Tenant Support Service
Tenant and Consumer Support Program
Youth Support Worker

Area Served:

CASEY, City of

Hours:

Monday, Tuesday, Thursday, Friday 9.30am - 4pm
Wednesday 12 midday - 7pm

Meeting Times:

AGM Month - September

Cost:

No Charge

Eligibility:

Depends on program accessed

Referral:

Different for each program, contact centre for details

Appointment:

Necessary for all visiting services

Disabled Access:

Yes

Transport:

Public Transport - Yes

Languages:

Polish

Funding Source:

City of Casey

Voluntary Work:

Voluntary Work Available - Yes

Publications:

'Making Ends Meet' Low Income Guide (available on web site and in hard copy)

Up To Date As At:

16/09/2004

Chelsea Community Information and Support Service Inc

Location:

1 Chelsea Road
Chelsea VIC 3196

Map Ref:

Melway 93 B12

Telephone:

(03) 9772 8939
(03) 9772 8929 TTY

(03) 9776 0482 FAX

Email:

chelciss@pacific.net.au

Internet:

home.pacific.net.au/~chelciss

Contacts:

Co-ordinator
Duty Worker

Services:

Provides a free, impartial and confidential information and support service

- * Advocacy and negotiation
- * Emergency relief
- * Budget advice
- * Tax Help
- * Justice of the Peace
- * Independent Person
- * Peninsula Community Legal Service
- * Tenancy and Consumer Service
- * Hanover Housing Services
- * Student Placements
- * Crime Victim Support
- * Generalist Counselling

Area Served:

KINGSTON, City of

Hours:

Monday to Friday 9am - 5pm
Legal Service each second Monday
Tenancy and Consumer Service every Wednesday
Housing Services every Tuesday
Tax Help - July to October
Counselling - every Monday and Thursday
Counselling (family) - Wednesday

Meeting Times:

AGM Month - September

Cost:

Free

Eligibility:

No restrictions for information
Emergency relief - local area bounded by Mordialloc Creek, Frankston Freeway, Eel Race Road and beach
Pensioner Card necessary if seeking emergency relief - Postcodes 3195, 3196, 3197
All other services for residents of the City of Kingston and people who work or attend educational facilities within the City

Referral:

Walk-in service except for legal, tenancy/consumer, housing services and counselling

Appointment:

Necessary for legal, tenancy/consumer, housing services and counselling

Waiting List:

No

Disabled Access:

Wheelchair access and disabled carpark at front door

Transport:

Train to Chelsea station

Languages:

Dutch
Filipino (Tagalog)
Hindi
Indonesian
Malay
Interpreter service available.

Parent Body:

Community Information Victoria

Funding Source:

City of Kingston

Voluntary Work:

Skills matched to tasks

Publications:

Pamphlet

Up To Date As At:

31/10/2004

**Citizens Advice Bureau and Information Centre
Mentone Inc**

Location:

36 Florence Street
Mentone VIC 3194

Postal:

PO Box 219
Mentone VIC 3194

Telephone:

(03) 9583 2436
(03) 9583 8233
(03) 9585 8621 FAX

Contacts:

Co-ordinator
Secretary

Services:

- * Community information, assistance and referral on a wide range of issues
- * Material aid
- * Legal advice by appointment Tuesdays 6pm - 9pm
- * Tax Help July - October
- * After hours contact Mordialloc Police Station, Main Street Mordialloc
- * Budget advice
- * Hearing aid batteries for N A H S.
- * Family/Youth Counselling by appointment

Area Served:

KINGSTON, City of

Hours:

Monday, Tuesday, Wednesday, Friday 10am - 4pm
Thursday 10am - 2.30pm
Legal Advice: Tuesday 6pm - 9pm (by appointment only)

Meeting Times:

AGM Month - October

Cost:

No Charge

Eligibility:

No restrictions except food vouchers are restricted to areas between Mordialloc Creek and Latrobe Street and Lower Dandenong Road

Referral:

Self-referral, Centrelink and/or other agencies

Appointment:

No

Waiting List:

No

Disabled Access:

Yes

Transport:

Train to Mentone station, Bus

Languages:

Dutch

Parent Body:

Community Information Victoria Inc.

Up To Date As At:

25/10/2004