

TRAINED COMMUNITY WORKERS

Community workers at the Centre are selected to assist others because of their good communication skills, experience and understanding of people and their situations. Their specialist skills and own life experiences help them to perform their duties competently.

All community workers at the Centre have successfully completed the accredited Community Information Worker's Certificate course. They are taught skills in interviewing, basic counselling, communication and providing information.

After completing this course they are required to attend ongoing training to update and improve their skills and to keep them informed of current issues.



SERVICE AREAS

- Accountancy
- Budget Counselling
- Community Information
- Grief Counselling
- Income/Expenditure
- Legal
- Relationship Counselling
- Tax Help — July - October
- Internet Access

HOURS OF SERVICE

If you would like to speak to a trained community worker about a particular personal problem you can phone:

9781 4944

OPEN

Monday 9.00 AM — 4.00 PM

Tuesday 9.00 AM — 4.00 PM

Wednesday 9.00 AM — 4.00 PM

Thursday 1.00 PM — 4.00 PM

By Appointment only: 4.00 PM — 9.00 PM

Friday 9.00 AM — 4.00 PM



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CRISIS SUPPORT SERVICE

**68 Playne Street
Frankston 3199**

Phone: (03) 9781 4944
Fax: (03) 9781 4780
email: fcsic@frankston.net
Web: www.frankston.net

CRISIS SUPPORT SERVICE

The Frankston Community Support and Information Centre (FCSIC) provides a crisis support service for people experiencing major problems in their lives. People can visit or phone the Centre to seek assistance with problems which relate to:

- Marriage
- Personal relationships
- Children
- Personal finances
- Accommodation
- Family violence
- Victims of crime

and for any other major problem which may cause people distress.

ASSESSMENT

When a person visits or phones the Centre for assistance with a crisis, it is important that their situation is assessed correctly so that the appropriate support can be given.

Specially trained community workers speak to the person about his or her problem and then, with the person's permission, arrange for any necessary support to be provided.

AREAS OF ASSISTANCE

The Centre is able to directly provide or organise a range of assistance for people in crisis. The Services Include:

❖ Crisis Intervention

People, who need to discuss their crisis situation, can visit or phone the Centre and speak to one of the Centre's trained community workers.

❖ Ongoing Counselling

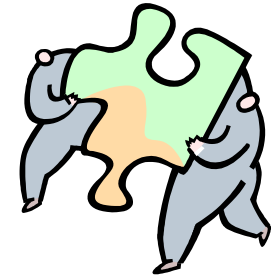
If a person requires ongoing counselling with a complex personal problem, an appointment can be arranged for them with a professional counsellor.

❖ Advocacy

The Centre will provide people with assistance in negotiating with a Government department, financial institution, a landlord etc.

❖ Emergency Financial Help

Subject to assessment, the Centre provides emergency relief to people residing in Frankston City who are experiencing a crisis which prevents them from paying for essential items related to their well being or that of family members, eg. food, gas, electricity, accommodation, counselling, medicine, etc. An appointment is required.



❖ Domestic Violence

Help is available through the Centre for people experiencing physical, verbal, emotional or threatened violence.

❖ Victims of Crime

Information and support can be provided to people who have been victims of crime.

CONFIDENTIALITY

All Information given to the Centre by people about their problems is kept completely confidential. Under the provisions of the Privacy Act information being collected by FCSIC will be held securely and no one can contact the Centre and obtain information about another person without that person's full authorisation. You have the right of access to, and alteration of, incorrect personal information concerning yourself in accordance with the Privacy Act.