

# Where can I get help?

## GLENELG YOUTH SERVICE DIRECTORY

### Aboriginal and Torres Strait Islander Services

#### Dhuawurd-Wurrung Elderly and Community Health Services Inc.

18 Wellington Rd, Portland VIC 3305  
Phone: 03 5521 7535  
Web: [www.dwech.com.au](http://www.dwech.com.au)

#### Winda-Mara Aboriginal Corporation

21 Scott street, Heywood VIC 3304  
Phone: 03 5527 0060  
Web: [www.windamara.com](http://www.windamara.com)

### Accommodation Services

#### Brophy Youth and Family Services

5 Gawler Street, Portland VIC 3305  
Phone: 03 5522 1480

#### SalvoConnect Housing

Crisis support.  
33 Henty Street, Portland VIC 3305  
Phone: 03 5523 3749  
[www.salvationarmy.org.au](http://www.salvationarmy.org.au)

#### Mackillop Family Services

202 Lava St, Warrnambool VIC 3280  
Phone: 03 5500 2000  
[www.mackillop.org.au](http://www.mackillop.org.au)

#### Bethany2

Case management and advocacy on tenancy matters.  
Phone: 1300 510 439  
[www.bethany.org.au](http://www.bethany.org.au)

#### Housing Victoria

Information and assistance about housing. Assistance with an interest-free bond loan  
Phone: 1300 650 172 (general) 1800 825 955 (Homelessness Support Line)  
[www.housing.vic.gov.au](http://www.housing.vic.gov.au)

### Alcohol and Other Drug Services

#### Portland Drug and Alcohol

Provides support for people with problems associated with alcohol or other drugs  
Bentinck Street, Portland VIC 3305  
ACSO Connect – Referral process to Alcohol and Other Drugs Services  
Phone: 1300 022 760 (option 1)  
[www.pdh.net.au](http://www.pdh.net.au)

#### WRAD Youth

Provides a range of services aimed at supporting young people to address issues relating to alcohol and drugs.  
Phone: 1300 009 723  
[www.youth.wrad.org.au](http://www.youth.wrad.org.au)

#### Headspace Warrnambool

DARE Program provides specialist alcohol and drug workers available to provide service to young people

### Employment Services

#### AXIS Employment

6 Gawler St Portland VIC 3305  
Phone: 03 5525 2500  
[www.caei.com.au](http://www.caei.com.au)

#### MatchWorks

120A Percy Street, Portland VIC 3305  
Phone: 03 5522 0495  
[www.matchworks.com.au](http://www.matchworks.com.au)

#### WDEA Works

35 Bentinck Street Portland VIC 3305  
Phone: 03 5521 7959  
[www.wdeaworks.org.au](http://www.wdeaworks.org.au)

### Disability Support Services

#### Kyeema Support Services

50 Lalor Street Portland, VIC 3305  
Phone: 03 5523 5999  
[www.kyeema.com.au](http://www.kyeema.com.au)

#### Latrobe Community Health Services (LCHS) partners with the National Disability Insurance Scheme (NDIS)

66A Hurd Street, Portland 3305 VIC  
Phone: 1800 242 696 National Disability Insurance Scheme | Latrobe Community Health Service ([lchs.com.au](http://lchs.com.au))

#### Department of Families, Fairness & Housing

Responsible for child protection, prevention of family violence, housing, disability, multicultural affairs, LGBTIQ+ equality, and the offices for Women and Youth.  
<https://www.dffh.vic.gov.au/>

#### Australian Government Services

Payments and services illness, injury or disability.  
[www.servicesaustralia.gov.au/individuals/people-disability](http://www.servicesaustralia.gov.au/individuals/people-disability)

### Disclaimer

This resource has been developed to support young people within the Glenelg Shire. Inclusion does not constitute a recommendation. Users of this resource should always check information such as vacancies and waiting lists, charges, and qualifications of people performing the service

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## Domestic Violence and Sexual Assault Services

### South Western Centre Against Sexual Assault (CASA)

Supports victims of sexual assault, their non-offending family & friends.

279 Koroit St, Warrnambool VIC 3280

Phone: 03 5564 4144 AH: 1800 806 292

[www.swcasa.org.au](http://www.swcasa.org.au)

### 1800 RESPECT

Support if you, or someone you know is experiencing sexual assault or domestic and family violence.

Phone: 1800 737 732

[www.1800respect.org.au](http://www.1800respect.org.au)

### Safe Steps

Service for women and children experiencing family violence.

Phone: 1800 015 188

[www.safesteps.org.au](http://www.safesteps.org.au)

### Blue Knot Foundation

Counselling, education, referrals and resources for the families and communities of adult survivors of childhood trauma.

Phone: 1300 657 380

### With Respect

Support LGBTIQ people and their families affected by family violence

Phone: 1800 LGBTIQ (1800 542 847)

[www.withrespect.org.au](http://www.withrespect.org.au)

### The Orange Door

free service for adults, children and young people who are experiencing or have experienced family violence and families who need extra support with the care of children.

Phone: 1800 271 180

E: [southwest@orangedoor.vic.gov.au](mailto:southwest@orangedoor.vic.gov.au)

## GP Clinics

### Active Health Portland

148/150 Percy St Portland VIC 3305

Phone: 03 5522 1200

[www.activehealthportland.com.au](http://www.activehealthportland.com.au)

### Riverview Family Health

43 Jackson St, Casterton VIC 3311

Phone; 03 5581 2089

<https://www.riverviewfamilyhealth.com/>

### Dhuawurd-Wurrung [DWECH].

18 Wellington Rd, Portland VIC 3305

Phone: 03 5521 7535

### Heywood Rural Health

21 Barclay St, Heywood VIC 3304

Phone: 03 5527 0555

### Portland Family Practice

156 Percy Street, Portland VIC 3305

Phone: 03 5523 7144

### Seaport Medical Clinic

6 Fern Street, Portland VIC 3305

Phone: 03 5523 2322

### Winda-Mara Aboriginal Corporation

21 Scott Street, Heywood VIC 3304

Phone: 5527 0000

### Portland District Health (Dental)

Phone: 03 5521 0333 (3)

## Driving Programs

### L2P Program

Driver mentor program.

Phone: 0466 149 341

[www.glenelg.vic.gov.au](http://www.glenelg.vic.gov.au)

The program provides eligible learner drivers aged 16 and under 21 years of age with the opportunity gain driving practice.

## LGBTQIA+ Services

### Skittles Youth Diversity Group

a social diversity group, located in Portland. These groups aim to support young diverse people aged 12-25 yrs and their friends, offering a safe and welcome place to connect

Phone: 0400151447

<https://www.glenelg.vic.gov.au/Our-Services/Youth/Skittles-Youth-Diversity-Group>

### Safe Schools

A coalition of schools & individuals dedicated to creating safer educational environments.

[www.safeschoolscoalition.org.au](http://www.safeschoolscoalition.org.au)

### Minus 18 Rainbow Network

Australia's largest youth led organisation for same sex attracted and gender diverse.

[www.minus18.org.au](http://www.minus18.org.au)

### Qlife

LGBTQIA+ Peer support and referrals for people,

Phone: 1800 184 527

[www qlife.org.au](http://www qlife.org.au)

### With Respect

Support LGBTIQ people and their families affected by family violence.

Phone: 1800 LGBTIQ (1800 542 847)

[www.withrespect.org.au](http://www.withrespect.org.au)

### South West Vic Pride Facebook group

LGBTQIA+ social support and activism group.

<https://www.facebook.com/groups/543022752759519/>

### Black Rainbow

Support and advocacy for Aboriginal and Torres Strait Islander LGBTIQ people.

[www.blackrainbow.org.au](http://www.blackrainbow.org.au)

## Mental Health & Counselling Services

### Portland District Health Counselling Services

Counselling and support service.  
Bentinck Street, Portland VIC 3305  
Phone: 03 5522 1410 (option 1)  
[www.pdh.net.au](http://www.pdh.net.au)

### Headspace Portland

Counselling service for young people aged 12-25 years. Support referrals to drug and alcohol, homelessness, family and relationship and health services.  
148 Percy Street, Portland VIC 3305  
Phone: 03 5522 1484  
[www.headspace.org.au](http://www.headspace.org.au)

### eHeadspace

Provides online and telephone support and counselling to young people 12-25 and their friends and family.  
Phone: 1800 650 890  
[www.eheadspace.org.au](http://www.eheadspace.org.au)

### Kid's helpline

24/7 phone and online counselling for young people 5 to 25 years.  
Phone: 1800 55 1800  
[www.kidshelpline.com.au](http://www.kidshelpline.com.au)

### Wellsways Portland

Support through recovery, education and advocacy programs for people with mental illness and their families and friends.  
18 Wellington Rd, Portland VIC 3305  
Phone: 03 5560 3000  
[www.wellways.org](http://www.wellways.org)

### Lifeline

24 hour telephone crisis support. Anyone experiencing a personal crisis or thinking about suicide can contact lifeline.  
Phone: 13 11 14  
[www.lifeline.org.au](http://www.lifeline.org.au)

## Mental Health & Counselling Services

### Beyond Blue

All calls are one-on-one with a trained mental health professional, and completely confidential. 24/7  
Phone: 1300 22 4636  
[www.beyondblue.org.au](http://www.beyondblue.org.au)

### Reach Out

Provides mental health support, tools for young people from everyday issues to tough times  
[www.reachout.com.au](http://www.reachout.com.au)

### Suicide Call Back Service – ages 15+

Provides immediate telephone counselling and support in a crisis. Available 24/7  
Phone: 1300 659 467  
[www.suicidecallbackservice.org.au](http://www.suicidecallbackservice.org.au)

## Health Services

### Casterton Memorial Hospital

63-69 Russell St, Casterton VIC 3311  
Phone: 03 5554 2555  
[www.castertonmemorialhospital.com.au](http://www.castertonmemorialhospital.com.au)

### Dartmoor Bush Nursing Centre

28 Ascot Street, Dartmoor VIC 3304  
Phone: 03 5528 1381

### Heywood Rural Health

21 Barclay St, Heywood VIC 3304  
Phone: 03 5527 0555  
[www.heywoodruralhealth.vic.gov.au](http://www.heywoodruralhealth.vic.gov.au)

### Merino Bush Nursing Service

19-21 High Street, Merino VIC 3310  
Phone: 03 5579 1303  
[www.wdhs.net](http://www.wdhs.net)

### Portland District Health

Bentinck Street, Portland VIC 3305  
Phone: 03 5521 0333

## Financial Services

### SalvoConnect

33 Henty Street, Portland VIC 3305  
Phone: 03 5522 1480  
[www.salvationarmy.org.au](http://www.salvationarmy.org.au)

### Centrelink Portland

Social support payment services.  
8-10 Gawler St, Portland VIC 3305  
Phone: 13 24 90

### Bethany

Financial counsellors and support.  
Phone: 03 5278 8122  
[www.bethany.org.au](http://www.bethany.org.au)

### Bethany Emergency Relief program

Assist with financial crisis  
Phone: 5278 8122  
[www.bethany.org.au](http://www.bethany.org.au)

### No Interest Loan Scheme (NILS)

Loan from \$300 - \$1200 for essential goods and services.  
5 Gawler Street, Portland VIC 3305  
Phone: 1300 276 749  
<https://www.facebook.com/SouthWestVicNILS/>

## Legal Services

### Victoria Legal Aid

Free legal advice  
Phone: 1300 792 387  
[www.legalaid.vic.gov.au/](http://www.legalaid.vic.gov.au/)

### Victorian Aboriginal Legal Service

Assistance for Aboriginal and Torres Strait Islander people. Specialised in Criminal, Family, and Civil Law.  
Phone: 1800 064 865  
[www.vals.org.au](http://www.vals.org.au)

### Victoria Police

Youth Resource Officer  
Glenelg Street, Portland VIC 3305  
Phone: 03 5523 1999