KEEPING IT TOGETHER

FAMILY SUPPORT AND INFORMATION GUIDE FOR RESIDENTS IN THE CITY OF CASEY
Introduction

The Keeping It Together program has been developed by Casey North Community Information & Support Service to assist families that are dealing with issues that place pressure on those families and often lead to family breakdown.

Since our service established in 1997 we have identified that Family Breakdown is one of the major problems that the families we support are dealing with. The every day pressures of life and increasing cost of living places a great deal of stress on many families. However, we also know that there are services available to assist families to overcome these issues and the ‘Keeping It Together’ brochure has been developed so that families needing support know where to turn.

In addition to the brochure Casey North Community Information & Support Service has also developed support programs as part of the ‘Keeping It Together’ project including, support groups, financial counselling and education and other key services.

Every effort has been made to ensure that the information contained in the guide is correct at the time of printing, however we recognize that as soon as such a document is published details can change. If you find this to be the case please contact Casey North CISS or Cranbourne CISS (contacts contained in the guide) and updated information will be provided.

Susan Magee
Executive Officer
Casey North Community Information & Support Service
**Financial Pressure**

Problems with finances can be the cause of stress that places great pressure on relationships. There are services and resources available in the community to assist you to address and overcome financial burden.

**Financial Counselling Programs**

Financial Counsellors can assist with explaining your rights, providing options and negotiating for;

- Centrelink entitlements
- Mortgage and rent arrears
- Contract disputes
- Superannuation claims
- Car loans and credit cards
- Obtaining a copy of you audit file
- Bankruptcy
- Fines
- Utility bills
- Budgeting
- and much more

Due to pending funding changes to current financial counselling programs we are unable to accurately list available locations at the time of printing. Please contact us for updated information.

**Casey North CISS**
Phone: 9705 6699
cnciss@casenorthciss.com.au

**Cranbourne ISS**
Phone: 5996 3333
ciss@cranbourne.org.au

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**Financial Counselling Southern**
28 Parkhill Drive
Berwick 3806
140-154 Sladen Street
Cranbourne 3977
For Appointments call 9549 5288

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**Gambling**

While most people gamble to relax and have fun, for some people gambling can change and develop into a problem. When that happens, gambling can play too big a role in a person's life and hurt them, their family, friends and the people who care for them.

People with gambling problems may find it difficult to deal with the problem on their own. Talking to some one is one way to work through the problem. Refer Problem Gambling web site, www.problemgambling.vic.gov.au www.responsiblegambing.vic.gov.au

**Gamblers Help**

Immediate Telephone Support
Gambler’s Helpline is a free, confidential 24hour, seven day a week service with professional counsellors available for confidential telephone counselling, information and referrals. Access to interpreters is available for Non-English speaking callers.

Gambler’s Help Line
FREECALL 1800 858 858
www.gamblershelpsouthern.org.au

FREECALL 1800 777 706
(PTY for the hearing impaired only)
Gamblers Anonymous
PO Box 369
Richmond 3121
Phone: 9696 6108
(call to find closest location)

Provides group therapy sessions for people experiencing problems with gambling. There are 37 meeting places in Victoria call to find out where the nearest venue to you is. This service is free of charge.

Emergency Relief & Material Aid
Emergency Relief and Material Aid can ease the pressure when finances become tight. Assistance to purchase food and other basic needs are generally available. Call to see which agency looks after the area that you live in.

Casey North CISS
Phone: 9705 6699
cnciss@caseynorthciss.com.au

Cranbourne ISS
Phone: 5996 3333
ciss@cranbourne.org.au

Online Resources:
The relationship between women and money is complicated and many women do not feel adequately prepared to make decisions regarding money. They are also unsure about what to consider when evaluating their options.

Online resources and programs are now available to provide women with information and tools that will help them further their understanding about managing their money.

Women Talk Money
A website that provides resources for women to improve their financial literacy. Get facts about money, relationships and life.
www.womentalkmoney.org.au

Relationships and Money
A website by the Australian Securities & Investments Commission that has resources on managing your finances with your partner.
Drifting Apart – Relationship Issues

Counselling Services

Relationship counselling assists you to identify and work through the issues that are effecting your relationship. Counselling services can be provided to the individual and/or couple.

Casey North Community Information & Support Service
Suite 1, 90-92 Victor Cres
Narre Warren 3805
Phone: 9705 6699

Short term counselling available by appointment. This service is free and there is usually no waiting list.

Cranbourne Information & Support Service
156 Sladen St
Cranbourne 3977
Phone: 5996 3333

Counselling available by appointment
This is a free service.

Mensline Australia
Phone: 1300 789 978

Telephone counselling, information and referral for men.

Andrews Centre
2-6 Hanna Drive
Endeavour Hills 3802
Phone: 9700 4944

Counselling service available, contact the centre for costs.

Family Relationship Centre
38 Clyde Street
Berwick 3806
Phone: 8768 4111
Freecall: 1800 050 321

A Family Relationship Centre can provide information about family relationships at all stages - forming new relationships, overcoming relationship difficulties or dealing with separation.

Relationships Australia Victoria
2/199 High Street
Cranbourne 3977
Phone: 5990 1900
www.relationshipsvictoria.com.au

Every one who is in a relationship or cares about relationships many need assistance at some time. Relationships Australia can help people to deal with problems or difficult relationships, learn how to form or improve relationships, or cope with a relationship that has broken down.

Their services provide support for parents and children, step-families, families in crisis, couples, single adults, parent and children after separations. They deal with personal, couple and family issues, behavioural problems as well as school and work issues.

A fee for service applies to most services and is based on your total family income and ability to pay.

Salvation Army Support Services
1 New Holland Drive, Cranbourne 3977
Phone: 5995 0133
Family Relationship Advice Line
National telephone service that provides information and referral to services that can help strengthen relationships, overcome relationship difficulties or deal with separation.

Phone: 1800 050 321
8am - 8pm Monday to Friday
10am - 4pm Saturday (local time) except on national public holidays.

Monash Health - formerly Cardinia Casey Community Health Service
Counselling services available to health care card holders at:
28 Parkhill Dve, Berwick 3806
156A Sladen St, Cranbourne 3977
67 Power Rd, Doveton 3177
Call 8768 5147 for enquiries at all sites.

CatholicCare – Dandenong
96 Cleeiland St
Dandenong 3175
Phone: 9793 2200

A service provided by the Catholic Family Service, offering marriage, family and personal counselling.

Windermere
48 Webb St
Narre Warren 3805
Phone: 9705 3200

A local support agency for families and children providing a wide range of services including:
Counselling – crisis, relationship and addictive behaviour for families, young people and children.

South East Family Services
Uniting Care Connections
55 Webb Street
Narre Warren
Phone: 9705 3939

184 Sladen Street
Cranbourne
Phone: 5990 8400
www.connections.org.au

Provides support for vulnerable families such as counselling. Also provide support for youths at risk of homelessness or not completing their schooling.

Living Springs Counselling
446 Centre Road
Berwick 3806
Phone: 9702 6687

Counselling service for individuals, couples and families. Fees apply, call for details.

Keeping It Together
Casey North CISS
Phone: 9705 6699

An 8 week life skills education program for women experiencing relationship issues. Aimed at developing personal strength and strengthening relationships.

Course covers:
• Assertiveness
• Conflict resolution
• Women’s rights
• Self-esteem and self-care
• Working with anger
• Financial literacy
Parenting & Blended Families

Parentline Australia
Support counselling and parent education for stressed parents.
Phone: 1300 301 300
8am - 10pm, 7 days a week
Professional advisers will answer calls from parents experiencing problems coping with their children. Problems can be big or small, from a toddler with a tantrum to a teenager suspected of drug use. The service is free and offers instant connection by phone to a vast and professional resource.

Windermere Child & Family Services
48 Webb St, Narre Warren 3805
Phone: 9705 3200
Parent education and skills development program. Call for details.

Stepfamilies of Australia
195 Drummond Street, Carlton 3053
Phone: 9663 6733
www.stepfamily.org.au
Email: info@stepfamily.org.au
Provides support, education and other resources to step families in Victoria.

Casey North CISS
Suite 1/90-92 Victor Crescent
Narre Warren 3805
Phone: 9705 6699
Counselling, information and support.

Cranbourne ISS
156 Sladen Street, Cranbourne 3977
Phone: 5996 3333
Counselling, information and support.

Parentzone - Southern
60-64 Wells St, Frankston 3199
Phone: 9781 6700
www.anglicarevic.org.au/partentzone
Parentzone offers:
• Opportunity to discuss parenting challenges and rewards
• Links to shared learning experiences through parenting programs.

Dad’s Matter Activities
City of Casey
Casey Father’s Inclusion Team
Phone: 9705 5590
The City of Casey provides a variety of options for dads, Step dads and Grandads to connect with each other and their children (aged 0-6)
Contact them for current program details.

Andrews Centre
2-6 Hanna Drive, Endeavour Hills 3802
Phone: 9700 4944
www.andrewscentre.org.au
Offers counselling and support (subsidised rates for people on a low income).

City of Casey Youth Services
Phone: 9705 5200
Intake: 0417 347 909
• Hampton Park Youth Information Centre: 9702 9510
• Cranbourne Youth Information Centre: 9792 7350
• Narre Warren Youth Information Centre: 9792 7330

Mensline
Phone: 1300 789 978
www.menslineaus.org.au
Confidential help, support and counselling services.
Raising Children
Reliable and scientifically validated information and resources to support them in the day-to-day work of raising children and looking after their own needs.

It covers pregnancy and birth, newborns (0-3 months), babies (3-12 months), toddlers (1-3 years), preschoolers (3-5 years), school-age children (5-9 years), pre-teens (9-11 years), teens (12-18 years) and grown-ups, children with autism and children with disability.

www.raisingchildren.net.au/

Bringing Up Great Kids
Group program developed by the Australian Childhood Foundation that helps parents find information on understanding children and helping them grow and develop. Information available in 16 different languages.

www.lifeworks.com.au

Tresillian
Early parenting service offering up to date parenting information, links to resources, assistance and support to help parents with babies.

Phone 1300 272 736
7am - 11am Monday to Sunday
Online Support: www.tresillian.org.au/
5pm - 11pm Monday to Friday

Tuning Into Kids
Tuning in to Kids™ is a parenting program that helps children to learn to understand and regulate their emotions. The program teaches parents ways of helping their children develop good emotional skills.

www.tuningintokids.org.au

Arguments
Arguments and disagreements are a natural part of life. It is how we deal with them that impacts on our relationships with others. Many services have developed programs to assist us to look at our own behaviour and how we respond to others and develop better communication skills.

Windermere Child & Family Services
48 Webb Street, Narre Warren 3805
Phone: 9705 3200
A local agency for families and children providing a wide range of services, including;
Counselling – crisis, relationship and addictive behaviour for families, young people and children.
Family Support Program – provides in home service with a focus on parenting. Works towards developing good parenting skills, home management and life skills.

FMC – Family Mediation
86-88 Victor Crescent
Narre Warren 3805
Phone: 8781 9111
This service provides a family law information and mediation service and parent - adolescent mediation. There is also a mens relationship service which provides practical and emotional support for men around divorce and separation.
Anger Management Programs

Heavy Metal – Men’s Education Towards Anger & Life
Phone: 0401 766 877
www.heavymetalgroup.com.au
Men’s anger management group, call for an appointment or further information.

Mens’s Referral Service
Phone: 1300 766 491
Phone counselling line 9am to 10pm Monday to Friday for male family violence.
Provides a telephone referral and advice service.
All calls are anonymous and confidential.

Positive Lifestyle Centre
Salvation Army
147-151 Foster St, Dandenong 3175
Phone: 9794 9533

Anger Management Program
• Acquaints participants with strategies to cope with various anger situations.
• Identify and express their individual anger styles in an appropriate manner.
Call for information on dates and cost.

Time for Change ‘group program for men’
Unit 2, 199 High Street
Cranbourne 3977
Phone: 5990 1900
A special behaviour change group program for men who want to stop using violence and abuse in their relationships with other people.

Young people who use Violence

As a mother, carer or relative, you may find that your child is using violence or abuse to intimidate and control you and perhaps other family members as well. It has gone beyond ‘acting out’ and you feel something’s not right.

You may find it difficult to accept that what your child is doing is abusive. You are not responsible for the abusive behaviour but are important to resolving this behaviour.

Blue Knot Foundation
Helpline 1300 657 380
Monday - Sunday 9am - 5pm
helpline@blueknot.org.au
Support for adult survivors of childhood trauma, including survivors, family and friends.
• Workshops
• Helpline
• Counselling
• Information

Royal Society for the Prevention of Cruelty to Animals (RSPCA) Victoria
If your child is being cruel to animals or pets, it could be a sign of other serious issues.
www.rspcavic.org/services/education/children-and-animal-cruelty/

Child Protection Crisis Line
Phone: 13 12 78
Someone to talk to

The old saying goes ‘A problem shared is a problem halved’. Sometimes just having someone to talk to can help. There are various services available where you can call and speak to a trained professional on the phone and other services where you can see someone in person.

Casey North Community Information & Support Service
This service provides a generalist support service. The Social Work program can assist you to work through existing issues and link you into other resources if appropriate.
Phone: 9705 6699

Cranbourne Information & Support Service
Similarly to Casey North, the Cranbourne service can assist you to work through issues and link you into resources available in your community.
Phone: 5996 3333

Lifeline – Melbourne
Wesley Central Mission
148 Lonsdale St
Melbourne 3000
Phone: 13 11 14 Counselling
13 36 77 TTY
1300 651 1135 Statewide suicide help line
www.wesley.org.au
Crisis telephone counselling service available 24 hours, 7 days per week. Services also include information and referral by trained volunteers, specialization in suicide prevention.

Mensline Australia
Phone: 1300 789 978
Telephone counselling, information and referral for men

Parentline
Phone: 13 22 89
Telephone service for stressed parents operating seven days a week.
Professional advisers will answer calls from parents experiencing problems coping with their children. Problems can be big or small, from a toddler with a tantrum to a teenager suspected of drug use. The service is free and offers instant connection by phone to a vast and professional resource.

Kids Helpline
1800 551 800 Counselling line – 24 hours
www.kidshelp.com.au
This is a nation wide, confidential, 24 hour, anonymous telephone counselling service for children and young people staffed by trained counsellors.

Windermere Child & Family Services
48 Webb St
Narre Warren 3805
Phone: 9705 3200
Family counselling available. Call for details.

WIRE - Women’s Information and Referral Exchange
Free, confidential telephone support service for women all over Victoria. Information and referrals provided for women by women, Mondays to Fridays 9am to 5pm.
Phone: 1300 134 130
**Services to Assist with Family Violence**

**WAYSS Family Violence Crisis Service**
Women’s Services Family Violence Crisis 9792 1205
Women’s Services Casey Cardinia (Berwick & Pakenham) 9703 0044
Women’s Services Dandenong 9791 6111
Women’s Services Frankston 9781 4658
8am - 11pm, 7 days a week.

Provides assistance and support to women, and their children who are victims of family violence and who require support and information in relation to safety planning, housing and advocacy and other needs.

**Police**

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Cranbourne Police Station 03 5991 0600
Dandenong Police Station 03 9767 7444
Narre Warren Police Station 03 9705 3111
Endeavour Hills Police Station 03 9709 7666

**South East Centre Against Sexual Assault (SECASA)**
Phone: 9928 8741 (Admin)
Phone: 9594 2289 (Crisis Line)

Cranbourne ISS
156 Sladen Street, Cranbourne

Cranbourne Integrated Care
150 Sladen Street, Cranbourne

SECASA Dandenong
1 Dandenong St, Dandenong

In Touch – Multicultural Centre Against Family Violence
Phone: 9413 6500
1800 755 988 (Toll Free)
Advice, support and referral in all languages.

**SANE Helpline**
Mental health information and referral service.
Phone: 1800 187 263
9am - 5pm Monday to Friday.

**QLife Australia**
QLife is a peer run counselling and referral service that provides phone counselling and web chat services for people who are lesbian, gay, bisexual, trans, and/or intersex (LGBT).
Phone: 1800 184 527
(3pm - 12am every day)
Email: ask@qlife.org.au
www.qlife.org.au

**Family Drug Support**
Supporting families affected by drug and alcohol
Support line: 1300 368 186
(available 24 hours 7 days a week).
www.fas.org.au
Counselling and group work services are provided for women and their children who are safe in their homes but want assistance and counselling to recover from the effects of the experience of family violence.

**Domestic Violence Victoria Safe Steps**
Phone: 1800 015 188 (Toll Free)
www.safesteps.org.au
- Crisis accommodation
- Risk assessment
- Safety planning
- Information and support
- Referrals

**1800respect**
Phone: 1800 737 732
www.1800respect.org.au
- Online counselling
- Telephone counselling
- Telephone interpreting available

**Men’s Referral Service**
Phone counselling available for men who may want to change their violent behaviour.
Phone: 1300 766 491
Monday to Friday 9am to 10pm

**Victims of Crime Helpline**
Phone: 1800 819 817
0427 767 891 (for text messages)
Email: vsa@justice.vic.gov.au
www.victimsofcrime.vic.gov.au

**Victorian Sexual Assault Crisis Line**
Phone: 1800 806 292
Email: ahacasa@thewomens.org.au
www.casa.org.au

**Domestic Violence Resource Centre Victoria**
Phone: 9486 9866 to find your local family violence support group.
www.dvrcv.org.au
For support services in your local area and publications.

**The Lookout**
Lists local family violence and support services.
www.thelookout.org.au/sector-info/victorian-services

**Emerge Women and Children’s Support Network**
Support to enable independence for women and children to break the cycle of family violence.
Phone 1300 536 330
Email: mail@emergesupport.org.au
www.emergesupport.org.au

**Elizabeth Morgan House Aboriginal Women’s Service**
A service that provides a range of support to Aboriginal women and children experiencing family violence – from crisis through to recovery programs.
Phone: 9482 5744
**Seniors Rights Victoria**

Elder abuse is any act which causes harm to an older person and is carried out by someone they know and trust such as a family member or friend. The abuse may be physical, social, financial, psychological or sexual and can include mistreatment and neglect.

Seniors Rights Victoria provides information, support, advice and education to help prevent elder abuse and safeguard the rights, dignity and independence of older people.

Phone: 1300 368 821  
(Free confidential Hotline)  
www.seniorsrights.org.au

**Court Network**

Non-legal court support, information and referral service operating throughout Victoria and Queensland. Court Network is the only court based service explicitly and solely concerned with the need of court users.

Phone: 1800 681 614  
www.courtnetwork.com.au  
Email: admin@courtnetwork.com.au

**For Children:**  
**Bursting the Bubble**

This website helps children to work out what’s okay in a family and what’s not. It tells them what they can do if someone in their family is hurting or abusing them or another member of their family.

www.burstingthebubble.com
Technology and Safety – Useful Links

While technology has increasingly become an important way for women to connect with family and friends, in the last few years it has been used as a tool for perpetrators seeking to stalk and abuse women. Women have the right to use technology freely and safe from abuse. The resources here will help increase awareness about using technology safely.

Domestic Violence Resource Centre Victoria: Technology safety

Facebook: Safety
www.facebook.com/safety/tools/

SmartSafe
Developed in response to technology facilitated abuse in Australia. It aims to support education and awareness around the positive use of technology for those experiencing violence.
www.smartsafe.org.au

Australian Stalking Information and Resource Centre
www.stalkingresources.org.au

Cybersmart
Phone: 1800 880 176
www.cybersmart.gov.au

Stay Safe Online
Free service for Australian internet users, to explain recent online threats and how they can be managed.
www.staysmartonline.gov.au

Technology Safe Australia
www.techsafety.org.au/resources
The resources on this page comprises a wide range of information on how women can increase their technology privacy and security.

eSafety Information

WESNET Safety Net Australia
The project was established in 2011 to examine the intersection of technology and Violence Against Women (VAW).
www.wesnet.org.au/safetynet
KEEPING IT TOGETHER

PROUDLY SUPPORTED BY THE CITY OF CASEY

FREE 8 WEEK PROGRAM FOR WOMEN OVER THE AGE OF 18

A SAFE SPACE TO EXPLORE
STRENGTHENING YOURSELF AND BUILDING
HEALTHY RELATIONSHIPS WITH PARTNERS,
CHILDREN, FRIENDS & FAMILY

assertiveness strategies
positive conflict resolution

healthy communication
preventing social isolation

working with anger
improved self-esteem

FOR MORE INFORMATION, PLEASE CONTACT
SANCHA AT CASEY NORTH COMMUNICATION
INFORMATION & SUPPORT SERVICE

TEL: 97056699
EMAIL:
SNORANHO@CASEYNORTHCISS.COM.AU