

Wings of Care (Kanfei Chesed) Inc.



“Wings of Care” – Kanfei Chesed Resource Guide has been compiled as a reference for anyone in the community seeking information in the area of mental health.

All data is current at the time of publication and will be updated as necessary. We hope and trust that this resource guide will be of some benefit to you or someone you know.

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1. Crisis & Help Lines

In emergency, please ring your local hospital psychiatric department. They will then refer you to the appropriate service for you problem and area.

For example; Box Hill – Upton House 9895 4945/ 9895 4952
After 4.30pm and on weekends, 9843 5823
Bentleigh – Monash Medical Centre Triage 1300 369 012, 95946666
St Kilda – Alfred Psychiatry Triage 9276 2357
All Hours 1300363746

For immediate crisis:

Fire, Police & Ambulance 000

Care Ring

Your Crisis Line 13 61 69 (24 hrs crisis telephone counselling)

Lifeline 13 11 14 (24 hrs crisis line)

Victorian Suicide Helpline 1300 651 251 (24 hrs crisis line)
Joint service provided by Lifeline/Care Ring.

Kids Help Line

Freecall:1800 55 1800 (24 hrs a day,7 days a week)
It provides one-off and ongoing counselling
Ages: 5-25 yrs.
Counselling is also available online via web chat.
www.kidshelp.com.au or Email
counsellor@kidshelp.com.au
KHL Counsellors are paid mental health professionals.

Direct Line

9416 1818 (24 hrs crisis line)
see also Drug & Alcohol)
phone counselling, referral service.
1800 136 585 (for country areas.)

Commonwealth Carelink Centre

1800 052 222 9-5pm Monday - Friday
Aged care and disability support information and referral

Care Source

9558 0719 (Fax 9558 2019)

Counselling Online	www.counsellingonline.org.au 1800 888235
Family Drug Helpline	1300 660 068 Run by family members of drug users. Support groups available
Gamblers Helpline	1800 156 789
Grief Line	9596 7799 (15 hrs 12 noon-3am) An anonymous telephone counselling service.
Lifeforce (National)	(02) 9874 2111 (Suicide prevention program) Educational Program for service providers
Mensline Australia	1300 789 978 Family and relationships matters- Talk it over.
Men's Referral Service (The)	(03)9428 2899 Regional Free Call 1800 065973 For men concerned about their anger or violence toward their family
Parentline	13 22 89 (local call) 7 days a week, 8-12pm weekdays. 8-10pm weekends. An Information and referral service. Telephone counselling available.
Sane Australia Helpline	1800 18 SANE (7263) 9-5:15 Monday-Friday
Violence Against Women	1800 200 526
Women's Domestic Violence Crisis Service	1800 015 188

2. Mental Health Services

a) CLINICAL

(i)Bayside

Alfred Psychiatry & Triage

Tel: Rural Victoria 9276 2357 24 hrs.

Tel: 1300 363 746 (All hours)

Alfred Hospital – Inpatient Unit

Commercial Rd, Prahran

Tel: 9276-2185

Level Ground - Waiora Clinic

9276-3912

Level One – Junction Clinic

9276-3922

Crisis Assessment and Treatment Team (CATT)

(Depending on where you reside)

Junction Clinic 2-12 St Kilda Rd, St Kilda 3182

Tel: 8517 9888

Waiora Clinic 600 Orrong Rd, Armadale 3143

Tel: 9508 4700

Alfred Child & Adolescent Mental Health Service (CAMHS)

Alfred CAMHS is a non fee-paying service, which helps

Children and adolescents (aged 0-17yrs and 11 months) with emotional, social, behavioral and developmental difficulties.

Level 2, 999 Nepean Highway, Moorabbin 3189

Tel 8552 0555 hrs; 8.30-5pm.M-F Fax; 9532 5631

1300 363 746 (crisis assessment team)

Alma Road Community Care Unit

Alfred hospital psychiatric services

Rehabilitation program

Unit 2, 75 Alma Rd, St Kilda 3182

Tel: 9537 2052

Albert Road Clinic (Private)

31-33 Albert Rd, Melbourne 3004

Tel: 9256 8311

Albert Road Centre for Health (Private)

60 Albert Rd, South Melbourne 3205

Tel: 9694 7110

The Victoria Clinic – Private hospital

324 Malvern Road, Prahran 3181

Tel 9526 0200 Fax 9526 0222

Consulting Suites- 308 Malvern Rd Prahran, Tel 9521 2733

Caulfield General Medical Centre

Caulfield Aged Psychiatry service. For patients living in Glen Eira, Port Phillip, Stonnington, St Kilda, Port Melbourne and part of Prahran areas. Caulfield

Aged Psychiatric Services:

Gate 3 260 Kooyong Rd, Caulfield 3162
Tel: 9276 6387

Maps. Mobile Aged Psychiatry Services (9-5pm M-F)
Tel: 9276 6012 Intake worker

Baringa Psychogeriatric Assessment Unit
Tel: 9276 6387

Psychogeriatric Nursing Home Namarra
Tel: 9276 6391

(ii) Southern Health

Dandenong Area Mental Health Services

Child, Adult and Aged Care Psychiatry Outpatients.
Covers Dandenong, Springvale, Dovetone
Pakenham etc, as pretyped list.
Cleeland St, Dandenong 3175
Tel: 1300 369 012

Kingston Aged Mental Health Team

Warrigal Rd, Cheltenham 3192
Psychiatric Geriatric assessment team PGATS.
Provides psychogeriatric assessment and support. Has
Assessment ward, two nursing home facilities and one
Hostel specifically for people with a psychogeriatric illness.
65+
Tel 9265 1750 8.30-5pm
AH Crisis 1300 369 012

Monash Adult Psychiatry

Clayton Community Mental Health Services
Psychiatric Triage Services/Community Assessment Team 1300 369 012
24 Hours a day (part of MMC) included in CMHS
Covers Clayton, Dandenong, Casey-Cardinia

Monash Child and Adolescent Mental Health Service

Assessment and treatment
for 0-18 years with a severe mental illness.
264 Clayton Rd, Clayton 3168
1300.369 012

Non-Clinical/Outreach

(i) Bayside

Inner South Community Health Centre

240 Malvern Rd Prahran

Tel: 9525 1300

18 Mitford Street StKilda

Tel: 9529 2366

10 Inkerman Street St Kilda

Southport

Tel: 9690 9144

341 Coventry Street South Melbourne

Prahran Mission: Second Story

Includes social group in conjunction with Jewish Care.

211 Chapel St, Prahran 3181

Tel: 9521 2711

Richmond Fellowship

Head Office: 2, Wellington Street

Collingwood 3066

Tel; 94182300

Inner South Outreach

Edith Pardy House

Residential Rehabilitation Service

84 St Vincent Place

Albert Park

Tel 9690 4266

Southern Respite Service

86 St Vincent Place

Albert Park 3206

Tel 9686 4900

Trelowarren House

Residential Rehabilitation Service

543 Orrong Road

Armadale 3143

Tel 9510 1381

Inner South Outreach

as above

(ii) Southern

Conquest employment

An open employment program to assist people back to work

At Admin address

Tel 9584 7944

Carer & Self Help group available

Reach Out Southern Mental Health.

Admin Office
8b Park Road
Cheltenham
9585 5677
www.smha.org.au

Resource Centre

Psychosocial Rehab Services
3 Stanley Avenue, Cheltenham
Tel: 9585 5788

Sails

Supported housing & independent Living Skills
Admin Office Address
Tel 9585 5744

Also refer to [Mental Health Hospital List](#)

3. Peak Mental Health Bodies

Beyondblue

An organization devoted to increasing awareness and understanding of depression in the community.
info line 1300 22 4636
www.beyondblue.org.au

Mental Health Foundation of Australia (Victoria)

Mental Health House
270 Church Street Richmond 3121
94270406 M-F 9-5pm Fax 9427 1294
www.mentalhealthvic.org.au

Aims to increase awareness of and for the care, treatment and support for people with a mental illness

Mental Illness Fellowship (Victoria) Ltd

For people with mental illness, their families and friends.
Offers support programs for families and consumers.
Provides advocacy and presents and discusses the issues that people with a mental illness face.
A platform for people with a mental illness; school and tertiary Education programs. Accommodation – supportive services.

276 Heidelberg Rd
Fairfield Vic 3078
Tel: 9482 4199
www.mifellowship.org

Richmond Fellowship

Refer above

www.rfv.org.au

info@rfv.org.au

Reach Out Southern Mental Health

Refer above

Sane Australia

National Organization which operates a free call Helpline offering information on mental illness and Referral to local services. Provide education on Mental illness
PO Box 226 South Melbourne 3205

Tel: 9682 5933

Helpline; Freecall 1800 18 SANE (7263) 9-5pm: Mon – Fri

Website www.sane.org Email: helpline@sane.org

4. Communal Facilities/Services

Refer to [Jewish Mental Health Network](#)

Also refer to [Mental Health Hospital List](#)

5. Drug & Alcohol

Direct Line

24 hour support and referrals

1800 888 236

Drug Information (general)

Tel: 13 15 70

Dual Diagnosis Resource Centre

Specialist service focusing on individuals with a dual diagnosis of mental illness and a drug/alcohol problem. Dandenong based for the South-East regions of Melbourne.

Level 3 229 Thomas Street Dandenong 3175

Tel; 8792 2339

Families Anonymous

Support group for relatives and friends of drug and alcohol users

PO Box 86 Glen Waverly 3150

Tel: 9889 8112 (9am-9pm)

Narcotics Anonymous

(8-1pm daily) 9525 2833

Southcity Clinic

First floor

61-69 Brighton Rd, Elwood 3184
Tel: 9525 7399; Fax 9525 7369
Specialist clinical services.
www.southcityclinic.com.au

South East Alcohol & Drug Services (SEADS)

Level 2 229 Thomas Street Dandenong 3175
Phone 8792 2330 Fax 8792 2331
www.shcn.com.au

Turning Point Drug and Alcohol Centre

54-62 Gertrude St Fitzroy
Admin: 8413 8413. Clinic 84138444
Fax: 9416 3420
www.turningpoint.org.au

VIVAIDS

Support and information for drug users
Tel: 9419 3633 (10am-6pm)
1800 443 844
275b Smith Street Fitzroy 3065
vivaids@vivaids.org.au

6. Information

Department of Human Services

555 Collins St, Melbourne 3000
Ask for Mental Health Publications area
General Inquiries for mental health:
Tel: 9616 7777

For Information regarding Victorian Mental Health services visit
Victorian Govt. Health Information:
www.health.vic.gov.au/mentalhealth

For consumer based health information
Better health channel:
www.betterhealth.vic.gov.au

Mental Health Branch
Metropolitan Health & Aged Care Services
www.dhs.vic.gov.au/ahs/mhbranch.hgm

www.health.vic.gov.au/mentalhealth/services

This site gives an outline of mental health services throughout the state of Victoria in
Adolescent, Adult and Aged Care

Legal

Mental Health Legal Centre

Level 4/520 Collins St Melbourne

Tel: 9629 4422 Fax 9614 0488

For advice mon, wed, & fri 3pm-5pm

1800 555 887(country)

Legal advice given when specifically related to a mental illness.

www.communitylaw.org.au/mentalhealth

Email mentalhealthvic@fcl.fl.asn.au

7.Family Support/Carers

ARAFEMI Victoria

Self help groups for relatives and friends. Come together for mutual support and sharing information and experiences. A support-housing program exists.

Rehabilitation residential project.

Bridging the Gaps for families of younger people (16+)

Offspring group for people whose parents have a mental illness.

Camberwell Bi-polar group. For those experiencing Bipolar Disorder

Suite 1, 1091 Toorak Rd Camberwell, 3124

Tel: 9889 3733

Fax: 9889 2878

Care & Support line: As above (M-F 9-5pm)

www.arafemi.org.au

admin@arafemi.org.au

Carers Victoria

Peak Body for Carers in Victoria

9396 9500

Level 1/37 Albert St. Footscray 3011

Freecall: Commonwealth Carer Resource Centre

1800 242 636

Offers free carer support kits

Information and phone counselling

To access regional support and respite services

1800 059 059 (24hrs) to contact your local service

www.carersvic.org.au

Commonwealth Carer Respite Centre Southern Region

Provides information, assistance, counselling and respite options for families, friends, partners who support someone living with a mental illness. Coverage includes the councils of Glen Eira, Port Phillip and Stonington.

Caulfield House

260 Kooyong Rd Caulfield 3162

Care Line !800 059 059 (24hrs).

Website: www.caresouth.org.au

Carer Resource Centre

Information & resource for carers, service providers and the general public

Education and Training Programs

Counselling Program

37 Albert Street

Footscray 3011

Freecall: 1800 242 636 8.30-4.30pm M-F

Tel 9396 9500 9-5pm M-F

Fax 9396 9595

www.carersvic.org.au

carersvic@carersvic.org.au

Carer Support Brokerage Fund

Can assist with meeting some of the costs of the caring role particularly during a period of actual or potential crisis. To be eligible, the person being cared for needs to be linked with a clinical case manager.

(eg. Alfred Psychiatry. 9508 4700).

Contact Department of Human Services for your appropriate area.

Carer Support Group (Inner South)

Inner South Parents and Friends

2nd Tuesday of every month at 7:30pm

Betty Day Centre 67 Argyle Street St Kilda

95084723- Judith Rafferty

Camberwell Relatives and Friends Support Group

As above

Families Anonymous

(See Drug & Alcohol)

Southern Respite Services

Offers a range of respite options for consumers/carers.

Tel: 9686 4900

8. Family and Individual Counselling Services

Centacare

Catholic Family Services

For families, individuals and communities, providing counselling services that improve the lives of those in need.

Cabrini Centacare

Tel: 9576 2377

cabrini@centacaremelbourne.org.au

www.centacaremelbourne.org

Connections

A community welfare agency of the Uniting Church and the Uniting Care network supporting people in need.

Tel: (03) 9724 2222

enquiries@connections.org.au

www.connections.org.au

Men's Referral Service (The) (03)9428 2899

Regional Free Call 1800 065973

For men concerned about their anger or violence toward their family

Psychological Clinic- Swinburne University of Technology

Probationary psychologists do their Masters and Doctorates Degree – under supervision

9214 8653

www.swinburne.edu.au/clinic

9. Anxiety & Obsessive Compulsive Disorder

Anxiety Disorders Association of Victoria (Inc) (ADAVIC)

Support, friendship, encouragement and recovery management for anxiety and mood disorders.

Monday to Friday 10.30am to 4.30pm

Ph: (03) 9853 8089

www.adavic.org.au

adavic@adavic.org.au

Anxiety Recovery Centre Victoria (ARC)

Community mental health organization providing support, recovery, early intervention and educational services to people and their families living with anxiety disorders.

Contact for details on the range of support groups on offer.

PO Box 358 Mt Waverly 3149

Tel: 9886 9377 (Tue-Thu 10am-4pm)

Fax: 9886 9411

Email arcmail@arcvic.com.au

OCD & Anxiety Helpline.

A service within ARC. Provides telephone counselling, information and referrals to people with obsessive compulsive disorder (OCD) and anxiety disorders and their families.

Tel: 9886 9377 (Mon - Thur, 10-4pm)

Reconnexion

Specialized treatment service for children and adults with anxiety, stress and depression

222 Burke Road Glen Iris 3146

Tel: 9886 9400

Fax: 9886 0650
www.reconnexion.org.au
info@reconnexion.org.au

10. Cross Cultural

Victorian Transcultural Psychiatry Unit (VTPU)

VTPU offers a wide range of programs within the fields of education and professional development, research, community and service development, and a library.

Address:

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

Phone: 03 9417 4300
Email: info@vtpu.org.au
Website: <http://www.vtpu.org.au>

11. Miscellaneous

Agoraphobia Support Group

c/- Crown St, Laverton 3028
Tel: 9369 4866

Eating Disorders Foundation of Victoria

Support, information, referral & education
for people with eating disorders, their Friends and families
1513 High St, Glen Iris, 3146
Tel: 9885 0318
Fax: 9885 1153
www.eatingdisorders.org.au
edfv@eatingdisorders.org.au

GROW (Victoria)

Provides weekly mutual support self- help groups (2hrs) for people experiencing mental and/or emotional problems. No cost. No referral needed. Call for nearest group to you.

29 Erasmus St, Surrey Hills 3127
Tel: 9890 9846
1800 604 066 9-5pm.
vic@grow.net.au
www.grow.net.au

Melbourne Clinic

130 Church St, Richmond 3121
Tel: 9420 9280

Mental Health Foundation of Victoria

266 Church St, Richmond 3121
Tel: 9427 0407

Mental Health Research Institute of Victoria

155 Oak St, Parkville 3052
Tel: 9388 1633

Mental Health Review Board of Victoria

Level 30, Marland House,
570 Bourke St Melbourne 3000
Tel: 8601 5270 or 1800 242 703

Post and Ante Natal Depression Association (PANDA)

Provides telephone support referral and information
270 Church Street Richmond 3121
Tel 9428 4600
Fax: 9428 2400
Web address www.panda.org.au
email info@panda.org.au

Psychotropic Drug Advisory Service

The Psychotropic Drug Advisory Service provides independent information on psychiatric medicines and other psychoactive substances to a broad customer base. Psychiatrists, general practitioners, allied health professionals, consumers, carers, and support organizations use the service.
Tel: 9389 2920
Fax: 9387 5061
Email cculhane@mhri.edu.au
<http://www.mhri.edu.au/psychotropic.htm>

St. Vincents Mental Health Service

1300 558 862 Triage (24 hrs a day)
PO Box 2900 Fitzroy 3065
Tel: 9288 2211
Fax: 9288 4147
gioskog@svhm.org.au
www.svhm.org.au

Victorian Mental Health Awareness Council (VMIAC)

23 Weston St, Brunswick 3056
Tel: 9387 8317
Fax: 9388 1445
admin@vmiac.com.au
www.vmiac.com.au

Provide information education and advocacy services for those suffering from a mental illness

12. Recreation

Bromham Place Clubhouse

Helping to assist people back into the workforce who have been out of work for some time with a mental illness.

Psychosocial activities

Building confidence and social skills in a group setting.

10 Bromham Pl, Richmond 3121

PO Box 703 Richmond 3121

Tel: 9427 7377 Fax 9427 9308

Email bromham@mifellowship.org

Second Story – Prahran Mission

211 Chapel St, Prahran 3181

Tel: 9521 2711

13. Employment Links

WCIG Employment Services

<http://www.wcig.org.au/jobseekers/preparation/mentalillness.html>

Job Access – job accommodations etc - <http://www.jobaccess.gov.au/joac/home>

Conquest employment

An open employment program to assist people back to work

At Admin address

Tel 9584 7944

Carer & Self Help group available

14. Overseas

Mental Health Foundation

List of Internet resources on Mental Health. Vast listings including an analysis by continent.

mhf@mentalhealth.org.uk