



# Central Highlands Mental Health Network **Services Directory**

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Agency	Service	Eligibility	Referral Source and Service Intake process
Ability2Drive	<b>Specialised Driver Training</b>	<ul style="list-style-type: none"> <li>• Aged 15+</li> <li>• Driving programs are tailored to specific disabilities or learning difficulties</li> <li>• Learner Permit education sessions, OT driving assessments and practical driving lessons with qualified driving instructors with experience in the disability field</li> <li>• Fee for service of funding through the NDIS available</li> </ul>	<ul style="list-style-type: none"> <li>• Referrals accepted from self, friend, family, carer and service providers</li> <li>• Referrals via 03 9749 0000 or email <a href="mailto:admin@ability2drive.com.au">admin@ability2drive.com.au</a></li> <li>• For further information visit <a href="http://www.ability2drive.com.au">www.ability2drive.com.au</a> or search ability2drive on Facebook</li> </ul>
Australian Community Support Organisation - ACSO Connect	<b>Eligibility Assessment-MHCSS</b>	<ul style="list-style-type: none"> <li>• aged 25-64 years</li> <li>• have a mental health concern that is significantly impacting your ability to take part in daily activities</li> <li>• willingness to participate</li> <li>• living in (old) Grampians Medicare Local catchment</li> </ul>	<ul style="list-style-type: none"> <li>• referrals accepted from self, friend, family, carer and service providers (including GPs)</li> <li>• Phone - 1300 022 760 (1300 0 ACSO 0)</li> <li>• Face to Face at local regional hub: 305A Dana Street, Ballarat</li> <li>• Website: <a href="http://www.acso.org.au">www.acso.org.au</a> - Follow the prompts for "Get More Information"</li> <li>• Email-<a href="mailto:mhcso@acso.org.au">mhcso@acso.org.au</a></li> <li>• Fax: 9413 7189</li> </ul>
	<b>Waitlist support</b>	<ul style="list-style-type: none"> <li>• Eligibility is the same as MHCSS referral. Clients assessed and waiting as Priority 1 will receive weekly follow-up. Priority 2-fortnightly. Priority 3-monthly.</li> </ul>	<ul style="list-style-type: none"> <li>• Referral for waitlist support (needs register) is done at the completion of an eligibility assessment and is based on priority determined through the assessment</li> </ul>
	<b>Intake and Comprehensive Assessment-Alcohol and Other Drugs</b>	<ul style="list-style-type: none"> <li>• You or someone you know need to demonstrate serious issues arising from your use of alcohol or other drugs, which places you at risk of long term harm or impairment</li> </ul>	<ul style="list-style-type: none"> <li>• referrals accepted from self, friend, family, carer and service providers</li> <li>• Phone: 1300 022 760 (1300 0 ACSO 0)</li> <li>• Face to Face at local regional hub: 305A Dana Street, Ballarat</li> <li>• Website: <a href="http://www.acso.org.au">www.acso.org.au</a> - Follow the prompts for "Get More Information"</li> <li>• Email-<a href="mailto:aod@acso.org.au">aod@acso.org.au</a></li> <li>• Fax: 9413 7189</li> <li>• GP Direct Line (for GPs ONLY): 9413 7193; <a href="mailto:gpreferral@acso.org.au">gpreferral@acso.org.au</a>; Fax: 9413 7189</li> </ul>

Agency	Service	Eligibility	Referral Source and Service Intake process
Ballarat Community Health Counselling Service	Counselling	<ul style="list-style-type: none"> <li>Ballarat Community Health offers quality and affordable counselling for individuals, couples and families.</li> <li>In addition to general counselling we provide free counselling for those whose lives are impacted by family violence and for new arrivals and refugees</li> </ul>	<ul style="list-style-type: none"> <li>Referrals are accepted from self or health providers</li> <li>Please call BCH 5338 4500 to arrange an intake telephone appointment</li> <li>There is generally a waiting time before a counselling appointment is offered</li> </ul>
Ballarat Community Health School Focused Youth Service Children Specific	School Focused Youth Service	<ul style="list-style-type: none"> <li>Targets 10-18 year olds who are at school but vulnerable to or showing signs of disengagement</li> <li>Creates pathways between schools and community organisations to support young people who have been identified as at risk of disengagement</li> <li>Assists in the targeted interventions to address identified gaps in support service</li> <li>Assists in staff capacity building through the provision of professional development</li> </ul>	<p>Contact SFYS Facilitators</p> <ul style="list-style-type: none"> <li>Rosie Mullany rosiem@bchc.org.au 5338 9115</li> <li>Joanne Smith joannes@bchc.org.au 5338 4555</li> </ul>
Ballarat Health Services Acquired Brain Injury (ABI) Service	Needs Identification, Treatment and Case Management	<ol style="list-style-type: none"> <li><b>People with diagnosed moderate or severe ABI</b> <ul style="list-style-type: none"> <li>Aged 6-65 years</li> <li>Who can benefit from and who wish to participate in a timely rehabilitation program that may include return to work or study</li> <li>Who may need access to therapy or specialist medical services such as Rehabilitation Medicine, Neuropsychiatry or Addictions Medicine</li> <li>Who may need assistance to link up with relevant community-based agencies</li> <li>Who may need assistance or short-term brokerage to engage in community-based activities</li> <li>Living in the Grampians region</li> </ul> </li> <li><b>People with a mild traumatic brain injury/ concussion or mild stroke</b> <ul style="list-style-type: none"> <li>Who can benefit from an education and treatment</li> </ul> </li> </ol>	

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<b>Ballarat Health Services Acquired Brain Injury (ABI) Service</b>	<b>Information, Training and secondary consultation program (IT&amp;SC)</b>	<ul style="list-style-type: none"> <li>• program, typically short-term, to assist them over their recovery period and their return to everyday activities, work, study, sport</li> <li>• Service providers or agencies from within the Grampians region</li> <li>• Sessions for people with ABI and/or family members are considered on a case by case basis</li> </ul>	<ul style="list-style-type: none"> <li>• Information resources are produced and disseminated eg general information and ABI, specific impairments associated with ABI, DVDs related to mild TBI/concussion</li> <li>• Training sessions are provided free of charge to agency staff or with an open invitation in regional areas – to arrange call 53 203 612</li> <li>• Secondary consultation is available via phone 53 203 612/53 203 728; collaborative sessions can be arranged</li> </ul>
<b>Ballarat Health Services Carer Respite and Support Services</b>	<b>Carer Support</b> <ul style="list-style-type: none"> <li>• Planning, linkages and support for carers</li> <li>• Short term and emergency respite</li> <li>• Short term case management</li> <li>• Education</li> <li>• Carer activities and opportunities for peer support</li> <li>• Carer counselling</li> </ul>	<ul style="list-style-type: none"> <li>• Identified carer who lives in Ballarat, Golden Plains, Moorabool and Hepburn LGAs</li> <li>• A carer may be a family member, other relative or friend, an adult or a minor</li> <li>• The carer provides regular and sustained support to someone who is aged over 6 years who has an intellectual, physical or sensory disability; ABI; Chronic condition; Mental Illness; is frail aged or has dementia; has a terminal illness requiring palliative care or is a child aged under 6 years with severe and profound disabilities</li> <li>• The caring role will be ongoing for at least 6 months</li> <li>• The person requiring care lives in the community and not a facility</li> </ul>	<ul style="list-style-type: none"> <li>• Referrals accepted from self and service providers via completion of referral form and/or contact with intake and response worker who will determine eligibility and initial support needs</li> <li>• Ph: 5333 7104 Freecall 1800 059 059</li> <li>• Email: carers@bhs.org.au</li> <li>• Fax 5333 7141</li> <li>• In Person: 106 Market St Ballarat</li> </ul>
<b>Ballarat Mental Health Services – Adult</b>	Clinical treatment	<ul style="list-style-type: none"> <li>• Age 25-65 years</li> <li>• Symptoms of mental illness including psychosis, mania, mod-severe depression, mod-severe anxiety, mod-severe eating disorders with significant functional impairment</li> </ul>	<ul style="list-style-type: none"> <li>• Referrals accepted from GPs and other healthcare providers, police, community support services, self, friends, family and the wider Ballarat community</li> <li>• 24/7 triage service with central number of 53204100</li> <li>• Referrals are categorised in line with the state wide triage rating scale (DOHHS)</li> <li>• Intake assessment includes comprehensive bio-psycho-social assessment that is presented to multidisciplinary team (MDT), including psychiatrist.</li> <li>• If person does not meet criteria for ongoing treatment, recommendations about onward referrals will be made to client, family and GP.</li> </ul>

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Ballarat Psychological Services	Clinical Psychology – Psychodynamic Psychotherapy – Family Therapy	Children, Adolescents, Adults	<ul style="list-style-type: none"> <li>• 705 Mair Street Ballarat</li> <li>• PO Box 218W Ballarat West 3350</li> <li>• Telephone: 03 5332 1622</li> <li>• Fax: 03 5331 5079</li> <li>• Email: bpsych@netconnect.com.au</li> </ul>
Introducing of the team of experienced Therapists and Psychologists at Ballarat Psychological service:			
Jan Schlunke		Is a Clinical Psychologist with over 30 years' experience. Jan uses a wide range of treatment approaches within an open minded psychodynamic framework. Jan now specialises in treating women across life experiences; identity, body image, sexuality, fertility, mid-life crisis, retirement and old-age. Jan also provides clinical supervision (including for Clinical Psychology Masters' Program)	
Malcolm Garnett		Is a Counselling Psychologist with over 30 years' experience. Malcolm's principal therapeutic orientations are Mindfulness and Somatic Therapy. Malcolm now specialises in trauma, anxiety, depression and chronic pain. Malcolm also provides clinical supervision.	
Sue Fraser		Is a Mental health OT and qualified Child & Adolescent Psychotherapist with over 25 years' experience in Child, Adolescent & Adult Mental Health. Sue works with children, adolescents & adults using a psychodynamic framework (including play therapy with children) but incorporates a range of therapeutic approaches and psychological strategies into her practice. Sue has a special interest in in-depth longer-term work with people with more complex presentations, often with a background of trauma, loss and trust/attachment difficulties. Sue also provides clinical supervision (including for VCPA training program)	
Marie Carter		Is a Mental Health Social Worker and qualified Family Therapist with over 20 years' experience in Infant, Child, Adolescent & Adult Mental Health. Marie uses a range of therapeutic approaches, combing family therapy, Psychodynamic thinking, CBT and ACT into her work with children, adolescent, adults and families. Marie sees people with a broad range of difficulties but has a special interest in infant-parent work including eating, sleep and attachment difficulties, family relationship work, eating disorders and trauma, including sexual abuse. Marie also provides clinical supervision.	
Dr Monica Maud		Is a Clinical Psychologist with over 30 years' experience. Monica sees adults and is a qualified Eye Movement Desensitization Reprocessing (EMDR) Therapist but uses a broad range of treatment approaches in her practice. Monica has a special interest in trauma. Bulkbill available	

Agency	Service	Eligibility	Referral Source and Service Intake process
Ballarat Psychological Services ( <i>continued</i> )	Janelle Johnson	<p>Is a Clinical Psychologist who has worked with children, adolescents and adults in various capacities for over 20 years'. Janelle utilizes a range of psychological interventions and treatment approaches, largely within CBT and DBT frameworks, and sees people of all ages but has a special interest in working children and adolescents, behavioural, social and emotional concerns, eating disorders and sleeping difficulties. Janelle also provides social skills training and support to children and adults with ASD and can complete a range of assessments for intellectual and learning disability, ASD and giftedness.</p> <ul style="list-style-type: none"> <li>• Bulkbill available</li> </ul>	
	Dr Marita Scealy	<p>Is a Clinical &amp; Health Psychologist with experience in both the public and private sectors. Marita uses a range of psychological strategies and treatment approaches, largely within a CBT and behavioural framework. She sees people of all ages, including children, and has a particular interest in working with anxiety disorders and phobias, depression, health related distress, behaviour management, grief &amp; loss, and attachment difficulties. Rebecca also provides clinical supervision.</p>	
	Rebecca Norris	<p>Is a Mental Health Social Worker and qualified Art Therapist with 13 years' experience working with children, adolescents &amp; adults, largely in the area of trauma and sexual abuse. Rebecca sees children, adolescents &amp; adults with a range of Mental health difficulties and uses various therapeutic approaches, including, psychodynamic art therapy and narrative therapy, in her practice she has a special interest in trauma, including sexual abuse and family violence, grief &amp; loss and attachment difficulties. Rebecca also provides clinical supervision.</p>	
	Mary Darcy	<p>Is a counselling Psychologist with over 30 years' experience. Mary continues to work at the practice part-time as a Clinical Supervisor.</p>	
	Michelle O'Bree	<p>Is a Psychologist currently working at the practice but who will be leaving later in 2016 to pursue other interests.</p>	
BDNH Group	Community Care/District Nursing	<ul style="list-style-type: none"> <li>• Provide medication administration/ medication support/ medication supervision</li> <li>• Provide monitoring of mental health when attending to medication</li> <li>• Provide feedback support to Case management</li> <li>• Liaise with Service providers.</li> <li>• Secondary service support to family/ carers.</li> <li>• Coordinate referral to appropriate services related to client needs.</li> </ul>	<ul style="list-style-type: none"> <li>• Referrals accepted from individuals/ friends/ family/ carers and service providers</li> <li>• Referral can be made via SCTT tool.</li> <li>• Direct Fax to 5334 1945</li> <li>• Phoning: 5334 1500</li> <li>• Through <a href="http://www.connectingcare.com.au">www.connectingcare.com.au</a></li> <li>• Referrals assessed daily.</li> <li>• Once assess and deemed appropriate First visit will be organised with RN for Nursing Assessment, and/or for Assessment officer and a Living At Home Assessment will be attended with individual and appropriate support people.</li> <li>• Webpage: <a href="http://www.bdnh.com.au">www.bdnh.com.au</a></li> </ul>

Agency	Service	Eligibility	Referral Source and Service Intake process
Child and Family Services (CAFS) Ballarat Inc. Gamblers Help service	Therapeutic Counselling	<ul style="list-style-type: none"> <li>• CAFS Gamblers Help Therapeutic Counselling service offers a free, confidential counselling service to anyone who is affected by gambling. This maybe your own gambling or that of someone else, such as a family member or friend.</li> <li>• Willingness to engage and participate</li> <li>• Office based appointments with after-hours appointments, by arrangement</li> </ul>	<ul style="list-style-type: none"> <li>• Referrals accepted from self and service providers</li> <li>• Referrals via 5337 3333, email to intake@cafs.org.au or attend 115 Lydiard Street Nth, Ballarat</li> <li>• Web page <a href="http://www.gamblershelpwestvic.org.au">www.gamblershelpwestvic.org.au</a></li> </ul>
CASA Ballarat Centre against Sexual Assault Free Service Children Specific	<ul style="list-style-type: none"> <li>• Specialist sexual assault trauma counselling for children who have experienced recent and or past sexual assault</li> <li>• Group work with children</li> <li>• Outreach service to Ararat, Daylesford, Bacchus Marsh</li> </ul>	<ul style="list-style-type: none"> <li>• Children and young people aged 3-18</li> <li>• Non offending family members and friends</li> </ul>	<ul style="list-style-type: none"> <li>• Referrals accepted from self, friend, family, carer, medical practitioners, schools and service providers, including Police &amp; DHHS</li> <li>• For referrals phone Intake Worker: 53 203 933 9.00am – 5.00pm</li> <li>• Monday to Friday, fax: 53 203 817</li> <li>• or email: <a href="mailto:casa@bhs.org.au">casa@bhs.org.au</a></li> <li>• CASA prioritises recent assault, children and clients with other complicating factors</li> </ul>
CASA Ballarat Centre Against Sexual Assault Free Service	<ul style="list-style-type: none"> <li>• Specialist sexual assault trauma counselling, advocacy and case management for people who have experienced recent and or past sexual assault</li> <li>• Group work for men, women and children</li> <li>• Outreach service to Ararat, Daylesford, Bacchus Marsh</li> </ul>	<ul style="list-style-type: none"> <li>• Adults (male &amp; female) Children and young people</li> <li>• Non offending family members and friends LGBTIQ</li> </ul>	<ul style="list-style-type: none"> <li>• Referrals accepted from self, friend, family, carer, medical practitioners, schools and service providers including Police &amp; DHHS</li> <li>• For referrals phone Intake Worker 53 203 933, 9.00am-5.00pm Monday to Friday, fax 53 203 817 or email <a href="mailto:casa@bhs.org.au">casa@bhs.org.au</a></li> <li>• An urgent duty appointment can be offered by the Intake Worker</li> <li>• CASA prioritises recent assault, children and clients with other complicating factors</li> </ul>



Agency	Service	Eligibility	Referral Source and Service Intake process
CASA Ballarat Centre Against Sexual Assault Free Service (continued)	After hours crisis care support for people who have experienced recent sexual assault (within 72 hours). A CASA counsellor will meet with client at the hospital crisis care unit to provide information and support as well as support with forensic medication examination	<ul style="list-style-type: none"> <li>Recent sexual assault</li> </ul>	<ul style="list-style-type: none"> <li>Referrals by Police through sexual assault crisis line (1800 806 292)</li> </ul>
	Specialist Assessments	Children aged 3-12 years where there is no verbal disclosure but there are concerns that sexual assault may have occurred	<ul style="list-style-type: none"> <li>DHHS (CPU), SOCIT</li> </ul>
	Therapeutic treatment services for children aged 3-10 years with problem sexual behaviours, and aged 10 up to 17 years with sexually abusive behaviours		<ul style="list-style-type: none"> <li>Referrals from family, carers, Police, DHHS, schools</li> </ul>
	Therapeutic Treatment Order (TTO)	Young people aged 10 up to 17 years who have been ordered through the children's court to attend	<ul style="list-style-type: none"> <li>Police and DHHS</li> </ul>
	Royal Commission support services	Counselling, group work, case management and support for people who have experienced child sexual assault in an Institutional setting, including referral to Royal Commission and support during private sessions and hearings	<ul style="list-style-type: none"> <li>Self, community members</li> </ul>
	Community education and training	CASA offers training and education about sexual assault by request and through yearly training calendar, on CASA website	<ul style="list-style-type: none"> <li>Request through Intake Worker or by email. Specific training can be tailored for agencies, including consent, cyber safety and respectful relationships for secondary school students, working with children for carers, support staff and school teachers, trauma informed practice for service providers</li> </ul>

Agency	Service	Eligibility	Referral Source and Service Intake process
Centacare Ballarat Family & Community Services Mental Health Programs <i>(Children Specific)</i>	<p><b>Family Mental Health Support Service</b></p> <p>A program for children and young people showing early signs of, or significant risk of developing mental illness.</p> <p>FMHSS is a Federal Government (DSS) funded program that provides support to vulnerable children, young people and families affected by or at risk of developing mental illness.</p>	<ul style="list-style-type: none"> <li>• Children aged 0-18 years</li> <li>• Live in the City of Ballarat LGA</li> <li>• One adult family member or carer willing to work with the child/young person and the service</li> <li>• No current child protection orders</li> </ul>	<ul style="list-style-type: none"> <li>• Referral accepted from families, schools, carers and agencies</li> <li>• Referrals can be obtained via Centacare Ballarat website or contacting the Mental Health Coordinator 03 5337 8999</li> <li>• Referral are discussed at an FMHSS Intake meeting for eligibility</li> <li>• Once the referral is accepted as eligible the allocated worker will contact the referrer and contact the family to arrange a home visit and discuss the assessment process.</li> </ul>
	<p><b>Parent Support Program</b></p> <p>The Parent Support Program aims to support parent/s with a diagnosed mental illness who have a child/children under the age of 2 years, in their care</p> <p>The program Provides</p> <ul style="list-style-type: none"> <li>• Support for families and parents to navigate relevant services</li> <li>• Help to identify goals, develop skills and know about the resources available within the community</li> </ul>	<ul style="list-style-type: none"> <li>• Parent/s with a diagnosed mental illness</li> <li>• Have a child under the age of 2 years in their care</li> <li>• The parent will have to consent to participate in the program on a voluntary basis. this program is offered in the Ballarat and Moorabool Shire</li> <li>• Focus on meeting both the parent's and child's needs to build resilience and coping strategies in support of the parent child relationship</li> </ul>	<ul style="list-style-type: none"> <li>• Referrals accepted from families, self, carers and other agencies</li> <li>• Contact the Mental Health Programs coordinator or the Parent Support Program Case Manager to discuss the referral.</li> <li>• 03 5337 8999</li> <li>• Assistance to identify existing</li> <li>• groups such as Play Groups, Parenting Groups and other groups that can provide a network of support</li> </ul>

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<p>Centacare Children Youth &amp; Family services</p>	<p><b>Integrated Family Services (IFS)</b></p> <p>Centacare Integrated Family Services (IFS) provide in-home support to families with children 0-18 years who may be experiencing difficulties or are at risk. The program provides families with the necessary supports to strengthen their relationships, build parenting skills and connect families with their community.</p> <p>Depending on each family's needs, IFS supports may include:</p> <p><b>Parenting skills development support</b></p> <p>Information and advice for parents around child/adolescent development, behaviour management, developing routines, time management strategies and household budgeting.</p> <p><b>Referral and advise</b></p> <p>Information and links to support services in your area, suitable to your needs. This may include community activities, support groups and other specialist services.</p> <p><b>Advocacy</b></p> <p>We work with other service providers to promote the needs of families and improve their access to services.</p> <p><b>Support Services</b></p> <p>Our Mother Goose Playgroup and numeracy and literacy groups can provide social opportunities, practical knowledge and skills development.</p>		<p>Referral into this program is via Child FIRST central intake. To speak with someone about referring a child or family please call Child FIRST:</p> <ul style="list-style-type: none"> <li>• Ballarat: 1300 783 341</li> <li>• Mildura: 1300 625 533</li> <li>• Child FIRST will undertake an assessment of each individual case and manage the intake process for all family services providers across the region. Child FIRST will identify whether integrated Family Services is the appropriate program for the family and will allocate each case on an individual basis.</li> <li>• If you would like to speak with a member of our Integrated Family Services team please phone:</li> <li>• 03 5337 7900</li> </ul>

Agency	Service	Eligibility	Referral Source and Service Intake process
Centacare Ballarat Family & Community Services Mental Health Programs <i>(Children Specific)</i>	<p><b>Cradle to Kinder</b></p> <p>An intensive ante and postnatal support program providing long term family and early parenting support for vulnerable young mothers and their families</p> <p>Commencing in pregnancy and continuing until the child reaches four, engagement with this program enable parents to make positive life changes, build skills and establish social connections that lead to independence.</p> <p>Parents are supported with specialised case management promoting positive parent-child relationships that:</p> <ul style="list-style-type: none"> <li>• Improve child health, development and well being</li> <li>• Promote child safety and stability</li> <li>• Strengthens parenting capacity and mental health outcomes</li> <li>• Builds strong communication skills and problem solving</li> <li>• Supports parents with building self-reliance and sustainability through education, vocational training and employment</li> <li>• Engage with antenatal and postnatal care services, maternal health services and early childhood services</li> </ul> <p>We also provide parents support to promote play and learning opportunities for the child and support in developing routines for the child and support the child's development of healthy sibling and peer relationships</p>	<p><b>Eligibility</b></p>	<p>Referrals into this program are through the Child FIRST central intake.</p> <p>Eligible clients for Cradle to Kinder are young pregnant women (under 25 years of age)</p> <p>Referrals to Child FIRST are accepted from a broad range of service providers and community members.</p> <p>To refer someone to Call:</p> <ul style="list-style-type: none"> <li>• Ballarat 1300 783 341</li> <li>• Warrnambool 1300 543 779</li> </ul> <p>Child FIRST will identify if Cradle to Kinder is the appropriate program for the client and will allocate each case on an individual basis</p> <p>If you would like to speak with our Coordinator of the Central Highlands program please call: 03 5337 7900</p> <p>If you would like to speak with our Coordinator of the South West program please call: 03 5559 3000</p>
	<p><b>School Chaplaincy Program</b></p> <p>Pastoral Care Workers provide students and the school community with support to enhance students' emotional well being and promote optimal health and educational outcomes</p> <p>The program promotes links between a child's school, family and community experiences</p> <p>Schools have a strong impact on a child's overall wellbeing and the Pastoral Care Worker works alongside teaching and wellbeing staff to support children, families and the community so that school is a positive experience for all.</p> <ul style="list-style-type: none"> <li>• Issues a Pastoral Care Worker may provide support for are:</li> <li>• Grief &amp; loss</li> <li>• Family separation</li> <li>• Social issues within the school eg. bullying, conflict, friendships</li> <li>• Resilience and coping with anxiety</li> <li>• Self esteem</li> <li>• Developing social competence</li> <li>• Parenting</li> </ul> <p>Centacare Ballarat is funded to provide School Chaplaincy in Ballarat, Warrnambool, Mildura and surrounding areas. Schools may also self-fund Pastoral Care Workers through this program</p>	<p><b>Eligibility</b></p>	<p><b>Students / Parents</b></p> <ul style="list-style-type: none"> <li>• To find the Pastoral Care Worker in your school, phone us on 1300 303 988 to speak with the Pastoral Care Coordinator.</li> <li>• You may also email <a href="mailto:jenni.ryan@centacareballarat.org.au">jenni.ryan@centacareballarat.org.au</a></li> </ul> <p><b>Principals</b></p> <ul style="list-style-type: none"> <li>• If you would like to speak with our Pastoral Care Coordinator about implementing a Pastoral Care Worker role in your school:</li> <li>• Phone us on 1300 303 988 to speak with the Pastoral Care Coordinator about implementing a Pastoral Care Worker role in your school</li> <li>• Phone us on 1300 303 988 to speak with the Pastoral Care Coordinator.</li> <li>• You may also email <a href="mailto:jenni.ryan@centacareballarat.org.au">jenni.ryan@centacareballarat.org.au</a></li> </ul>

Agency	Service	Eligibility	Referral Source and Service Intake process
Centacare Children Youth & Family services <i>(continued)</i>	<p><b>Family Relationship Centre</b></p> <p>The Ballarat Family Relationship Centre is a central location for anyone wanting information and support about family relationships at any stage in their life. All families, whether together or separated, can access information about family relationship issues</p> <p>The resource and information hub is available for anyone wanting information and education resources about a wide range of family relationships issues, family support agencies, local agencies and services. Our trained staff are available to speak with you about family issues and help you find appropriate services. We have facilities for children and free phone and internet access to help you.</p> <p>We provide assistance to help families stay together or to navigate the separation process with information, advice, group and joint sessions, workshops and referrals to additional support services</p> <p>Centacare can also provide Family Dispute Resolution (mediation) to help you reach agreement on parenting arrangements outside the court system. We work with all parties to resolve conflicts and develop workable arrangements suitable for your family</p> <p>Information, referrals and individual education sessions are free of charge</p>		<p><b>Ballarat Office</b></p> <p>Call our Ballarat office on 1300 303 988</p> <p>Our Receptionist will be able to advise you of the resources available in the Family Relationships Centre and of any services that Centacare can offer to assist you. If required a phone appointment will be made with our Duty Officer to discuss your concerns and Family Relationship needs.</p> <p>You may also drop into the Family Relationships Centres in Ballarat and Horsham to collect resources or speak with our staff</p> <p>To speak with someone in our Horsham office please call: 1300 303 988 to book an appointment time.</p> <p>Family Advice Line            The Family Relationship Advise line:            1800 050 321            Operates between 8.00am – 8.00pm Monday to Friday and 10.00am – 4.00pm Saturday.            Family Relationships Online provides access to information about changes to the Family Law system and family relationships issues and services available <a href="http://www.familyrelationships.gov.au">www.familyrelationships.gov.au</a>            An interpreter service can be arranged if required</p>
	<p><b>Family Dispute Resolution</b></p> <p>Family Dispute resolution (FDR) provides mediation for separated or separating parents to reach agreement on parenting plans. Mediation focuses on children’s needs and resolving disputes as an alternative to court.</p> <p>The resolution process helps parents engage in conversation about how they can support their children and minimise the emotional, social and economic cost of separation</p> <p>A qualified Practioner guides parents through discussions about sharing decision-making in regard to their child’s welfare that is mutually satisfactory for both parties.</p> <p>Our child inclusive FDR Kids Biz program provides children and families an understanding separation from the child’s perspective. Children meet with a child consultant to talk about their experience of separation, giving the child a voice in the FDR process. The child’s conversation then informs the parents’ discussions and decisions around parenting agreements.</p>		<p>Ballarat Office</p> <p>Call our Ballarat office on: 1300 303 988</p> <p>Our Receptionist will book you in for a phone appointment with our Duty Worker</p>

Agency	Service	Eligibility	Referral Source and Service Intake process
Centacare Ballarat Family & Community Services Mental Health Programs <b>(Children Specific)</b>	<b>Property Dispute Resolution</b> Our property Dispute Resolution (PDR) program assists separated couples and families to negotiate the division of property and finances in a neutral, impartial and cost effective manner, as an alternative to court Qualified practitioners assist couples to negotiate the division of assets and liabilities, taking into account each parties' contribution to the relationship and their future financial needs. The resolution process involves an initial intake appointment for each party and joint PDR sessions to follow. Each intake appointment will take about 1.5 hours with the following sessions up to two hours. Depending on the complexity, some matters may require a number of dispute resolution sessions. If agreement is made, a number of options for recording the division of assets can be considered, for example an informal agreement, a Binding Financial agreement (BFA) or Consent Orders approved by the court. Before any agreement is confirmed it is recommended that each party consult the solicitor. The benefits of engaging with the Property Resolution process include: <ul style="list-style-type: none"> <li>• A comprehensive negotiation between parties outside the environment</li> <li>• Agreements can be formalised quicker</li> <li>• Preservation of a cooperative parenting relationship</li> <li>• Cost savings compared to court process</li> </ul>		<b>Clients:</b> <ul style="list-style-type: none"> <li>• Call our Ballarat office on 1300 303 988</li> <li>• Our Receptionist will book you in for the first available phone appointment with our Duty Worker</li> <li>• The Duty Worker will discuss your concerns and Property Dispute Resolution needs with you and complete some initial paperwork</li> <li>• An appointment will be made for you with one of our Property Resolution Practitioners. We will post you an information pack and instructions about the initial paper work that our Practitioner will need for your first appointment.</li> <li>• Interpreter services can be arranged if required</li> </ul> <b>Practitioner</b> <ul style="list-style-type: none"> <li>• To make a referral on behalf of a client, phone our Duty Worker who will collect the client's contact details and then contact the client directly</li> </ul>

**Agency****Service****Eligibility****Referral Source and Service Intake process****Counselling**

Our professional counsellors assist individuals, couples and families to resolve relationship issues at any stage in their relationship

Counselling helps couples discuss concerns about their relationship in a neutral and non-judgemental way

Examples of issues that counselling may assist with include:

- Gaining an understanding of what each party wants from the relationship
- Discussing what each party needs from each other
- Discussions about what each party has contributed to the relationships current situation
- A couple's feelings towards each other
- The exploration of what each party is prepared to do to make the relationship work

Sessions are conducted fact-to-face and occur either weekly or fortnightly. Depending on each couple's needs, the number of sessions required may vary.

Your counsellor will facilitate discussions in a confidential, non-judgemental, or biased way. Our team utilises a variety of styles, theories and approaches that accommodate each client's needs.

We also provide Family Law Counselling to help clients manage their personal issues with children and family during separation. This service may assist with information, advice, referrals, education, skills training and child-focused groups and support

**Clients**

Any member of the community can access our counselling service.

To speak with our Family Support Program Intake Worker about your counselling needs please phone, email or attend our office in person

Phone: 03 5327 7960

Email: ballaratfec@centacareballarat.org.au

Office: 34 Peel Street Ballarat 3350

Our Intake Worker will discuss your counselling needs with you and identify which services are best suited. They may also assist you with accessing other services.

After discussing your needs our Intake Worker will organise one of our qualified counsellors to contact you directly and an initial consultation appointment will be made

**Practitioner**

To make a referral on behalf of a client please contact the Intake Worker on 5327 7960

They will be able to confirm the suitability of this service and collect the clients contact details

Our Intake Worker will contact the client directly to discuss their needs.

Agency	Service	Eligibility	Referral Source and Service Intake process
<p>Centacare Counselling &amp; Family Relationship Services</p>	<p><b>Relationship Education</b></p> <p>Centacare provide a diverse range of education and personal development programs that assist individuals, couples and families build positive relationships with their partner, ex-partner, children and other family members.</p> <p>Our programs aim to facilitate the development of strong interpersonal relationships that enhance communication and problem solving skills, while building on the participant's current skill set.</p> <p>We offer small groups that have a personal approach and individual sessions can be arranged if required.</p> <p>These services incur a fee and payments can be made when booking. In situations where an applicant is experiencing financial hardship our Intake Worker can discuss payment options or fee waiver.</p> <p>Programs we offer include:</p> <p>Relationship Education</p> <ul style="list-style-type: none"> <li>• Preparing for Marriage</li> <li>• Couple Care</li> <li>• Separation Recovery for Men</li> <li>• Separation Recovery</li> </ul> <p>Parenting Programs:</p> <ul style="list-style-type: none"> <li>• Bringing Up Great Kids</li> <li>• Turning into Kids</li> <li>• Parenting After Seperation</li> <li>• Parenting Solo</li> </ul> <p>Personal Development</p> <ul style="list-style-type: none"> <li>• The Essence Program</li> <li>• Learning to Bloom</li> <li>• Mindfulness &amp; Managing Strong Emotions</li> <li>• Drumbeat</li> </ul> <p>Explore each of our programs for specific program dates and costs. In situations where you are experiencing financial hardship our Intake Worker can discuss payment options with you.</p>	<ul style="list-style-type: none"> <li>• If you would like to speak with our Intake Worker about our education courses or making a booking please phone:</li> <li>• 03 5327 7960</li> </ul>	



Agency	Service	Eligibility	Referral Source and Service Intake process
Centacare Counselling & Family Relationship Services	<p><b>Drought Counselling</b>            Counselling and support services for people living in drought declared areas of Western Victoria.            Easily accessible our staff are based in drought affected communities of Western Victoria and offer support to individuals, children, families, professionals and all members of the community who may be experiencing hardship.            This service is free of charge. Our staff have the flexibility to meet with clients in an environment where they feel comfortable and at ease, this maybe at home in our office or the local park</p>		<p>Services offered at:            Horsham            Western District of Victoria            If you would like to speak with one of our staff about how this service may assist you or a family member please phone:            1300 303 988 or 03 5327 7960            Interpreter services can be arranged if required</p>
	<p><b>Carer Support</b>            Supports and information for Carers supporting a family member or friend with a diagnosed mental illness</p>	<ul style="list-style-type: none"> <li>• Lives in the areas of Ballarat, Hepburn, Golden Plains or Moorabool LGA's</li> <li>• Carer is someone who provides unpaid help and support to a partner, child, relative or friend who is unable to manage without their help.</li> </ul>	<ul style="list-style-type: none"> <li>• Referrals are accepted from families, self, carers or agencies</li> <li>• Referral forms are available from our website</li> <li>• <a href="http://www.centacareballarat.org.au">www.centacareballarat.org.au</a></li> <li>• Contact Coordinator, Mental Health Programs or our Carer Support Worker on 03 5337 8999</li> </ul>
	<p><b>Planned Respite Program</b>            The program allows carers and the care recipient to take some time out for their own needs and for both the carer and the care recipient to have a break</p> <ul style="list-style-type: none"> <li>• Social and recreational activities</li> <li>• Social support and events</li> <li>• Education and information</li> <li>• Referral &amp; advocacy</li> </ul>	<ul style="list-style-type: none"> <li>• Available to help with a diagnosed mental illness</li> <li>• Aged between 16-64 years</li> <li>• Live in the LGA's of the City of Ballarat, Hepburn Shire, Moorabool Shire and Golden Plains Shire</li> </ul>	<ul style="list-style-type: none"> <li>• Referrals from Carers, self, families or agencies</li> <li>• Referral forms can be obtained from the Centacare Ballarat website or by contacting the Coordinator Mental Health Programs or the Planned Respite Worker on 03 5337 8999</li> </ul>

Agency	Service	Eligibility	Referral Source and Service Intake process
<p>Centacare Counselling &amp; Family Relationship Services</p>	<p><b>Respite Accommodation</b>            Apple Tree Haven respite accommodation located in Central Ballarat. Supporting Carers of people with a mental illness and their families to have a break Provides short term planned respite accommodation for carers and their families</p>	<ul style="list-style-type: none"> <li>• Short term respite accommodation only</li> <li>• Property is available to all Carers and Care recipients diagnosed with a mental illness</li> </ul>	<ul style="list-style-type: none"> <li>• To book the property phone 03 5337 8938 or 03 5337 8931</li> </ul>
	<p><b>Housing Support for the Aged</b>            A long-term case management model this program assists people aged 50 years and over who are at risk of losing the Public Housing, or are on the Public Housing Waiting List and require extra support to maintain independent living. Our Support Worker, works collaboratively with people to assess their capability of maintaining stable accommodation, identifying risks and providing links to appropriate support services as required. We aim to help clients maintain their current housing or assist people with locating alternative stable accommodation.</p>	<ul style="list-style-type: none"> <li>• Over 50 years</li> <li>• At risk of losing public housing or public housing wait list and require extra support</li> </ul>	<ul style="list-style-type: none"> <li>• Referrals into this program can be made by individuals, carers, family members, community service organisations and health professionals</li> <li>• Phone 03 5337 8999 to discuss a referral</li> </ul>

Agency	Service	Eligibility	Referral Source and Service Intake process
Centacare Counselling & Family Relationship Services	<p><b>Access and Equity Program</b></p> <p>The program advocates for people from Cultural and Linguistically Diverse (CALD) backgrounds who require access to Home and Community Care (HACC) funded services and may be experiencing difficulty.</p> <p>Our Support Workers will identify individuals who are eligible for HACC funded services who are not accessing them. The program advocates for access to services on behalf of the individual.</p> <p>The program aims to:</p> <ul style="list-style-type: none"> <li>• Promote social inclusion for CALD clients</li> <li>• Refer clients to HACC services</li> <li>• Collaborate with participants and service providers to enhance service pathways</li> <li>• Assist people to increase their participation in social and community events.</li> </ul>		
	<p><b>Community Connections Program</b></p> <p>Community Connections assist people with complex needs living in low cost accommodation or who are homeless or at risk of homelessness, into urgent or essential social and health services.</p> <p>This outreach service will assess individuals who are experiencing social, emotional and health needs and provide advocacy support and referral to specialist and community services.</p> <p>People who suffer a mental illness, have an intellectual or physical disability, an acquired brain injury or are aged who live in a Supported Accommodation Services (SRS), rooming house or private hostel are supported under this program</p> <p>Our Community Connections team also work closely with accommodation providers and the health and welfare sector to develop innovative responses that meet the ongoing needs of target groups.</p>		
	<p><b>Access and Support Program</b></p> <p>The access and support program advocates for people who due to diversity, have barriers to accessing Home and Community Care (HACC) funded services and may be experiencing difficulty.</p> <p>Our Support Workers will identify individuals who are eligible for HACC funded services who are not receiving service due to diversity and barriers. We provide support to individuals to access HACC services which may also include referrals to other services.</p> <p>The program aims to:</p> <ul style="list-style-type: none"> <li>• Promote social inclusion for diversity groups</li> <li>• Refer clients to HACC services</li> <li>• Assist individuals to navigate the service system</li> <li>• Collaborate with participants and service providers to enhance service pathways</li> <li>• Assist people to increase their participation in social and community activities.</li> </ul> <p><b>Clemente Program</b></p> <p>A transformation higher education program, to empower people through educational opportunities that builds self-esteem, confidence and the development of written, organisational and communication skills as a foundation for ongoing study and personal development.</p> <p>Using a whole of community approach Centacare coordinate the program run through Australian Catholic University (ACU) in collaboration with The Smith Family, Federation University, United Way, Central Highlands Regional Library and City of Ballarat.</p> <p>This partnership is a whole of Community approach combining organisational capabilities and expertise to enhance community capacity, provide opportunities for people to participate, engage and contribute to the wellbeing of others and to help build a caring and cohesive Ballarat community. Participants in this program work towards a certificate in Liberal Studies competing one unit of study per semester. Centacare staff attend the weekly lectures and sessions along with volunteer learning partners that assist participants with their studies and any issues that may arise from personal circumstances which may impact on participants involvement in the program</p>		

Agency	Service	Eligibility	Referral Source and Service Intake process
Centacare Counselling & Family Relationship Services	<p><b>Housing Mental Health Pathways Program</b>            Short to long-term case management for people aged 18 and over who are exiting Ballarat Health Services Psychiatric Adult inpatient units and are at risk of homelessness.            A Case Manager works alongside clients to support each individual with access to secure and sustainable accommodation, advocating on the client's behalf and providing referrals to appropriate specialist and community supports as required.</p>		<ul style="list-style-type: none"> <li>• Referrals into this program are only accepted from Ballarat Mental health Services Psychiatric Services, Adult Inpatient Unit.</li> <li>• If you would like to speak with our Support Worker please phone:</li> <li>• 03 5337 8999</li> </ul>
	<p>Information and practical supports for victims for a violent crime against a person, their families or anyone affected by violent crime including family violence, sexual assault, physical assault and homicide.            If you are a victim of a violent crime, help is available through the Victims Assistance Program (VAP). VAP will assign a Case Manager to help you manage the effects of the crime by providing you with services tailored to your needs.            This service is available for direct victims of violent crimes, to those who witness, or provide assistance at the scene of a violent crime and family members of affected victims.            Depending on each individual's needs, the following services are available:</p> <ul style="list-style-type: none"> <li>• Referrals to additional support services, such as solicitors, counselling and</li> <li>• Therapeutic services</li> <li>• Assistance with information about the criminal justice system</li> <li>• Advocacy on the victims behalf</li> <li>• Supporting the victim in making statements to police and courts</li> <li>• Providing support at court and VOCAT hearings</li> <li>• Assisting with preparation of victim impact statements and submissions to the Adult Parole Board</li> </ul>		<p>Referrals into this program are accepted directly though our Centacare Victims Assistance Program Central Contact Line:            1300 033 818 (Monday-Friday, 9.00am-5.00pm)            You can also access further information and support from The Victims of Crime Helpline.            This service can refer you to your local Victims Assistance Program            1800 819 817 (7 days a week, 8am-11pm)</p> <p>If you would like to speak with one of our Case Managers please call            03 5337 8999</p>
	<p>Centacare Housing Service is a Registered Housing Provider.            Our mission is to provide long-term affordable community housing options for people on low incomes aged 18 years and over.            Our housing stock includes a number of properties we manage on behalf of the Department of Health and Human Services and 39 National Rental Affordability Scheme (NRAS) homes that Centacare own.            We provide people in the community with an affordable alternative to public housing and private rental accommodation.</p>		<ul style="list-style-type: none"> <li>• Applications for our properties can be made directly through our office on 03 5337 8935</li> </ul>

Agency	Service	Eligibility	Referral Source and Service Intake process
Department of Health & Human Services	Support for High Risk Tenancy (SHRT)	<ul style="list-style-type: none"> <li>• High-risk Tenancies in Public Housing</li> <li>• Tenant with complex needs</li> <li>• Central Highlands &amp; Western Area</li> <li>• Willingness to participate</li> <li>• Individuals or household with high and complex needs, with tenancies that are currently not sustainable</li> </ul>	<ul style="list-style-type: none"> <li>• referrals accepted from carers and service providers</li> <li>• Undertaking preliminary client eligibility assessment including an examination of current service responses</li> <li>• Once referral is deemed eligible the SHRT Co-ordinator will meet with the referrer to discuss the tenant's issues.</li> <li>• The SHRT Coordinator will link the Tenant to appropriate services and work with engaged services to coordinate a service approach</li> <li>• Provide secondary consultation</li> </ul>
Grampians Partners in Recovery	Care coordination	<ul style="list-style-type: none"> <li>• aged 25-64 years</li> <li>• persistent, enduring serious mental illness</li> <li>• complex needs requiring support from multiple services</li> <li>• willingness to participate</li> <li>• living in (old) Grampians Medicare Local catchment</li> </ul>	<ul style="list-style-type: none"> <li>• referrals accepted from self, friend, family, carer and service providers</li> <li>• referrals via 1800 056 400 (intake and enquiry line), email to <a href="mailto:info@grampianspir.org.au">info@grampianspir.org.au</a> or post to 60 High Street Ararat</li> <li>• Once referral is deemed eligible a Facilitator will meet with the client to discuss their needs and conduct an assessment (over a number of visits) using the Recovery Star</li> <li>• Facilitator will link the client to appropriate services and work with engaged services to coordinate client care</li> <li>• web page <a href="http://www.grampianspir.org.au">www.grampianspir.org.au</a></li> </ul>
	Service System Support	<ul style="list-style-type: none"> <li>• Provide support to mental health clients and/or their carers in the GPIR catchment</li> <li>• Have identified an issue which is a barrier to service or best outcome for target group</li> </ul>	

Agency	Service	Eligibility	Referral Source and Service Intake process
<p>Grampians Uniting Care (Wimmera UnitingCare and Ballarat UnitingCare)</p>	<p><b>Mental Health Community Support Services</b></p> <p>Mental Health Community Support Services (MHCSS) are funded by the Victorian Government to support people with a severe mental illness and psychosocial disability.</p> <p>With a focus on recovery, Community Mental Health Support Workers provide holistic support for each participant in response to their individual needs.</p> <p>Grampians Uniting Care are a funded MHCSS provider across the entire Grampians catchment.</p> <p>Community Mental Health Support Workers provide support for each participant as they learn more about the effects of their mental illness. The support is planned and provided using a personalised and consultative approach with each individual and other relevant people such as family members, carers, close friends, care coordinators and other support services.</p>	<ul style="list-style-type: none"> <li>• People seeking this service must:</li> <li>• Be aged between 16 and 65 years</li> <li>• Have a mental health diagnosis that has significant impact on their life</li> <li>• Have impairments that are permanent and may reduce functioning in life areas including communication, social interaction, learning self-care, and/or self-management, and</li> <li>• The illness affects their ability to work or interact socially</li> </ul>	<p>Referrals can be made in two ways</p> <ul style="list-style-type: none"> <li>• By contacting the agencies directly for a supported referral</li> <li>• By contacting ACSO</li> <li>• ACSO (direct referral)</li> <li>• Call the consumer intake and assessment line on 1300 022 760</li> <li>• Email <a href="mailto:connect@acso.org.au">connect@acso.org.au</a></li> <li>• Visit the ACSO Ballarat Hub, 356a Dana Street Ballarat</li> <li>• Complete the ACSO Online Webform (on behalf of the person)</li> <li>• The person can complete an Online Self-referral</li> <li>• When the person makes contact with ACSO an Initial Assessment will be completed:</li> <li>• An ACSO worker speaks with the person and completes an initial screening assessment (approx. 30 mins)</li> <li>• The person's eligibility for the service and their priority is determined</li> <li>• If the person is eligible they are allocated to the waiting list</li> </ul>

Agency	Service	Eligibility	Referral Source and Service Intake process
Headspace Ballarat	General health; mental health and wellbeing; work, school and study; alcohol and other drug services	<ul style="list-style-type: none"> <li>• 12-25 year olds</li> <li>• Mild to moderate presentations</li> <li>• No geographical boundary restrictions</li> <li>• MBS services via AHPs with or without MHCP</li> </ul>	<ul style="list-style-type: none"> <li>• Walk-in phone, online, self, family/care giver, schools, professionals, GP via MHCP</li> <li>• Walk in at 28 Camp Street Ballarat</li> <li>• info@headspaceballarat.org.au</li> <li>• Webpage www.headspace.org.au/ballarat</li> <li>• Ph: 5304 4777</li> </ul>
Mind Australia	General PHaMs (Personal Helpers & Mentors Service)	<ul style="list-style-type: none"> <li>• A formal clinical diagnosis of a severe mental illness is not required</li> <li>• PHaMs assist people aged 16 years and over whose ability to manage their daily activities and to live independently in the community is impacted because of a severe mental illness.</li> <li>• Participants are required to reside in specific postcodes to LGAs</li> <li>• Be in receipt of the Disability Support Pension or other government income support payment</li> </ul>	<ul style="list-style-type: none"> <li>• Referrals accepted from self, friend, family, carer and service providers</li> <li>• Referral via Mind Connect 1300 286 463 (intake and enquiry line).</li> <li>• Referral will be placed on a waiting list and then followed up with a call from the service regarding waiting times</li> </ul>
	Employment PHaMs	<ul style="list-style-type: none"> <li>• All of the above</li> <li>• Be engaged, or willing to engage with an employment service</li> <li>• Be willing to include goals relating to employment in his/her Individual Recovery Plan</li> </ul>	<ul style="list-style-type: none"> <li>• As above</li> </ul>
	Fee for Service	<ul style="list-style-type: none"> <li>• Mind provides support to people who have their own funds allocated to them through disability support/ TAC or work cover etc.</li> </ul>	<ul style="list-style-type: none"> <li>• As above</li> </ul>
	Service System Support	<ul style="list-style-type: none"> <li>• PHaMs is a Commonwealth funded outreach service that provides a 1:1 practical assistance to people with severe mental illness to help them achieve their personal goals, develop better relationships with family and friends, and manage their everyday tasks</li> <li>• Fee for Service funds may be used to buy a range of services that provide supports chosen by the person to assist them to achieve their goals. The funding may complement existing informal support arrangements from family and friends and/or generally available community services.</li> </ul>	

Agency	Service	Eligibility	Referral Source and Service Intake process
Salvation Army Doorways Program	Community Support Services Emergency Relief ER Case Management Counselling Financial Counselling Positive Lifestyle Program Meals Program	<ul style="list-style-type: none"> <li>Services available for all Families &amp; Individuals</li> </ul>	<ul style="list-style-type: none"> <li>referrals accepted from self, friend, family, carer and service providers</li> <li>on presentation at BCC 102 Eureka Street Ballarat</li> <li>Operating hours 9:30am -2:30pm Mon - Fri</li> </ul>
	Service Systems Support	<ul style="list-style-type: none"> <li>Provision of food, material aid and financial assistance for utilities (documentation required)</li> <li>Budgeting</li> <li>Referral to ER Case Management</li> <li>Referral to Financial Counselling</li> <li>Referral to Counselling</li> </ul>	<ul style="list-style-type: none"> <li>Via local service networks</li> <li>email to <a href="mailto:salvationarmy.org.au/ballarat">salvationarmy.org.au/ballarat</a></li> </ul>
St John of God Social Outreach Mental Health Services Ballarat	Pomegranate House	<ul style="list-style-type: none"> <li>Eligible to All Ages</li> <li>Mental Health Concerns.</li> <li>Appointments office based.</li> </ul>	<ul style="list-style-type: none"> <li>Anyone can refer.</li> <li>Phone: 5320 2260 Fax: 5331 8455</li> <li>Client will be asked to contact to initiate intake process.</li> <li>All clients require a Mental Health Care Plan.</li> <li>Low cost to the client, means adjusted.</li> <li>Clients provided with up to 12 sessions.</li> <li>Additional sessions maybe available to the client at low cost, this may include time limited short term or time limited longer term therapy</li> </ul>
	Raphael Service	<ul style="list-style-type: none"> <li>Families experiencing mental health concerns or parent child relationship difficulties from the period of conception till the Index child is four years of age.</li> </ul>	<ul style="list-style-type: none"> <li>Medical referral required.</li> <li>Phone: 5320 2016 Fax: 5320 2018</li> <li>Mental Health Care Plan required.</li> </ul>
	<p>Further updates for SJOGH Ballarat include:            Bloomsbury House will not be reopening in the foreseeable future.</p> <ul style="list-style-type: none"> <li>St John of God Healthcare will be opening a Horizon House in Ballarat. Information can be found at</li> <li><a href="http://www.sjog.org.au/social_outreach/horizon_house.aspx">http://www.sjog.org.au/social_outreach/horizon_house.aspx</a></li> </ul> <p>Horizon House provides accommodation, care and support to young people aged 16 to 22 years who are currently experiencing, or are at serious risk of, homelessness. Horizon Houses welcome young people from all backgrounds, providing long-term support for education, training, employment and life-skills development. Horizon Houses give young people the opportunity to live in a caring, home-like environment that encourages respect and responsibility. A three-tiered program provides a supported, step-down approach towards independent living that helps provide young people with the best chance of success so they can realise a brighter future for themselves and fulfil their potential.</p>		



Agency	Service	Eligibility	Referral Source and Service Intake process
WellWays Australia – Ballarat (Formerly Mi Fellowship)	MHCSS Community Mental Health Support in a 1:1 or group capacity	<ul style="list-style-type: none"> <li>• Aged 16-64 years</li> <li>• People who are experiencing difficulties with their mental health</li> <li>• Willing to engage/participate</li> <li>• Living in Ballarat, Golden Plains, Moorabool and Hepburn LGAs</li> </ul>	<ul style="list-style-type: none"> <li>• Referrals received via ACSO Connect 1300 022 760</li> <li>• Can support an individual to make a referral either by phoning or presenting at the office</li> <li>• ACSO holds this referral until we have a vacancy, then sends it through</li> <li>• Once referral received, it is allocated to a Community Mental Health Support Worker to commence support</li> <li>• Collaborative focus</li> </ul>
	RTO	<ul style="list-style-type: none"> <li>• Aged 16 and above</li> <li>• Anyone within the community</li> <li>• Willing to engage/participate</li> </ul>	<ul style="list-style-type: none"> <li>• Term calendar produced and available during last week of school term</li> <li>• To be placed on the mail out list, phone or email</li> <li>• To register for courses, phone or email</li> <li>• Other group support programs also open to people experiencing difficulties with their mental health and their carer/support person/s</li> <li>• Phone: 03 4333 0251</li> <li>• Address: 53 Humffray St Nth Ballarat 3350</li> <li>• Email: nforal@mifellowship.org or grampians@mifellowship.org</li> <li>• Web page www.mifellowship.org</li> </ul>



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