



Cape Paterson Residents & Ratepayers Association Incorporated
 PO Box 280, Wonthaggi VIC 3995

HELPLINES FOR THE CAPE PATERSON COMMUNITY

The CPRRA has established this list of the state-wide and local hotlines or helplines as part of its service to its community

In addition to the **000** emergency contact Police, Fire or Ambulance, in life threatening or crisis situations, the hotlines are provided for urgent contact for assistance from the following services: Aboriginal and Torres Strait Islanders, Alcohol and Drugs, Aged Care, Family Relationships, Financial Problems, Gambling Homelessness, Legal Issues, LGBTQI, Men’s issues, Mental Health, Migrant/Refugee, Sexual Assault, Suicide, Women’s issues, Youth (NB: please advise Greg Carman on greg.carman@gmail.com of any changes or errors found)

CATEGORY	SERVICE PROVIDER	CONTACT
Aboriginal Services	<ul style="list-style-type: none"> Ask Izzy: Helps finds Aboriginal services - Housing, Food, Everyday things, Physical/Mental Health, Emergency Funds, Support & Counselling. 24/7 	<ul style="list-style-type: none"> www.askizzy.org.au/
Aged Care Services	<ul style="list-style-type: none"> Council of the Ageing (COTA) COTA advances the rights, interests, and futures of Australians as they age Commissioner for Seniors 	<ul style="list-style-type: none"> 03 9655 2100 https://www.cotavic.org.au/ https://www.facebook.com/SeniorVicCommissioner/ https://www.seniorsonline.vic.gov.au/news-opinions/latest-news/Commissioner-for-Senior-Victorians-reappointed
Alcohol and Drugs	<ul style="list-style-type: none"> National Alcohol and Other Drug Hotline 	<ul style="list-style-type: none"> 1800 250 015.

	<p>Automatically direct you to the Alcohol and Drug Information Service in your state or territory.</p> <ul style="list-style-type: none"> • Direct Line Confidential counselling and referral in Victoria 24/7 	<ul style="list-style-type: none"> • 1800 888 236 https://www.directline.org.au/
	<ul style="list-style-type: none"> • Youth Drugs and Alcohol Advice [YoDAA] To access the information and support that you need. <p>For support and advice call YSAS:</p>	<ul style="list-style-type: none"> • 1800 458 685 9am - 8pm, Monday to Friday http://www.yodaa.org.au/youth?site=youth • 03 9415 8881
Ambulance		000
COVID-19	<ul style="list-style-type: none"> • Suspect that may have COVID-19 [24/7] • Information on current restrictions 	<ul style="list-style-type: none"> • 1800 675398 • 1800 675 398 www.vic.gov.au/coronavirus
Domestic or Family Violence	<ul style="list-style-type: none"> • 1800 Respect National, sexual assault, domestic and family violence counselling 24/7 • Safe Steps Crisis response including immediate transport and immediate referral to refuge services for women and children 24/7 • Domestic Violence Resource Centre Support and resource centre. Provides direct links to local services • Sexual Assault Crisis Line Victoria After hours counselling services for victims, survivors of past and recent sexual assault 	<ul style="list-style-type: none"> • www.1800respect.org.au 1800 737 732 • www.safesteps.org.au 1800 015 188 • www.dvrc.org.au 03 9486 9866

	<ul style="list-style-type: none"> • Men’s Referral Service Specialist support and counselling for male victims of family violence or men wanting to change their behaviour • Djirra - Aboriginal Family Violence Prevention and Legal Service Victoria Provides legal advice, information, referral and support to Aboriginal victims/survivors or people at immediate risk of family violence and sexual assault as well as to parents/carers of Aboriginal children. 9 am to 5 pm Monday to Friday. 	<ul style="list-style-type: none"> • 1800 806 292 www.sacl.com.au • 1300 766 491 www.ntv.org.au • 1800 105 303, https://djirra.org.au/
Disability Support	<ul style="list-style-type: none"> • Wellways Helpline An information, support and referral service that provides information to people experiencing mental health issues, as well as their family, friends, and carers. • Disability Information Helpline Provides information and referrals for people with disability who need help because of coronavirus (COVID-19) • National Counselling and Referral Service Counselling and advocacy support for people with disability that have experienced violence, abuse, neglect, and exploitation, as well as their families and carers, and anyone affected by the Disability Royal Commission. 	<ul style="list-style-type: none"> • 1300 111 500 our-services>helpline">www.wellways.org>our-services>helpline • 1800 643 787 • 1800 421 468 https://www.dss.gov.au/disability-and-carers/disability-royal-commission-support-services
Emergency	<p>000</p> <p>Is the emergency hotline service to contact Police, Fire or Ambulance in life threatening or urgent situations</p>	<ul style="list-style-type: none"> • 000 Callers who are deaf, hard of hearing, or have a speech /communication impairment-and rely on a TTY or a computer with a modem to make calls -may ring 106 if reporting an emergency
Family Relationships	<ul style="list-style-type: none"> • Family Relationship Advice Line Information for all families – whether together or separated – about family relationship issues. 	<ul style="list-style-type: none"> • 1800 050 321 https://www.familyrelationships.gov.au/talk-someone/advice-line

	<p>Monday to Friday 8am to 8pm local time Saturday 10am to 4pm local time Closed Sundays and national public holidays</p>	
Financial Counselling	<ul style="list-style-type: none"> • National Debt Hotline Support and advice on options • Better Place Financial Counselling Financial Counselling, Debt Management, Separating Finances. • Anglicare Services are available to anyone having a hard time with money—be that debt, job loss, insurance claims, fines, or perhaps just feeling out of control. 	<ul style="list-style-type: none"> • 1800 007 007 ndh.org.au 1800 639 523 www.betterplaceaustralia.com.au/category/financial-counselling/ • 1800 809 722 5135 9555 [Wonthaggi] https://www.anglicarevic.org.au/financial-counselling-services/
Fire		<ul style="list-style-type: none"> • 000
Food Relief	<ul style="list-style-type: none"> • Salvation Army- Doorways Program- Wonthaggi • Bass Coast Health <p>The provision of emergency food relief in Bass Coast</p>	<ul style="list-style-type: none"> • 03 5672 3077 • 03 5671 3175
Gambling	<ul style="list-style-type: none"> • Gamblers Help 24/7 • Gamblers Help Under 25s Youthline 24/7 	<ul style="list-style-type: none"> • 1800 858 858 www.gamblinghelponline.org.au • 1800 262 376 https://gamblershelp.com.au/get-help/under-25s/

<p>Housing and Emergency Relief</p>	<ul style="list-style-type: none"> • SalvoCare Eastern 	<ul style="list-style-type: none"> • 1800 221 200 www.salvationarmy.org.au/en/Find-UsVictoria/salvocare-eastern/
<p>Legal Assistance</p>	<ul style="list-style-type: none"> • Vic Legal Aid Free information about the law and how they can help 24/7 • Go to Court Advice on criminal law, family and divorce law, civil and commercial litigation, drink driving, traffic law and litigation. 24/7 	<ul style="list-style-type: none"> • 1300 792 387 www.legalaid.vic.gov.au/contact-us • 1300 636 846 www.gotocourt.com.au/legal-advice
<p>Legal Assistance Women</p>	<ul style="list-style-type: none"> • Women’s Legal Services Victoria Legal advice, counselling, and referrals to do with relationship breakdowns and/or family violence 	<ul style="list-style-type: none"> • 1800 133 302 www.womenslegal.org.au
<p>LGBTQI Services</p>	<ul style="list-style-type: none"> • Switchboard Victoria 3pm to 12am everyday 	<ul style="list-style-type: none"> • 1800 184 527 or chat online https://www.betterhealth.vic.gov.au/health/ServiceProfiles/Switchboard
<p>Medical Services</p>	<ul style="list-style-type: none"> • Nurse on Call Provides immediate expert health advice from a registered nurse. Can also give you information about health services in your area. 24/7 	<ul style="list-style-type: none"> • 1300 60 60 24 www.ambulance.vic.gov.au/campaigns/nurse-on-call
<p>Men’s Health</p>	<ul style="list-style-type: none"> • Mensline Men's mental health, relationship & divorce, emotional well-being, social connection.24/7 	<ul style="list-style-type: none"> • 1300 789 978 www.mensline.org.au
<p>Mental Health</p>	<ul style="list-style-type: none"> • Beyondblue Depression, anxiety, and related disorders 24/7 • Lifeline Crisis support, suicide prevention and mental health support services 24/7 	<ul style="list-style-type: none"> • 1300 224 636 www.beyondblue.org.au • 13 11 14 www.lifeline.org.au

<p>Mental Health Child and Youth</p>	<ul style="list-style-type: none"> • Kids Helpline A counselling service for kids and young people 24/7 • Youth Beyondblue Information, resources, and support for young people dealing with depression and/or anxiety. • Headspace Provides free online support and counselling to young people 12 – 25 and their families and friends. 	<ul style="list-style-type: none"> • 1800 551 800 www.kidshelpline.com.au • 1300 22 4636 (24 hours) https://www.youthbeyondblue.com/ • 1800 650 890. https://headspace.org.au/eheadspace/
<p>Migrant Services</p>	<ul style="list-style-type: none"> • Intouch Multicultural Centre Against Family Violence Assistance and information for women and children of CALD backgrounds living with family violence 	<ul style="list-style-type: none"> • 1800 755 988 www.intouch.org.au
<p>Parents</p>	<ul style="list-style-type: none"> • Parentline Victoria Support, counselling, and parent education on parenting dilemmas. Open 8am to midnight 7 days a week 	<ul style="list-style-type: none"> • 13 22 89 https://parentline.com.au/
<p>Police</p>	<ul style="list-style-type: none"> • Urgent • Non-Urgent 24/7 assistance phone line and online reporting service for the community to connect with about non-urgent crimes and events 	<ul style="list-style-type: none"> • 000 • 131 444
<p>Sexual Assault</p>	<ul style="list-style-type: none"> • 1800RESPECT Counselling and support service for people affected by or experiencing sexual assault, domestic or family violence and abuse. 24/7 • The Sexual Assault Crisis Line Victoria (SACL) A crisis counselling service for victim/survivors of both past and recent sexual assault. 5pm to 9am everyday 	<ul style="list-style-type: none"> • 1800 737 732 www.1800respect.org.au • 1800 866 292 https://www.sacl.com.au/
<p>Suicide Prevention</p>	<ul style="list-style-type: none"> • Suicide Call Back Service Service for people having suicidal thoughts, family or friends affected by suicide and healthcare professionals treating suicidal people. 24/7 	<ul style="list-style-type: none"> • 1300 659 467 www.suicidecallbackservice.org.au

	<ul style="list-style-type: none"> • SuicideLine Support to people at risk of suicide, people concerned about someone else’s suicide, and people bereaved by suicide 24/7 	<ul style="list-style-type: none"> • 1300 651 251 www.suicideline.org.au
Veterans and Family	<ul style="list-style-type: none"> • Open Arms — Veterans and Families Counselling Provides counselling and support for war and service-related mental health conditions, such as <u>post-traumatic stress disorder</u> (PTSD), anxiety, depression, <u>sleep disturbance</u> and <u>anger</u>. 24/7 • The Defence Family Hotline Provides information on support in the persons local area 	<ul style="list-style-type: none"> • 1800 011 046. openarms.gov.au • 1800 624 608 DefenceFamilyHelpline@defence.gov.au
Women’s Services	<ul style="list-style-type: none"> • WIRE [Women’s Information and Referral Exchange] Information and referral for women across issues including family violence, health, relationships, housing, and financial issues • Women’s Legal Services Victoria Advice, counselling, and referrals relating to relationship breakdown and/or family violence 	<ul style="list-style-type: none"> • 1300 134 130 www.wire.org.au • 1800 133 302 www.womenslegal.org.au
Youth Services	<p>See the following above under Mental Health</p> <ul style="list-style-type: none"> • Kids Helpline • Youth Beyondblue • Headspace <p>See above under Gambling for:</p> <ul style="list-style-type: none"> • Gamblers Help Under 25s Youthline 24/7 <p>See above under Alcohol and Drugs for:</p> <ul style="list-style-type: none"> • Youth Drugs and Alcohol Advice [YoDAA] 	