

# Community Referral Poster for Youth in Merri-bek 2023

## Accommodation

**Homelessness Access Points:**  
 Youth Access Point (Frontyard Youth Services)  
 Melbourne Youth Support Services 9977 0077  
[State-Wide and After Hours Access](#) 1800 800 531  
 Housing Vic 1300 457 170  
 Aboriginal Housing Victoria 9403 2100  
 Crossroads Reconnect 9353 1011  
 For young people aged 12-18 in Hume or Merri-bek at risk of homelessness  
**Transitional Youth Support Service** 9450 4700  
 Berry Street Early intervention and prevention for 16-25yos who are at risk of homelessness in the North  
**Kids Under Cover** 9429 7444  
 Supporting young people at risk of homelessness with accommodation unit at their own home  
**Young People's Health Service (YPHS)** 9453 8590  
 For young people between 12-24 years of age, who are homeless or at risk of homelessness  
**Kirrang Wilam Youth Refuge** 1800 809 722  
 Crisis accommodation program for young people aged 16-22 who are experiencing homelessness.  
**VincentCare** 1800 825 955  
 Provides services and programs for people who are experiencing or at risk of homelessness

## Alcohol and Other Drugs

**Odyssey House** 9425 9537  
 AOD Outreach programs for young people (12-24), counselling, support, and referral. Assist with other concerns related to mental health, education, family, and legal issues. Secondary consultations welcomed.  
**ReGen Uniting Care Coburg** 9386 2876  
 Counselling, support groups, prison services, home based programs, withdrawal/detox programs. Youth (12-21) & adult programs  
**Merri Health Coburg** 1300 637 744  
 Counselling and support service for 16-25 year olds  
**DirectLine (24 hr Freecall)** 1800 888 236  
 Alcohol and drug counseling, information & referral  
**YSAS (Youth Support & Advocacy Service)**  
**Fitzroy** 9415 8881  
**Youth Drug and Alcohol Advice line 24hr** 1800 458 685  
**YNOT - Youth Northern Outreach Team**  
**Youth Projects, Glenroy** 9304 9100  
**Mirabel Foundation** 9527 9422  
 Assists children who have been orphaned or abandoned due to parental illicit drug use and are now in the care of extended family (kinship care).  
**Merri Health Needle Syringe Program** 1300 637 744  
 Confidential, drop in. 9am-5pm, Mon-Fri  
 93 Bell St Coburg, 11 Glenlyon Rd Brunswick  
 Free kits at reception, disposal units outside.

## Child Protection/Parenting

**North Division DHHS Child Protection** 1300 664 977  
**A/Hrs Child Protection Emergency Service** 131 278  
**SOCIT Fawkner** 9355 6100  
 Sexual Offences and Child Abuse Investigation Team  
**VACCA (Victorian Aboriginal Child Care Agency)**  
 9287 8800  
**Child FIRST North West Metro Region** 9302 6100  
 Hume/Merri-bek 1300 786 433  
**Gatehouse Centre for Assessment & Treatment of Child Abuse** 9345 6391  
**(After hours Crisis Care)** 9345 5522  
 0-17 yrs old. Offers medical and counselling services.  
**Commission for Children & Young People** 1300 782 978

## Parenting Support

**Parentzone - Anglicare Preston** 8470 9999  
**Family Services - Merri Health Coburg** 1300 637 744  
 Parenting education groups, programs, case management  
**Parent Line (8am- Midnight 7 days/wk)** 13 22 89  
**Salvation Army Young Parents Program** 9353 1011  
**Step Families Australia (Carlton)** 9663 6733

## Child Health

**Merri Health Service Access** 1300 637 744  
 Audiology (1-18yrs)  
 Speech Pathology, Occupational Therapy (0-6yrs)  
 Physiotherapy, Podiatry, Dietician, Dental: (0-12yrs)  
**Maternal and Child Health Service** 9240 1111  
 Merri-bek City Council  
**Maternal and Child Health 24hr Support Line** 13 22 29

## Early Childhood Learning

**HIPPY - Home Interaction Program for Parents and Youngsters (Uniting)** 9351 3603  
 Early childhood education program, supports children and families in Merri-bek.

## Carers Support

**Carer Gateway** 1800 422 737  
 Including young carers program, emergency respite  
**Carers Victoria** 1800 514 845  
**Little Dreamers** 1800 717 515  
 Supporting young people aged 4-25- who provide care

## CALD/Multicultural Services

**Australian Muslim Women's Centre for Human Rights**  
 Young womens group, parenting support 9481 3000  
**VICEG (Vic. Co-op on Children's Services for Ethnic Groups) Coburg** 9383 2533  
[Action on Disability within Ethnic Communities \(ADEC\)](#)  
**Preston** 9480 7000  
 Represents rights/ needs of people with non-English speaking background living with disability, and their carer.

## CALD/Multicultural Services cont'd

**Australian Greek Welfare Society** 9388 9998  
 Counselling; Referral and Support  
**Arabic Welfare (Brunswick)** 9380 9536  
 Advocacy, counselling, referral and support  
**VASS Victorian Arabic Social Service** 9359 2861  
**Spectrum Migrant Resource Centre** 9977 9000  
**Centrelink Multilingual Service** 131 202  
**CMY (Centre for Multicultural Youth)** 9340 3700  
 Supports, programs, research and advocacy  
**Foundation House** 9389 8900  
 VIC Foundation for Survivors of Torture  
**inTouch Multicultural Centre Against Family Violence** 9413 6500  
**Toll Free Mon-Fri 9am-5pm** 1800 755 988  
**Islamic Council of Victoria** 9328 2067  
 Inc. Zakat, financial support for Muslim Australians  
**Refugee & Immigration Legal Centre**  
 Collingwood Reception 9413 0101  
 Advice line (Open Wed and Fri 10am - 2pm) 9413 0100  
**Asylum Seeker Resource Centre (Footscray)** 9326 6066  
**Asylum Seeker Welcome Centre** 9388 2459  
 Lentara Uniting Care, Brunswick 9326 8343  
**Salvation Army Asylum Seeker Support Services**  
 16 Tinning Street Brunswick 9384 8333  
 Supports Asylums Seekers, Skilled Migrants and Overseas students with material aid by appointment.

## Disability Services

**National Disability Insurance Agency (NDIA)**  
 Independent Statutory Body implementing the National Disability Insurance Scheme 1800 800 110  
**CarerLinks North (Merri Health)** 9495 2500  
**Melbourne City Mission** 9977 0000  
 Affirming families program, Early Childhood Development Program, helping children with Autism, Parenting in Partnership, T.I.M.E Out Sibling Program  
**Scope Northern (Glenroy)** 1300 472 673  
**EARS (Emergency After Hours Response Service)**  
 5pm-9am weekdays, 24 hrs weekends, public hols  
 Free non-medical emergency support 1800 727 280

## Autism Spectrum

**Autism Victoria (AMAZE)** 9657 1600  
**Information Line** 1300 308 699  
**Royal Children's Hospital - CCCH** 9345 6150  
**Assoc. for Children with a Disability** 9880 7000  
**LaTrobe Uni Communication Clinic** 9479 1921  
**Autism Spectrum Australia (Aspect)** 1800 277 328  
**Aspergers Victoria (Support groups)** 0480 385 710

## Employment/Training/Education

**Navigator Program (Jesuit Social Services)** 9387 1233  
 Supports disengaged 12-17yos in Hume/Merri-bek to re-engage with education/training  
**Marist 180 Skills & D'Ment Centre (Brunswick)**  
 Training and youth support 9672 9200  
**Workways** 1800 631 196  
 Supports youth living with a disability or medical condition to find suitable employment (Year 10 and above).  
**In 2 Life Stride Programs** 9088 5520  
 Workshops for 10 to 18 year olds focusing on Resilience, Relationships, Community and Career Transitions.  
**Youth Projects Glenroy** 9304 9100  
**Inner Northern Local Learning and Employment Network (INLLEN)** 9101 9807  
**School Focused Youth Service (SFYS)** 9355 9935  
 Referral support and partnership development.  
**DET North Western Region** 1300 338 691  
**State Schools' Relief** 8769 8400  
 Uniform support, only requests from principals, assistant principals and welfare coordinators.  
**Project Rockit** 9068 5177  
 Cyber bullying program for schools  
**Artful Dodgers Studio (Collingwood)** 9415 8700  
**Murrup Barak Melbourne Institute for Indigenous Development** 1800 457 528  
 Education and employment for Indigenous Australians, who either come to study or work at The University of Melbourne.

## Family Violence/Assault

**Safe Steps Family Violence Response Centre**  
**24 hours, State Wide** 1800 015 188  
**Berry Street (NFDVS)** 9450 4700  
 Northern Family & Domestic Violence Service. Access point for integrated family violence service system for women and children.  
**inTouch Multicultural Centre Against Family Violence**  
**Toll Free** 9413 6500  
 Mon-Fri 9am-5pm 1800 755 988  
**Domestic Violence Resource Centre of Victoria (DVRCV)** 8346 5200  
**No To Violence Men's Referral Service** 1300 766 491  
**Victims Assistance Program (VAP) Merri Health**  
 Direct Intake 1300 362 739  
**Victims of Crime Helpline** 1800 819 817

## Sexual Assault

**CASA House (Centre Against Sexual Assault)**  
 Survivors of sexual assault & their families (16 yrs+)  
**Counselling & support line** 9635 3610  
**Sexual Assault Crisis Line 24 hrs** 1800 806 292  
**Gatehouse Centre for Assessment & Treatment of Child Abuse** 9345 6391  
**(After hours Crisis Care)** 9345 5522  
 0-17 yrs old. Offers medical and counselling services.  
**SOCIT Fawkner** 9355 6100  
 Sexual Offences & Child Abuse Investigation Team

## Financial Help/Material Aid

**Centrelink** 13 24 90  
**MoneyHelp telephone service** 1800 007 007  
**Material Aid**  
**Coburg Community Information Centre** 9350 3737  
 512 Sydney Rd, Coburg, Wed 9:30am-2pm. No Interest Loan Scheme, Emergency relief by appointment only.  
**Salvation Army Brunswick** 9388 5500  
 Material aid, referral and advocacy by appointment  
**Salvation Army Merri-bek** 9353 1086  
 512 Sydney Road, Coburg North  
 No Interest Loan Scheme (NILS)  
**Salvation Army Asylum Seeker Support Services**  
 16 Tinning Street Brunswick 9384 8333  
**St Vincent de Paul** 9895 5800  
**Brotherhood of St Laurence** 9387 9519  
 132 Barkly St Brunswick. Discounted whitegoods.  
**Food Aid with Northpoint Church** 9338 1898  
 Tullamarine. Delivery Tues and Thurs  
**St Kilda Mums**  
 New and pre-loved baby goods to families in need  
**request@stkildamums.org** 1300 789 509  
**Victorian Concessions Information Line** 1800 658 521  
 Concessions for the essential services for ppl with low-income

## Gambling

**Gambler's Help** 1800 858 858  
 Free confidential gambling counselling

## General Counselling and Support

**Merri-bek City Council** 9240 1111  
**Generalist Counselling Service (Merri Health)**  
 Information & counselling for young people 12 - 25 yrs old (Service Access line) 1300 637 744  
**Duty drop in for support: 1pm-3pm every day at 93 Bell St Coburg, also a needle exchange onsite**  
**Salvation Army Crossroads Youth & Family Services**  
 Springboard program, Indigenous youth and families project, young parent programs 9353 1011  
**Youthlink Reconnect** 9353 1011  
 For young people aged 12-18 in Hume or Merri-bek at risk of homelessness  
**The Reach Foundation 10-18 yo** 9412 0900  
 Youth led workshops in schools and communities.  
**The Bouverie Centre Brunswick** 03 8481 4800  
 Counselling and support for families  
**Drummond Street Services Carlton** 9663 6733  
**Relationship Matters, Reservoir** 1300 543 396  
 Relationship counselling and education services

## Youth Centres

**Don Bosco Youth Centre** 9386 7563  
 715 Sydney Road Brunswick  
**Oxygen Youth Space, 4-8 Gaffney St Coburg**  
 Support/referral for 11-25 yr olds Freezer, Youth Centre activities, homework club. 9389 8640  
**Fawkner Youth Space, 77 Jukes Rd, Fawkner**  
 Drop-in space that includes games and youth workers providing support and supervision 0429 268 305

## Sports & Recreation

**Active Merri-bek**  
 An online directory of leisure centres, pools, sports and activity groups, indoor and outdoor programs. 9354 3504

## LGBTIQA+

**Lesbian, Gay, Bi, Trans, Intersex, Queer, Asexual + Q Health: Alcohol & Other Drugs** 1300 637 744  
 Merri Health (Coburg) & Drummond Street (Carlton)  
 Counselling for anyone that identifies as same-sex attracted or gender diverse with alcohol/drug issues.  
**Drummond St Services Queerspace** 9663 6733  
 Counselling and parenting support  
**Headspace Glenroy** 1300 880 218  
 LGBTIQ wellbeing sessions & peer-led group, 12-25yo  
**Switchboard Victoria** 1800 729 367  
 Telephone counselling & web chat 3pm-Midnight: qlife.org.au  
**Rainbow Network** 9479 8870  
 Youth social support programs in Victoria  
**Minus 18** minus18.org.au  
**Transcend** transcendsupport.com.au  
**Ygender** info@ygender.org.au  
**Genderqueer Australia** genderqueer.org.au

## Koorie Services

**VACCA** 9287 8800  
 Victorian Aboriginal Child Care Agency  
**Koorie Connect** 9287 8800  
 Drop in referral service and internet café at 340 Bell Street Preston  
**Victorian Aboriginal Health Service** 9419 3000  
**(VAHS)** Community programs, family counselling, parenting resources, medical unit, men's unit, women's and children's unit.  
**Salvation Army Crossroads Indigenous Youth Program for 16-25yos** 9353 1011  
**Aboriginal Housing Victoria** 9403 2100 or 1800 248 842  
**Victorian Aboriginal Education Association Inc. (VAEAI) Northcote** 9481 0800  
**Melbourne Indigenous Transition School (MITS)**  
 Year 7 transition school in Melbourne for Indigenous students from remote and regional communities.  
**Wayapa Wuurrk** 9429 3220 0488 767 761

## Legal Issues and Police

**Northern Community Legal Centre** 9310 4376  
**Local Police**  
 Brunswick (24 hrs) 8378 6000  
 Fawkner (24 hrs) 9355 6000  
**SOCIT Fawkner** 9355 6100  
 Sexual Offences and Child Abuse Investigation Team  
**LGBTIQ liason officers**  
 Based at Brunswick Police Station 8378 6000  
**Youth Law** 9113 9500  
 State wide youth legal centre. **Drop in** (no appointments needed): 2 - 5pm Mon, Tues, Thurs & Fri. Frontyard Youth Services 19 King St, Melbourne  
**Mental Health Legal Centre Inc.** 9629 4422  
**Disability Discrimination Legal Service** 9654 8644  
 TTY 9654 6817  
**Office of the Public Advocate** 1300 309 337  
 Advice and advocacy, protecting and promoting the rights and interests of people with a disability  
**Better Place Australia** 1800 639 523  
 Broadmeadows 9355 4700  
**Youth Referral and Independent Person Program (YRIPP): Centre for Multicultural Youth** 9340 3777  
**Dispute Settlement Centre of Vic** 1300 372 888  
**Victoria Legal Aid** 1300 792 387  
**Court Network** 1800 571 239

## Mental Health

**Child & Adolescent Mental Health Service (CAMHS)** 1800 445 511  
 Psychiatric emergency (information, assessment and referral) 24 hours a day, 7 days a week. Consultation, assessment & treatment services. **0-15 yrs old.**  
**Head to Health** 1800 595 212  
 Connects people of all ages with existing support services based on individual needs.  
**Victoria Mental Illness Awareness Council** 9380 3900  
 Support, information & advocacy about mental illness  
**Orygen Youth Health Triage (15-24yo)** 1800 888 320  
 Psychiatric emergency (information, assessment & referral) 24/7 specialist youth mental health service.  
 Secondary Consultation 9483 4556  
**Royal Children's Hospital** 9345 5522  
**Banksia Ward** 9345 9600  
**Travancore School** 9345 6053  
**Headspace Glenroy (12-25yo)** 1300 880 218  
 Psychologists, Counsellors, GP, psychiatrists, etc.  
**Headspace School Support**  
 Information to prepare for, respond and recover from the death of a student by suicide 0458 559 736  
**Mental Health Support Services (Merri Health) 16+**  
 Day to Day Living Program 1300 637 744  
**Independent Mental Health Advocacy** 1300 947 820  
 Support for people on a Compulsory Treatment Order  
**NEAMI Brunswick** Referrals: 1300 379 462  
 Provides mental health, homelessness and suicide prevention support

## Eating Disorders

**Eating Disorders Victoria**  
**Helpline** 1300 550 236  
**Drop in** on any weekday between 10am and 3pm  
 Level 2, Collingwood Football Club Community Centre, corner Lullie and Abbot Sts, Abbotsford  
**Butterfly Foundation** 9822 5771  
 School programs, treatment options/advocacy  
 Support line or email support 1800 33 4673  
**Royal Children's Eating Disorder Program**  
**Clinical Nurse Consultant** 9345 6533

## Phone/Online Support

**Police (Emergency)** 000  
**Grief Line** 1300 845 745  
**Kids Help Line (24 hrs)** 1800 55 1800  
 Up to 25yrs, web and email counselling  
**Lifeline (24 hrs)** 13 11 14  
 TTY Service 24 hrs 133 677  
 Suicide call back service 1300 659 467  
**Headspace phone and online counselling**  
 Online counselling eheadspace.org.au  
 eheadspace telephone 1800 650 890

## Mentoring

**L2P Program Merri-bek** 0457 791 480  
 Mentoring 16-20yo to support getting drivers licence  
**Whitelion** 1300 669 600  
 Custodial/community youth justice mentoring 14-21 yo

## Sexual Health

**Family Planning Victoria** 9257 0100  
**Action Centre for STI tests and support** 9660 4700  
 94 Elizabeth St Melbourne. Freecall 1800 013 952  
**Melbourne Sexual Health Centre** 9341 6200  
**Free safe sex products at Merri Health**  
 21 Victoria St, Coburg  
 94 Bell St, Coburg  
 11 Glenlyon Rd, Brunswick

Updated January 2023 | For further updates, please contact [community.wellbeing@merrihealth.org.au](mailto:community.wellbeing@merrihealth.org.au)  
**Merri Health: 1300 637 744**