

# FAMILY SUPPORT AND SAFETY POCKET DIRECTORY

## WHO CAN HELP?

### COMMUNITY SERVICES

Barwon Child Youth and Family .....	5226 8900
Bethany Community Support .....	5278 8122
Cultura – Multicultural Community Services .....	4210 0000
Salvos Community Support Services .....	5223 9200
Wathaurong Aboriginal Co-operative .....	5277 0044
Better Place Australia.....	1800 639 535
Carer Gateway.....	1800 422 737
QLife (Gay and Lesbian Switchboard) .....	1800 184 527
My Aged Care.....	1800 200 422
NDIS.....	1800 800 110

### HEALTH SERVICES

Barwon Health – Community Health .....	1300 715 673
Bellarine Community Health .....	1800 007 224
Colac Area Health .....	5232 5100
Maternal & Child Health, City of Greater Geelong .....	5272 4741
Maternal and Child Health 24hr Telephone Line .....	13 22 29

### COUNSELLING SERVICES

Barwon Health Triage .....	1300 094 187
headspace Geelong.....	5222 6690
headspace Ocean Grove .....	5253 0400
Gambler's Help.....	1800 858 858
Kids Helpline .....	1800 551 800
Victims of Crime Helpline (7 days) .....	1800 819 817
Lifeline.....	13 11 14
Mensline .....	1300 789 978
Parentline.....	132 289
Perinatal Anxiety and Depression Australia .....	1300 726 306
Seniors Rights Victoria Helpline .....	1300 368 821

### HOUSING SUPPORT

Barwon Housing and Homeless Support Service .....	1800 825 955
Barwon Child, Youth and Family (Youth).....	5226 8900

### FINANCIAL ASSISTANCE

Centrelink .....	13 28 50
National Debt Helpline.....	1800 007 007

### FAMILY VIOLENCE & SEXUAL ASSAULT CRISIS SUPPORT

#### Family Violence

The Orange Door (including child wellbeing) .....	1800 312 820
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#### Family Violence and Sexual Assault

The Sexual Assault & Family Violence Centre .....	5222 4318
Barwon Multidisciplinary Centre (MDC) .....	5222 4318

#### Statewide Services

Safe Steps - Family Violence Support (24 hours) .....	1800 015 188
Statewide Sexual Assault Crisis Line (after hours) .....	1800 806 292
In Touch - Multicultural Family Violence Support.....	1800 755 988
Child Protection Crisis Line .....	1800 075 599
Child Protection Crisis Line (after hours) .....	13 12 78
Djirra (Aboriginal Family Violence Service) .....	1800 105 303
Rainbow Door .....	1800 729 367
Women's Information and Referral Service (WIRE)....	1300 134 130
1800 RESPECT .....	1800 737 732

### COURTS

Geelong .....	9087 6113
Colac .....	4237 1000

### LEGAL SERVICES

Barwon Community Legal Service (including family violence support) .....	1300 430 599
Djirra (Aboriginal Family Violence Legal Service).....	1800 105 303
Victoria Legal Aid.....	5226 5666
Victorian Women's Legal Service .....	1800 133 302
Victorian Aboriginal Legal Services.....	1800 064 865

**POLICE (24 HOURS) EMERGENCY..... 000**

**POLICE (24 HOURS) NON-EMERGENCY .....** 131444

**TRANSLATING AND INTERPRETING SERVICE ..** 13 14 50



## KEEPING CHILDREN SAFE AT HOME

Homes can have lots of hazards for babies and children, like loose furniture, blind cords, chemicals, ponds and pools. But there is plenty you can do to keep them safe.

To learn more about making your home safe for children, visit [raisingchildren.net.au/toddlers/safety/home-pets/home-safety](http://raisingchildren.net.au/toddlers/safety/home-pets/home-safety)

## DO YOU HAVE AN EMERGENCY PLAN?

If a disaster hits your home, having a plan can make a big difference. A disaster could be a house fire, bush fire, flood, or anything else that means you must leave your house quickly.

For information about making a plan, and what you should take with you (like food, clothes and documents), visit [www.emergency.vic.gov.au/prepare](http://www.emergency.vic.gov.au/prepare)

## ARE YOU AFFECTED BY FAMILY VIOLENCE?

Family violence is when your partner or someone in your home, uses violence, threats or tries to control you. It can also be when they make you or your family feel scared or unsafe.

Family violence can be physical, sexual, emotional, verbal, economic, religious or cultural abuse; and happen at any age.

Family violence happens to children as well as adults. It includes when a child is abused, and when they hear, see or are harmed by abuse in their home or family.

Everyone has the right to feel safe in their home and relationships. Whether you choose to stay or leave, you can get help in our community.

See the other side of this guide, or visit [safesteps.org.au](http://safesteps.org.au) to learn more about:

- where to get help
- how to make a safety plan, and
- what to take with you.

## STOPPING TRIPS AND FALLS

Trips and falls are common causes of injury at home. This is a bigger risk for older people and young children.

To learn about stopping falls for older people, visit [www.betterhealth.vic.gov.au/health/healthyliving/falls-prevention-at-home](http://www.betterhealth.vic.gov.au/health/healthyliving/falls-prevention-at-home)

To learn about stopping falls for young children, visit [raisingchildren.net.au/toddlers/safety/home-pets/home-safety](http://raisingchildren.net.au/toddlers/safety/home-pets/home-safety)

## EMERGENCY AND CRISIS NUMBERS

Ambulance/Police/Fire.....	000
Orange Door (including child wellbeing) .....	1800 312 820
Child Protection Crisis Line.....	1800 075 599
Child Protection Crisis Line (after hours).....	13 12 78
Lifeline .....	13 11 14
Nurse on Call .....	1300 606 024
Poisons Information Centre .....	131 126
Parentline .....	132 289
Perinatal Anxiety and Depression Australia .....	1300 726 306
Safe Steps - Family Violence Support (24 hours) .....	1800 015 188

## IF YOU ARE IN IMMEDIATE DANGER DIAL 000 FOR POLICE

