

### Adults Surviving Child Abuse

Mingo Centre, 607 Whitehorse Road, Surrey Hills 3127

Phone: 1300 657 380

Web: [www.asca.org.au](http://www.asca.org.au)

Email: [vic@asca.org.au](mailto:vic@asca.org.au)

Provides support for all survivors of child abuse and incest. Building the resources, support, advocacy and education to promote healing for survivors of child abuse.

### Anxiety Disorders Association of Victoria Inc.

PO Box 625, Kew 3101

Phone: 9853 8089

Fax: 9853 8089

Web: [www.adavic.org.au](http://www.adavic.org.au)

Email: [adavic@adavic.org](mailto:adavic@adavic.org)

The Anxiety Disorders Association of Victoria is a not-for-profit, self-funded organisation. It provides support, information and resources to individuals suffering from or affected by anxiety, depression, and related issues. It acts as an entry-level service with 'grass-roots' support and resources for issues including anxiety, stress, worry, and related disorders such as depression, phobias, panic attacks, obsessive compulsive disorder (OCD), post-traumatic stress disorder (PTSD), sleep disorders, and self-esteem problems.

### Anxiety Recovery Centre Victoria (ARCVic)

42 High Street Road, Ashwood 3147 PO Box 23, Ashburton 3147

Phone: Helpline 9886 9377 Office 9886 9233

Fax: 9886 9411

Web: [www.arcvic.com.au](http://www.arcvic.com.au)

Email: [arcmail@arcvic.com.au](mailto:arcmail@arcvic.com.au)

Specialises in support, information, educational and recovery services for people and families affected by obsessive compulsive disorder (OCD), OCD spectrum disorders including trichotillomania and body dysmorphic disorder, social anxiety disorder, panic disorder and agoraphobia, generalised anxiety disorder, specific phobias, stress disorders, and childhood specific anxiety problems such as separation anxiety and school refusal. Education, training and consultation services are provided to primary care and mental health professionals and agencies.

### ARAFEMI Victoria Inc.

Ground Floor, 270 Auburn Road, Hawthorn 3122

Phone: 9810 9300

Fax: 9810 9399

Web: [www.arafemi.org.au](http://www.arafemi.org.au)

Email: [admin@arafemi.org.au](mailto:admin@arafemi.org.au)

A non-profit community based organisation, which works from a recovery perspective. It is unique as it houses both the peak support agency for carers of people with a mental illness, and a broad range of consumer services. Its mission is to promote and improve the wellbeing of people affected by mental illness.

### beyondblue: the national depression initiative

PO Box 6100, Hawthorn West 3122

Phone: 9810 6100 or 1300 224 636

TTY: Phone 133 677 and ask for 1300 224 636

Web: [www.beyondblue.org.au](http://www.beyondblue.org.au)

[www.youthbeyondblue.com](http://www.youthbeyondblue.com)

Email: [bb@beyondblue.org.au](mailto:bb@beyondblue.org.au)

An independent, not-for-profit organisation working to increase awareness of depression, anxiety, and related disorders throughout Australia. Works with health services, schools, workplaces, universities, media and community organisations, as well as people living with these disorders, to bring together their expertise.

### Bouverie Centre (The)

8 Gardiner Street, Brunswick 3056

Phone: 9385 5100

Fax: 9381 0336

Web: [www.bouverie.org.au](http://www.bouverie.org.au)

Email: [bouverie.centre@latrobe.edu.au](mailto:bouverie.centre@latrobe.edu.au)

A state-wide integrated clinical, academic and consultation agency specialising in family approaches in mental health service provision. The Bouverie Centre, Victoria's Family Institute, provides a range of programs to individuals and family members, service providers and agencies.

## Mental Health

### Butterfly Foundation (The)

PO Box 453, Malvern 3144

Phone: 9822 5771

Fax: 9822 5776

Web: [www.thebutterflyfoundation.org.au](http://www.thebutterflyfoundation.org.au)

Email: [info@thebutterflyfoundation.org.au](mailto:info@thebutterflyfoundation.org.au)

A community-based charitable organisation that supports people with eating disorders and their carers. This may include financial support for treatment.

### Cairnmillar Institute

993 Burke Road, Camberwell 3124

Phone: 9813 3400

Web: [www.cairnmillar.org.au](http://www.cairnmillar.org.au)

Email: [enquiries@cairnmillar.org.au](mailto:enquiries@cairnmillar.org.au)

Fax: 9882 9764

Provides a counselling service; counselling is available in languages other than English. While there is a cost to clients, arrangements can be made for people experiencing financial difficulties. Medicare benefits are now available for psychologists' clients.

### Carers Exercise Group (Mental Health)

Croydon Leisure and Aquatic Centre, 11 Civic Square, Croydon 3136

Phone: 9294 5750 (MetroAccess Officer, Maroondah City Council)

An exercise group for carers of people with a mental health issue. A qualified fitness professional conducts the exercise program, which is suitable for all fitness levels.

The group exercise program is a joint initiative between the Respite for Carers program at EACH and Maroondah City Council.

People wanting to join the exercise group should contact the MetroAccess Officer at Maroondah City Council and not the Croydon Leisure and Aquatic Centre to register their interest.

## Mental Health

### Carers Offering Peers Early Support (COPES)

Murnong Clinic, PO Box 135, East Ringwood 3134

Phone: 9955 1177

Web: [www.each.com.au/en/services/carers\\_offering\\_peers\\_early\\_support\\_copes/](http://www.each.com.au/en/services/carers_offering_peers_early_support_copes/)

Email: [Vicky.robinson@easternhealth.org.au](mailto:Vicky.robinson@easternhealth.org.au)

Provides support to carers of a family member or friend with mental health issues, who currently receives services through Eastern Health or EACH. The program is staffed by workers who are carers themselves. Support is generally through individual appointments with the carer.

### CREST (EACH)

15 Greenwood Avenue, Ringwood 3134

Phone: 9879 2557

Fax: 9870 4004

Web: [www.each.com.au/en/services/crest/](http://www.each.com.au/en/services/crest/)

Email: [crestringwood@each.com.au](mailto:crestringwood@each.com.au)

A home-based, psychosocial outreach support service for adults who have a diagnosed mental illness and live in the cities of Maroondah, Knox and Shire of Yarra Ranges.

CREST supports people to live independently in their community through:

- assistance in developing independent living and coping skills such as managing a budget, running a household, using public transport and planning to meet day-to-day challenges
- linking people into local community services such as social groups, day programs, neighbourhood houses and gyms
- referral to specialist services such as therapists, case managers, doctors; employment, vocational, and rehabilitation services; and government departments and agencies
- assistance in accessing and maintaining private, public and community housing
- information, advice and advocacy.

## Mental Health

### D2DL (The Support for Day to Day Living in the Community Program)

9 Greenwood Avenue, Ringwood 3134

Phone: 9879 4699

Fax: 9879 5199

Web: [www.each.com.au](http://www.each.com.au)

Email: [efernando@each.com.au](mailto:efernando@each.com.au)

A Commonwealth funded service aimed at helping people with severe and persistent mental health issues to reconnect and become involved in the recreational, social, personal development, and prevocational and vocational programs and activities in their local community.

The program is based on the recognition that people can become socially isolated and face significant barriers to participating in social, community and educational activities. It promotes recovery by assisting people with severe and persistent mental illness to:

improve the quality of their lives and to live successfully at an optimal level of independence in the community

increase community participation and develop social networks; participate in community activities; develop new skills or re-learn old skills; develop confidence and self reliance; accomplish personal goals.

Eligibility and referral - people 17 years and over with a severe and persistent mental illness, who are living in the community within the outer eastern metropolitan region.

### EACH - Respite for Carers (Mental Health)

Building 3, Level 1, 3 Capital City Boulevard, Wantirna South 3152

Phone: 9887 4499

Fax: 9887 5355

Web: [www.each.com.au](http://www.each.com.au)

Email: [respiteforcarers@each.com.au](mailto:respiteforcarers@each.com.au)

Provides support to parents and carers of a person with a mental illness with a range of support services that:

- enable carers and the people they care for to have a break from the regular care situation
- allow carers to have time for themselves whilst the person they care for is being supported by trained staff
- offer different options for people in different situations
- explore each individual carer's needs and tailor respite options to meet those needs
- assist parents and family members by providing information and referral supports.

## Mental Health

### Eastern Health Child and Adolescent Mental Health Service

Wundeela Centre, 21 Ware Crescent, Ringwood East 3135

Phone: For all new referrals contact 1300 721 927  
(Option 2 for 0-17 years old, Option 4 for 18+)

Web: [www.easternhealth.org.au/mental/camhs.html](http://www.easternhealth.org.au/mental/camhs.html)

Aims to offer a mental health service to children and young people up to the age of 18 years who are displaying psychiatric symptoms or severe emotional and behavioural disturbance. A service in Lilydale for 12-25 year-olds is also available.

### Eating Disorders Foundation of Victoria Inc.

1513 High Street, Glen Iris 3146

Phone: Eating Disorders Helpline 9885 0318 Head Office 9885 6563

Fax: 9885 1153

Web: [www.eatingdisorders.org.au](http://www.eatingdisorders.org.au)

Email: [edfv@eatingdisorders.org.au](mailto:edfv@eatingdisorders.org.au) [help@eatingdisorders.org.au](mailto:help@eatingdisorders.org.au)

The primary source of support, information, community education and advocacy for people with eating disorders and their families in Victoria.

### FaPMI - Families where a Parent has a Mental Illness (Eastern Health AMHS)

1/43 Carrington Road Box Hill 3128

Phone: 9843 5800

Fax: 9843 5808

Web: [www.easternhealth.org.au/champs/](http://www.easternhealth.org.au/champs/)

Email: [Anne.holland@easternhealth.org.au](mailto:Anne.holland@easternhealth.org.au)

[Rebecca.allchin@easternhealth.org.au](mailto:Rebecca.allchin@easternhealth.org.au)

[Bronwyn.sanders@easternhealth.org.au](mailto:Bronwyn.sanders@easternhealth.org.au)

Provides the following programs to support family members whose parent has a mental illness:

- Parent Peer Support
- CHAMPS - groups for primary school aged children
- Supported Play Group.

Please contact a FaPMI coordinator or the FaPMI program support worker for further information regarding current programs.

## Mental Health

### Ferntree Gully Family Support Group (MIF)

Barb Edwards (Convenor), 17 Ellis Court, Mooroolbark 3138

Phone: 9726 5694

Support and information for carers of people who have a mental illness such as schizophrenia, bi-polar disorder, or depression. Monthly meetings held at Halcyon, 3 The Avenue, Ferntree Gully, on the third Wednesday of the month at 7.45pm.

### GROW

GROW Community Centre, 707 Glenhuntly Road, Caulfield South 3162

Phone: 9528 2977 and 1800 558 268

Web: [www.grow.net.au](http://www.grow.net.au)

Email: [vic@grow.net.au](mailto:vic@grow.net.au)

Offers mutual support self-help groups for people experiencing mental health issues, and those caring for them. Groups meet regularly for two hours, with refreshments following. Meetings are free, confidential, and no referral is required. All welcome.

The GROW Group meets every Wednesday at 7pm in Building B at EACH, 46 Warrandyte Road, Ringwood (Melway Ref. 49 H7).

The GROW - Better Together Caregivers Group meets every second and fourth Thursday of the month at 7pm-9pm at Heathmont Community Living Centre, Heathmont Uniting Church, 89 Canterbury Rd, Heathmont (Melway Ref. 50 B11).

### Halcyon (EACH)

3 The Avenue, Ferntree Gully 3156

Phone: 9758 8508

Fax: 9758 4013

Web: [www.each.com.au](http://www.each.com.au)

Email: [halcyon@each.com.au](mailto:halcyon@each.com.au)

A Psychiatric Day Rehabilitation Support Service (PDRSS), offering drop-in, structured activities, and individual support to people aged over 18 years who are managing a mental illness and live in Maroondah, Knox or the Shire of Yarra Ranges.

## Mental Health

### Heading Home - The Integrated Rehabilitation and Recovery Care Service (EACH)

7-9 John Street, Lilydale 3140

Phone: 9879 2557

Web: [www.each.com.au/en/services/heading\\_home/](http://www.each.com.au/en/services/heading_home/)

Provides clinical and psychosocial rehabilitation for long term clients from the Community Care Units and the Secure Extended Care Unit within the North and East Regions to support their move to living in the community.

The program is conducted in partnership with MIND, the lead agency of the consortium and ARAFEMI and the Clinical Services of Eastern Health.

The program has three phases:

- working with the client within the unit in preparation for the transition into the community
- living in the community with intensive psychosocial support and clinical care
- transition from the intensive support to the level of support provided by the regular PDRSS and Clinical Services programs.

EACH works in close collaboration with the Community Care Unit and the Mobile Support and Treatment Services of the Outer East Area Mental Health Services to support participants who want to re-locate from any of the units to live in Maroondah, Knox or the Shire of Lilydale.

Referrals are only accepted through MIND, the lead agency of the consortium.

### Hearing Voices Group (The)

Phone: 9758 8508

Email: [HRyan@EACH.com.au](mailto:HRyan@EACH.com.au)

Operates out of Ferntree Gully and is open to anyone who hears voices, or has other sensory experiences that other people do not.

The group will:

- provide a safe space to share experiences of what it's like to hear voices amongst people with similar experiences
- look at different ways to make sense of hearing voices
- discuss different ways of coping with voices and distress
- encourage peer support and social connections.

To join the group, please call Helen Ryan on 9758 8508.

## Mental Health

### High & Complex Needs Project - EACH

46 Warrandyte Road, Ringwood 3134

Phone: 9871 1850

Fax: 9876 0100

Web: [www.each.com.au](http://www.each.com.au)

Email: [daulich@each.com.au](mailto:daulich@each.com.au)

Conducted by EACH to provide care coordination service for:

- clients with a number of high and/or complex needs that place them or their family at risk of homelessness, incarceration or harm to self and others
- clients when existing services have not been able to meet their needs
- clients who would benefit from care plan coordination because of the complexity of issues or number of service providers that are involved.

The responsibilities of care coordination include:

- taking a lead role as the central point of contact for the client and service providers
- coordinating regular meeting between all service providers to develop and monitor the care coordination plan
- establishing links with the individual, family and/or significant others
- developing flexible and creative service options with the client and services
- maintaining a focus on the client's needs and goals
- ensuring that an appropriate and effective crisis plan is in place
- transition planning to mainstream services.

Eligibility - Consumers who fit the description above.

Referral is through the Regional Coordinator of the EMR Complex Care Program on 9843 6706.

### Lifeworks (Psychosocial Rehabilitation Day Program) - EACH

9 Greenwood Street, Ringwood 3134

Phone: 9879 4699

Fax: 9879 5199

Web: [www.each.com.au](http://www.each.com.au)

Email: [lifeworks@each.com.au](mailto:lifeworks@each.com.au)

Provides psychosocial support and rehabilitation services designed to enhance the quality of life and living skills of people with a psychiatric disability. The range of services include centre and community-based Drop In, structured group programs within the Centre and the community, participation in mainstream activities and programs, and care coordination or psychosocial case management.

Referrals will be accepted from individuals aged 17 to 64 years, who have a primary diagnosis of mental illness. Self-referral accepted, or referral by a mental health clinic or psychiatrist.

## Mental Health

### Maroondah Hospital Outer East CAT Service

c/- Maroondah Hospital, Mount Dandenong Road, Ringwood East 3135

Phone: 1300 721 927 Triage 24 hours

Fax: 9847 4747

Provides a comprehensive community-based assessment and treatment service to persons aged 16-64 years who are in psychiatric crisis. They may be in need of a hospital admission or treatment in the community as an alternative to admission. This service is also provided to the Maroondah Hospital Emergency Department.

The service operates 24 hours a day, seven days a week and provides a triage service for the Outer East Area Mental Health Program. After hours this includes Child and Adolescent Mental Health Services (CAMHS) and the Aged Services.

### Mental Health Foundation of Australia

270 Church Street, Richmond 3121

Phone: 9427 0406

Fax: 9427 1294

Web: [www.mentalhealthvic.org.au](http://www.mentalhealthvic.org.au)

Email: [mhfvic@pacific.net.au](mailto:mhfvic@pacific.net.au)

Provides information and referral, resource materials, conferences, courses, seminars. Supports consumers and carers, coordinates Mental Health Week, consults with government. Organises monthly meetings for the Mood Disorders Support Group.

### Mental Health Legal Centre Inc.

9th floor, 10 -16 Queen Street, Melbourne 3000

Phone: 9629 4422

Fax: 9614 0488

Web: [www.communitylaw.org.au/mental\\_health](http://www.communitylaw.org.au/mental_health)

Email: [mental\\_health\\_vic@clc.net.au](mailto:mental_health_vic@clc.net.au)

Provides a free and confidential legal service to anyone in Victoria who has experienced mental illness, where their legal problem relates to their mental illness. Assistance includes telephone advice and referral, direct advocacy (in some cases), education and general inquiries about mental health and the law for consumers in Victoria.

### Mental Health Review Board

Level 30, Marland House, 570 Bourke Street, Melbourne 3000

Phone: 8601 5270  
Fax: 8601 5299  
Web: [www.mhrb.vic.gov.au](http://www.mhrb.vic.gov.au)  
Email: [mhrb@dhs.vic.gov.au](mailto:mhrb@dhs.vic.gov.au)

A statutory tribunal established under the Mental Health Act 1986 to conduct reviews of, and hear appeals by, psychiatric patients being treated involuntarily either as inpatients or on community treatment orders.

Information on patient rights can be obtained through the Mental Health Review Board's website. There are also useful links to other information sources and the Mental Health Act 1986.

### Mental Illness Fellowship Victoria - Helpline

276 Heidelberg Road, Fairfield 3078

Phone: 8486 4222  
Fax: 8486 4265  
Web: [www.mifellowship.org](http://www.mifellowship.org)  
Email: [help@mifellowship.org](mailto:help@mifellowship.org)

A free and confidential service that supplies mental health information support and referral advice. The Helpline is for people with a mental illness, their families and friends, professionals, students and the general public.

The Helpline is staffed by trained volunteers who have personal experience or are a family member or close friend of a person with mental illness. They can provide:

- a listening ear that is empathic, respectful and non-judgmental
- up-to-date, accurate information about mental illnesses, treatment and recovery
- strategies and approaches for managing mental illness or supporting a friend or family member with a mental illness
- assistance with recognising individual strengths and resources
- links into support and education programs and local communities
- information about, and referral to MI Fellowship programs and other services.

The Helpline is available 9am - 5pm Monday to Friday.

### Mental Illness Fellowship - Well Ways Programs

276 Heidelberg Road, Fairfield 3078 PO Box 359, Clifton Hill 3068

Phone: Helpline 8486 4222 Administration 8486 4200  
Fax: 8486 4265  
Web: [www.mifellowship.org/services-wellways.shtml](http://www.mifellowship.org/services-wellways.shtml)  
Email: [wellwaysfamed@mifellowship.org](mailto:wellwaysfamed@mifellowship.org)

The Building a Future program is designed to increase the capacity of families, carers and friends to care effectively for themselves, other family members and their relative living with a mental illness. The program runs for eight weeks on a Tuesday night 6.30pm to 9.30pm in Ringwood.

The Well Ways Duo program is designed to increase the capacity of families, carers and friends to care effectively for themselves, the person with the dual diagnosis and other family members. It runs for six weeks on a Tuesday night 6.30pm to 9.30pm in Ringwood.

The cost of the programs is \$250.

The Administrator, Family Services can discuss opportunities which may exist for funding assistance to attend any of the Well Ways programs.

### MIND Australia - Narana Program

2/24 Aisbett Avenue, Wantirna South 3152 PO Box 5191, Studfield 3152

Phone: 9800 1499  
Fax: 9800 1599  
Web: [www.mindaustralia.org.au](http://www.mindaustralia.org.au)  
Email: [narana@mindaustralia.org.au](mailto:narana@mindaustralia.org.au)

A structured residential program that provides recovery-focused psychosocial rehabilitation to young people aged 16 to 24 years. The program is staffed 24-hours a day and caters for individuals who have experiences with mental illness, who may be at risk of homelessness, suicide, self-harm, and may also have coexisting alcohol and other drug issues.

Narana is a small community of nine young people who can stay in the program for up to two years. It aims to facilitate growth, enhance relationships and improve the quality of life of its residents.

There is also an outreach program which offers ongoing housing and support and home-based outreach to 12 young people aged 18 to 24 years, who have the skills to live in the community with outreach support.

Referrals can be made to the program by self-referral, family/friend, or via a health professional. After the referral there is an informal visit to Narana and a formal interview.

## Mental Health

### Multicultural Mental Health Australia

Building 52B, Cumberland Campus, 5 Fleet Street, North Parramatta NSW 2150  
Locked Bag 7118 Parramatta BC NSW 2150

Phone: 02 9840 3333

Web: [www.mmha.org.au](http://www.mmha.org.au)

Email: [admin@mmha.org.au](mailto:admin@mmha.org.au) or [info@mmha.org.au](mailto:info@mmha.org.au) (information)

Provides national leadership in mental health and suicide prevention for Australians from culturally and linguistically diverse (CALD) backgrounds. Fact Sheets on mental health are available in up to 23 different languages.

### Multiple and Complex Needs Initiative (MACNI)

7-9 John Street, Lilydale 3140

Phone: 9735 7900

Fax: 9739 4733

Web: [www.each.com.au](http://www.each.com.au)

Email: [fmichaelides@each.com.au](mailto:fmichaelides@each.com.au)

This program has provided the care coordination and some of the direct care for two MACNI clients and will do so for any future clients on a MACNI package with EACH. The care plan for any future consumer on a MACNI individual support package will be coordinated through this program.

The program also coordinates the care and provides case management for a number of other clients, who have a severe mental illness and multiple needs and receive support from a number of service providers, within and/or external to EACH.

For more information contact the Multiple and Complex Needs Coordinator.

### Murnong Community Mental Health Service

Corner Bona and Patterson Streets, Ringwood East 3135

Phone: Psychiatric Triage 1300 721 927 Administration 9871 3988

Fax: 9871 3977

Web: [www.easternhealth.org.au](http://www.easternhealth.org.au)

Clinical assessment and treatment for major mental illness. All clients are first triaged by the Maroondah Hospital psychiatric emergency and triage service and referred accordingly.

## Mental Health

### Oak House (The)

196 Union Road, Surrey Hills 3127

Phone: 9888 4737

Fax: 9888 4797

Web: [www.theoakhouse.com.au](http://www.theoakhouse.com.au)

Email: [info@theoakhouse.com.au](mailto:info@theoakhouse.com.au)

Provides outpatient recovery programs for adolescents and adults with eating disorders.

### Office of the Chief Psychiatrist

Level 17, 50 Lonsdale Street, Melbourne 3000

Phone: Complaints and information 1300 767 299 local call or 9096 7571

Fax: 9096 7697

Web: [www.health.vic.gov.au/chiefpsychiatrist/index.htm](http://www.health.vic.gov.au/chiefpsychiatrist/index.htm)

Responsible under the Mental Health Act 1986 for the medical care and welfare of persons receiving treatment or care for a mental illness. Monitors the clinical standards of psychiatric practice and treatment provided by public mental health services. Investigates complaints from consumers, carers and others.

### O'Meara Houses - Mental Illness Fellowship

128 Railway Avenue, Ringwood 3134

Phone: 9874 5310

Fax: 9879 5467

Email: [enquiries@mifellowship.org](mailto:enquiries@mifellowship.org)

A five-day residential respite program for young people and adults 16 to 64 years old who have psychiatric disabilities, and an informal carer such as a family member or friend who provides regular and ongoing support.

The focus of the five days, from Monday morning to Friday afternoon, is on recreational and social activities, which are planned by guests and staff on the day of arrival. Up to eight guests receive accommodation in their own rooms, with shared bathroom facilities and 24-hour staff support. The program costs \$55 per week; spending money of approximately \$25 is suggested for outings and personal expenses. A waiting list applies.

A five-day respite week specifically for young people and for women is also available.

## Mental Health

### Out Doors Inc.

231 Napier Street, Fitzroy 3065

Phone: 9417 2111

Fax: 9417 2163

Web: [www.outdoorsinc.org.au](http://www.outdoorsinc.org.au)

Email: [admin@outdoorsinc.org.au](mailto:admin@outdoorsinc.org.au)

Provides psychosocial rehabilitation and planned respite services utilising outdoor adventure education and recreation.

### PANDA - Post and Ante Natal Depression Association Inc.

810 Nicholson Street, North Fitzroy 3068

Phone: 1300 726 306

Fax: 9482 6210

Web: [www.panda.org.au/](http://www.panda.org.au/)

Email: [info@panda.org.au](mailto:info@panda.org.au)

Provides confidential information, support, and referral to anyone affected by post and ante-natal mood disorders.

### Partners Support Group - A Support Group for Partners of People with a Mental Illness

Phone: 9879 4699

Email: [David.Neef@easternhealth.org.au](mailto:David.Neef@easternhealth.org.au)

Partners of people with mental illness face unique issues regarding their loved one's illness. This is specifically designed for partners. The support group will assist partners by:

- addressing specific issues concerning partners
- providing information on resources and services available
- providing a supportive environment to share experiences and offer peer support
- providing education on skills for management and self care.

The support group meets on the first Saturday of the month. For enquiries or to join the group please contact David Neef from Eastern Health on [David.Neef@easternhealth.org.au](mailto:David.Neef@easternhealth.org.au) or phone Sharon O'Boyle from Lifeworks on 9879 4699.

## Mental Health

### PHaMS (Personal Helpers and Mentors Program)

18 Bond Street, Ringwood 3134

Phone: 9259 4100 (Maroondah) 9887 4499 (Knox) 9735 7900 (Yarra Ranges)

Web: [www.each.com.au](http://www.each.com.au)

Email: Maroondah [dchubb@com.au](mailto:dchubb@com.au)

Knox [jmalmborg@each.com.au](mailto:jmalmborg@each.com.au)

Yarra Ranges [ajohnson@each.com.au](mailto:ajohnson@each.com.au)

Assists people who have severe functional limitation as a result of a severe mental illness to manage their daily lives and access a range of appropriate and integrated community, social support, accommodation, health, welfare and employment services when they need them.

The program takes a strength-based, recovery approach through the provision of psychosocial case management or care coordination. The aim of the program is to provide increased opportunities for recovery and for consumers to achieve increased:

- access to appropriate support services at the right time
- coordination of care
- personal capacity and self reliance
- community participation.

### Prevention of Homelessness on Discharge from Inpatients Unit (Reachout/Inpatient Unit) - EACH

7 - 9 John Street, Lilydale 3140

Phone: 9739 4722

Fax: 9739 4733

Email: [reachout@each.com.au](mailto:reachout@each.com.au)

The program works within the Inpatients Unit at Maroondah Hospital and the community to prevent people being discharged into homelessness, and to maintain accommodation that may be placed at risk due to an admission to the Inpatient Unit.

## Mental Health

### Psychiatric Disability Service of Victoria (VicServ)

Level 2, 22 Horne Street, Elsternwick 3185

Phone: 9519 7000

Fax: 9519 7022

Web: [www.vicserv.org.au](http://www.vicserv.org.au)

Email: [vicserv@vicserv.org.au](mailto:vicserv@vicserv.org.au)

A peak body of the community-managed psychiatric disability services sector in Victoria, representing this sector's views and interests in a variety of settings. Member agencies provide psychosocial rehabilitation for people with a serious psychiatric disability in community settings (including independent living and social skills development), accommodation, support, outreach, recreation and leisure activities, advocacy, community education and carer support.

### Reachout (Intensive Outreach Program) - EACH

7-9 John Street, Lilydale 3140

Phone: 9735 7900

Fax: 9739 4733

Web: [each.com.au](http://each.com.au)

Email: [reachout@each.com.au](mailto:reachout@each.com.au)

Provides an assertive and intensive outreach service through a psychosocial case management model of services delivery to clients who:

- have a severe and enduring mental illness and high level of psychiatric disability
- are homeless or at risk of homelessness
- have a dual diagnosis
- have a significant forensic issue
- have co-occurring intellectual or ABI issues
- have frequently dropped through or out of the specialist mental health sector.

### SANE Australia

PO Box 226, South Melbourne 3205

Phone: Toll free helpline 1800 18 SANE (7263) Administration 9682 5933

Fax: 9682 5944

Web: [www.sane.org](http://www.sane.org)

Email: [info@sane.org](mailto:info@sane.org), or, [helpline@sane.org](mailto:helpline@sane.org)

Telephone and internet-based information and advice service for mental illness related issues. Involved in research and advocacy - campaigning for improved services and attitudes towards mental illness.

## Mental Health

### SHADES (Prevention of Homelessness on Discharge from Inpatients Unit) - EACH

Maroondah Hospital, Davey Drive, Ringwood 3134

Phone: 9735 7900

Web: [www.each.com.au/en/services/shades/](http://www.each.com.au/en/services/shades/)

Email: [shades@each.com.au](mailto:shades@each.com.au)

Aims to assist individuals who are admitted to a mental health ward, who are homeless, or are at the risk of homelessness, on discharge from Maroondah Hospital.

- SHADES has direct access to three transitional houses.
- Provides support for up to three months.
- Provides short-term intensive support towards longer-term support, matched with stable, appropriate housing.

Referrals are only accepted from Maroondah Hospital – Mental Health Wards 1,2 and 3. Eligibility criteria - adults aged 18 to 64 years, who are patients of Maroondah Hospital mental health wards, and homeless or at the risk of homelessness at discharge from hospital.

For more information contact the Team Leader (SHADES) on 9735 7900.

## Mental Health

### 65 Plus (65+) Program (The)

9 Greenwood Avenue, Ringwood 3134

Phone: 9879 4699

Fax: 9879 5199

Web: [www.each.com.au](http://www.each.com.au)

Email: [lifeworks@each.com.au](mailto:lifeworks@each.com.au)

Operates from the Halcyon and Lifeworks Centres for people over 65 years of age with a diagnosed psychiatric disability.

The program has four components:

- home-based outreach support to engage with participants
- the provision of centre-based activities
- linking with and supporting participation in community-based activities
- assisting access to mainstream health and welfare services.

Referrals will be accepted for people 65 years of age and over who:

- have a psychiatric disability arising from a serious mental illness such as schizophrenia, bipolar disorder or chronic anxiety and/or depression
- are living in Supported Residential Services, hostels, living independently or with carers
- are not at the very frail end of the physical health continuum or residing in nursing homes
- are not diagnosed as suffering predominately from dementia, but may have ageing and/or psychiatrically relative cognitive changes
- live within the municipalities of Maroondah, Knox or in the areas of the Shire of Yarra Ranges that adjoin Maroondah and Knox.

The majority of places in the program will be reserved for referrals from the Aged Persons Mental Health Service System.

Referrals can be made through either the Halcyon or Lifeworks centres.

### SKIPS (Supporting Kids in Primary Schools) - EACH

16 Bond Street, Ringwood 3134

Phone: 9259 4104

Web: [www.each.com.au/en/services/supporting\\_kids\\_in\\_primary\\_schools/](http://www.each.com.au/en/services/supporting_kids_in_primary_schools/)

Email: [skips@each.com.au](mailto:skips@each.com.au)

A unique program designed by EACH and Eastern Health which addresses the issue of mental illness in families, and how primary schools can support the children in those families. The program has two main objectives: to address the role of primary schools and teachers in supporting children and families affected by the mental illness of a parent; to reduce stigma through classroom education about mental illness. The program is available to primary schools within the outer east region of Melbourne.

Contact the Manager, Vocational Enterprises.

## Mental Health

### Spectrum Personality Disorder Service

PO Box 135, Ringwood East 3135

Phone: 9871 3900

Web: [www.spectrumbpd.com.au](http://www.spectrumbpd.com.au)

Email: [spectrum@easternhealth.org.au](mailto:spectrum@easternhealth.org.au)

Provides assessment and treatment services for people diagnosed with borderline personality disorder, and who have been referred to the service by their mental health service case manager. Contact the Intake Worker.

### St Vincent de Paul Society - Compeer Program

43 Prospect Street, Box Hill 3128 Locked Bag 4800, Box Hill 3128

Phone: 9895 5886

Fax: 9890 6515

Web: [www.vinnies.org.au/compeer-vic](http://www.vinnies.org.au/compeer-vic)

Email: [compeer@svdp-vic.org.au](mailto:compeer@svdp-vic.org.au)

Provides one-to-one volunteer friendship for people living with mental illness. Screens, trains and supports volunteers who spend one hour per week in friendly companionship with a person referred through their mental health practitioner.

### Suicide Helpline Victoria

Crisis Support Services, PO Box 2335, Footscray 3011

Phone: 1300 651 251 24 hours

Web: [www.suicideline.org.au](http://www.suicideline.org.au)

Available throughout Victoria 24 hours a day, seven days a week. Provides counselling and support, crisis intervention, information for people concerned about suicidal risk in others, support for people bereaved by suicide.

## Mental Health

### Victorian Dual Disability Service (VDDS)

10-12 Gertrude Street, Fitzroy 3065

Phone: 9288 2950  
Fax: 9288 2953  
Web: [www.vdds.org.au](http://www.vdds.org.au)  
Email: [vdds@svhm.org.au](mailto:vdds@svhm.org.au)

A state-wide mental health service for people with an intellectual disability (ID).

Provides phone-based advice about the mental health of people with an intellectual disability. Information is provided in relation to:

- the presentation of mental disorders in people with an ID
- mental health assessment of people with an ID
- Autism Spectrum Disorders
- the treatment of mental disorders in people with an ID
- the management of mental and behavioural disorders in people with an ID
- the services available in Victoria and how to access them.

In addition to phone-based consultation the VDDS is available to conduct joint assessments with staff of Area Mental Health Services (AMHS) on clients receiving services throughout the AMHS continuum of care.

### Victorian Mental Illness Awareness Council

Building 1/22 Aintree Street, Brunswick East 3057

Phone: 9380 3900  
Fax: 93881445  
Web: [www.vmiac.com.au](http://www.vmiac.com.au)  
Email: [info@vmiac.com.au](mailto:info@vmiac.com.au)

Offers support, advocacy, education, information and referrals to people who are experiencing, or have experienced in the past, emotional or mental distress.

## Mental Health

### Victorian Transcultural Psychiatry Unit

Level 2, Bolte Wing, St. Vincent's Hospital, Nicholson Street, Fitzroy 3065

Phone: 9288 3300  
Fax: 9288 3370  
Web: [www.vtput.org.au](http://www.vtput.org.au)  
Email: [vtput@svhm.org.au](mailto:vtput@svhm.org.au)

A statewide unit which supports area mental health and psychiatric disability support services in working with culturally and linguistically diverse (CALD) consumers and carers throughout Victoria.

### Victoria's Mental Health Services

Department of Human Services Mental Health Branch, GPO Box 4057, Melbourne 3001

Phone: 1300 767 299  
Web: [www.health.vic.gov.au/mentalhealth/index.htm](http://www.health.vic.gov.au/mentalhealth/index.htm)

Oversees the provision of specialist mental health services for children, adults and older people who have, or are at risk of having, a serious mental illness. The website provides information for consumers, carers and services. There is also a range of free mental health publications available by download or in hard copy.