

## ORWIL STREET COMMUNITY HOUSE Counselling Services

Address: 16 Orwil Street, Frankston  
Phone: 9783 5073  
Web: [www.orwilst.org.au](http://www.orwilst.org.au)

Services by qualified counsellors during community house open hours. Phone for cost and to make an appointment.

## PHONE COUNSELLING Family Relationship Advice Line

Phone: 1800 050 321  
Times: Monday to Friday: 8:00am – 8:00pm  
Saturday: 10:00am - 4:00pm

Provides information to parents, children, young people, grandparents, step-parents or friends affected by family relationship or separation issues on:

- helping maintain healthy relationships
- Family relationship issues and advice on parenting arrangements after separation.
- The family law system
- Developing workable parenting arrangements after family separation
- The impact of conflict on children

Referral to Family Relationship Centres, dispute resolution services and other services to help with relationship and family separation issues.

## PERSONAL CRISIS

### Contact phone numbers and websites

#### Beyond Blue Depression Initiative

Phone: 1300 224 636  
Website: [www.beyondblue.org.au](http://www.beyondblue.org.au)

#### Child Protection Crisis

Phone: (24 hour) 131 278 (DHS)

#### Grief Line ( 12pm - 3am)

Phone: 1300 845 745 or  
(Melbourne Metro only) 9935 7400  
Website: [griefline.org.au/](http://griefline.org.au/)

#### Kids Help Line

Phone: 1800 551 800  
Website: [www.kidshelpline.com.au](http://www.kidshelpline.com.au)

#### Lifeline (24 hour)

Phone: 13 11 14  
Website: [www.lifeline.org.au/](http://www.lifeline.org.au/)

#### Men's Referral Service (Violence Issues)

Phone: 1300 766 491  
Website: [www.ntv.org.au](http://www.ntv.org.au) (See our **Family Violence – Anger Management** brochure)

#### Mensline (Crisis Support for Men)

Phone: 1300 789 978  
Website: [www.menslineaus.org.au/](http://www.menslineaus.org.au/)

#### National Sexual Assault & Domestic Violence

Phone: 1800 737 732  
Website: [www.1800respect.org.au](http://www.1800respect.org.au)

#### Parentline (8:00am - 12:00am)

Phone: 13 22 89  
Website: [www.education.vic.gov.au](http://www.education.vic.gov.au)

#### Mental Health Hotline (24 hour)

Phone: 1300 792 977

#### Sexual Assault Crisis Line (5:00 pm - 9:00 am)

Phone: 1800 806 292  
Website: [www.sacl.com.au](http://www.sacl.com.au)

#### Sudden Infant Death Syndrome

Phone: 1300 308 307  
Website: [rednose.com.au](http://rednose.com.au)

#### Suicide Callback Service (24 hour)

Phone: 1300 659 467  
Website: [www.suicidecallbackservice.org.au](http://www.suicidecallbackservice.org.au)

#### Suicide Helpline (Vic)

Phone: 1300 651 251  
Website: [www.suicideline.org.au](http://www.suicideline.org.au)

#### Victims of Crime Helpline (8am - 11pm, 7 Days)

Phone: 1800 819 817 or Text: 0427 767 891  
Website: [www.victimsofcrime.vic.gov.au](http://www.victimsofcrime.vic.gov.au)

#### Women's Domestic Violence Crisis Service

Phone: 1800 015 188  
Website: [www.safesteps.org.au](http://www.safesteps.org.au) (See our **Family Violence – Support for Women** brochure)

COMMUNITY SUPPORT FRANKSTON  
Inc. Reg. No. A0000431J ABN 95 426 151 625

# Where to find Counselling

DECEMBER 2017

In the Frankston area



- mediation • children •
- phone counselling •
- personal crisis contacts •



35 Beach Street, Frankston  
Phone: 9783 7284

*Counsellors do not judge, give advice or direct you to take a certain course of action. They help you find a better way to deal with your situation and make your own decisions.*

## ▶▶▶▶ COUNSELLING Peninsula Community Health

2 Hastings Rd, Frankston 3199  
Phone: 1300 665 781 (ACCESS LINE)  
Web: [www.peninsulahealth.org.au](http://www.peninsulahealth.org.au)

ACCESS is a referral service providing a single entry point into Peninsula Health Community and Continuing Care programs and services.

Personal issues:

- Family violence
- Sadness, depression, grief and loss
- Stress and anxiety
- Dealing with trauma
- Managing chronic illness
- Parenting and child behaviour issues

Group programs include:

- Anxiety Management
- 'Keeping families safe' Program
- 'More to Life' Pain Management groups.
- 'Men Exploring Non Violent Solutions'.

Counselling is open to Frankston and Mornington Peninsula residents who might not have access to private counselling services.

**Referral:** Clients can phone themselves or be referred by a doctor, health worker or community worker.

**Cost:** Free for some & will apply for others

## Family Relationship Centre

Address: Level 1, 146 Young Street, Frankston

Phone: 9770 0341  
Fax: 9770 2906  
[www.familyrelationships.gov.au](http://www.familyrelationships.gov.au)  
Email: [info@frankstonfrfc.org.au](mailto:info@frankstonfrfc.org.au)  
Monday, Tuesday 9:00am - 8:00pm  
Wed, Thurs, Fri 9:00am - 5:00pm

Assistance for families at all stages of the relationship, to achieve, strengthen and maintain positive relationships whether the family lives together or is separated.

Provides:

- Counselling for individuals, families, couples and children, men's programs and relationship education groups.
- Family dispute resolution to develop a workable parenting plan.
- Public community education and information sessions.
- Support where separation occurs and new relationships form.

Dispute resolution by phone may be organised for people unable to attend personally.

## Lifeworks – Frankston

345 Nepean Highway, Frankston 3199

Phone: 9783 7611  
Email: [frankston@lifeworks.com.au](mailto:frankston@lifeworks.com.au)  
Times: Monday: 10:00am - 6:00pm  
Tuesday, Thursday: 12:00pm-8:00pm  
Wednesday, Friday: 9:00am-5:00pm

General counselling. Loss and grief, families, anger management. **Costs apply.** (also see our **Family Violence - Support for Men** brochure).

## Family Mediation Centre

Level 1, 146 Young St, Frankston 3199

Phone: 1800 639 523  
Times: Monday - Friday, 9:00am - 5:00pm

Early intervention, Resolving family conflict around issues of separation, property division, care of children.

**Cost:** Free for some services costs may apply for others.

## ▶▶▶▶ CHILDREN Headspace

62 Playne Street, Frankston 3199

Phone: 9769 6419  
Web: [www.headspace.org.au](http://www.headspace.org.au)  
Times: Mon - Fri, 9:00am - 5:00pm

For 12 to 25 years old, living in Frankston and Mornington Peninsula.

Early intervention in mental health issues such as stress, anxiety, depression, anger management, self-harm, bullying, alcohol and drug addictions.

**Cost:** Free

## Child FIRST Family Service (Department of Human Services)

1300 721 383 (Intake service)

Child FIRST ensures vulnerable children, young people and their families are linked into services they need.

Information, referral, case management and support to families when a child's safety, stability or development are affected by:

- Significant parenting problems
- Serious family conflict or breakdown
- Pressure due to a family member's physical or mental illness, substance abuse, disability or bereavement