

Services Available

- **CRISIS SUPPORT**
- **COMMUNITY INFORMATION AND ADVICE**

The Frankston Community Support and Information Centre provides trained and accredited community workers to attend to your request.

HOURS OF SERVICE

Monday, Tuesday, Wednesday and Friday 9am to 4pm. Thursday 1pm to 4pm.

❖ Crisis Support Services

The Centre 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 that 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.

❖ Crisis Intervention

People who need to discuss their crisis situation immediately, can visit or phone the Centre and speak to one of the Centre's trained community workers. Their situation will be assessed and the appropriate referrals provided.

❖ Client Advocacy

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

❖ Ongoing Counselling

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

❖ Emergency Financial Assistance

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 encouraged.

❖ Domestic Violence

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

❖ Tax Help

The Australian Taxation Office trains a number of volunteers to assist those in our community disadvantaged because of age, disability or income with completing their tax return. If you wish to access this service call 9768 1600 between July and September to make an appointment.

❖ Community Information

The Centre provides up to date information on organisations and activities within Frankston.

CONFIDENTIALITY

All Information given to the Centre by people about their problems is kept completely confidential. The Centre complies with the Information and Privacy Principles as set out in the Information Privacy Act 2000 (Vic).