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| **BUSINESS NAME:** | **SOME HANDY INFO TO CONSIDER:** |
| **Nurse on Call** | A 24/7 Victorian Government health phone service providing expert health advice from a registered nurse.  Ph: 1300 606 024 |
| **After Hours Doctor Service (13 SICK)** | For non-emergency medical attention on evenings and weekends – 13 SICK provides bulk-billed, after hours at-home doctor visits. This service covers Little River to Ocean Grove, St Leonards to Bateford.  Ph: 13 7425  Website: [www.homedoctor.com.au](http://www.homedoctor.com.au) |
| **Local Emergency Departments** | University Hospital Geelong (Barwon Health) - Public Hospital – 24/7  Ryrie St, Geelong (03) 4215 0100  Epworth Geelong Emergency Department – Private Hospital) 8am to 12am  1 Epworth Pl, Waurn Ponds (03) 5271 7000  ($230 for emergency consultation for general public – consult only, additional costs may apply) |
| **Victoria Poisons Information Centre** | VPIC is a 24/7 phone advice line that provides advice and guidance about what to do if a person has been poisoned, has overdosed, has made a mistake with medications, or has been bitten or stung by a snake/spider/wasp/bee etc.  Ph: 13 11 26  Website: https://www.austin.org/poisons/ |
| **Maternal and Child Health Line** | Maternal and Child Health Line provides both an online and phone directory and advice service to assist you in finding programs and supports for your children. This service is a part of the Victorian’s Department of Education and Training  Ph: 13 22 29  Website: https://www.education.vic.gov.au/parents/Pages/default.aspx?&Redirect=1 |
| **Parentline Victoria** | Parentline Victoria is a statewide telephone counselling service to parents and carers of children up to aged 18.  Ph: 13 22 89  Website: [www.parentline.com.au](http://www.parentline.com.au) |
| **Kids Helpline** | Kids Helpline is a free and confidential telephone and online counselling service for youth aged between 5 and 25 years of age.  Ph: 1800 55 1800  Website: www.kidshelpline.com.au |
| **Police Assistance Line** | The Police Assistance Line is a 24 hour non-urgent police assistance phone line, developed to keep our communities safe, and to report non-urgent crimes and events (such as getting advice, noise complaints, lost or located property, neighbourhood disputes etc.). This phone line and online service can take reports of non-urgent crimes, and give advice 24 hours a day.  \*\*\* REMEMBER – In an emergency, dial 000.  Ph: 131 444  Website: https://www.police.vic.gov.au/contact-us |
| **PANDA** | Perinatal Anxiety & Depression Australia – supports the mental health of parents and families during pregnancy and in their first year of parenthood.  Ph: 1300 726 306  https://panda.org.au/ |
| **HEADSPACE** | Headspace is a mental health provider, who deliver tailored and holistic supports to young people 12-25 years of age. With a focus on early intervention, we work with young people to provide support at a crucial time in their lives – to help them get back on track and strengthen their abilities to manage their mental health in the future. Headspace Centres act as a ‘one-stop-shop’ for people who need help with mental health, physical health (including sexual health), alcohol and other drugs, or work and study support. Headspace have a range of centres to provide confidential face-to-face support with mental and physical health, as well as both online and phone services to provide support, counselling and assistance (open 9am until 1am, 7 days a week).  phone counselling support: 1800 650 890  website: <https://www.headspace.org.au> |
| **ASSOCIATION FOR CHILDREN WITH A DISABILITY** | ACD supports all families in Victoria with children with disability aged 0 to 18 years old. We are a not-for-profit organisation led by, and for, families of children with disability. Our Support Line is a free service for parents and families of children any type of disability in Victoria. We can help you to understand your child’s rights and support you to advocate for your child and family. Professionals who work with children with disability and their families can also call our Support Line  Phone: 1800 654 013  Website: <https://www.acd.org.au/> |
| **DRUMMOND STREET SERVICES** | Drummond Street Services supports families and individuals, promotes connected and inclusive communities and drives innovation and research into family support interventions. Services include: Independent disability support services, parenting and family counselling and support, adult and relationship counselling and support, child counselling and support, step family support, youth services, family foundations programs, family violence recovery support, Queerspace program, and future free from violence programs and support.  Contact details: <https://www.ds.org.au> |
| **THE CHILD AND ADOLESCENT MENTAL HEALTH SERVICE (CAHMS)** | The Child and Adolescent Mental Health Service (CAMHS) is a specialist family focused service that provides assessment and coordinated treatment for infants, children and adolescents (0-18 years) with complex mental health problems. Services include: crisis assessment, case management, multi-modal treatments, individual, family and group therapy, and parent or carer support.  website: <https://www.barwonhealth.org.au/services-departments/community-health-services/item/camhs> |
| **MACKILLOP FAMILY SERVICES** | Some families experience complex issues that lead to unsafe and unstable home environments. Without appropriate supports, these vulnerable families are unable to ensure the safety and wellbeing of their child. We work with these children, young people, and families to address these issues and empower them to create safe, nurturing environments where all family members are empowered to reach their full potential. Children and young people who are temporarily unable to live at home, are supported through our homelessness and out of home care services. Our approach is therapeutic, culturally safe and family-centred. Barwon provides services such as: early intervention programs to support young people and families at risk of family breakdown, family and community based service for young people at risk of out-of-home placement due to serious behavioural problems and co-occurring mental health services, foster and kinship care, and residential care.  website: <https://www.mackillop.org.au> |
| **DEPARTMENT OF HEALTH AND HUMAN SERVICES** | DHHS Family Services promotes the safety, stability and development of vulnerable children, young people and their families, with a focus on building capacity and resilience for children, families and communities. The aim of Family Services is to enhance parenting capacity and skills, parent-child relationships, child development and social connectedness through their range of services, and tailored support.  Website: <https://providers.dhhs.vic.gov.au/family-services> |