

**KNOX**  
your city



# Knox Youth Services

Services Guide – for young people, families, and those that work with young people



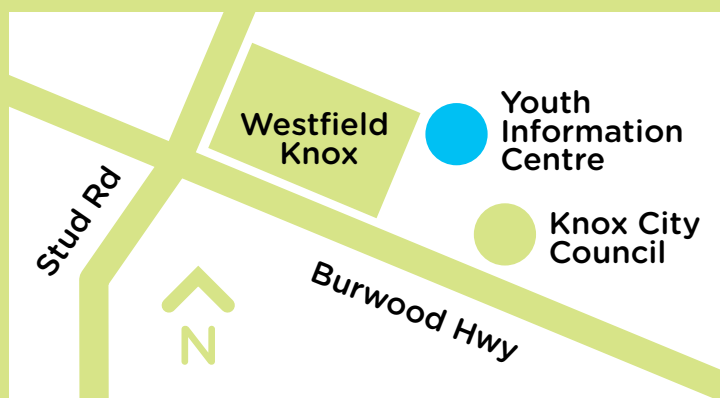
**Knox City Council Youth Services** provides information, referral, support and programs for young people aged 10-25 (and their families) who are living, working, studying or have a connection to City of Knox.

For more information, call 9298 8469  
or visit [knox.vic.gov.au/youth](http://knox.vic.gov.au/youth).

**Knox School Focused Youth Service** works with schools and community-based agencies to support young people in Years 5-12, who are attending school but are vulnerable to, or showing signs of disengaging from education. Knox SFYS can provide advice, linkage and funding for programs to help students, as well as support to schools.

Contact the Coordinator on 9298 8465  
or visit [knox.vic.gov.au/youth](http://knox.vic.gov.au/youth)

**The Youth Information Centre (YIC)** is located in Knox Ozone in Wantirna South and provides information, individual support, short-term counselling and referral to young people and their families – and those that work with young people – on a range of issues including accommodation, family conflict, and relationships.



T 9298 8469

f @knoxcc

t knoxyouthservices

[knox.vic.gov.au/youth](http://knox.vic.gov.au/youth)

## Local Government Youth Services

### Knox

9298 8469  
knox.vic.gov.au/youth

### Maroondah

9294 5704  
maroondahyouth.com.au

### Yarra Ranges

1300 368 333  
yarraranges.vic.gov.au/youth

### Other

**No Wrong Door** – a list of services to support young people, families and professionals.

nowrongdoor.com.au

**EACH** – provides an integrated range of health, disability, counselling and community mental health services.

1300 003 224  
each.com.au

**headspace Knox** – provides young people aged 12–25 access to confidential and free mental health support, health advice, and general information.

9801 6088  
headspace.org.au/  
headspace-centres/knox/

## Domestic violence/abuse & sexual assault

### Australian Childhood Foundation

Counselling for young people aged under 17 who have experienced abuse or family violence or are exhibiting inappropriate sexual behaviour.

1300 381 581  
childhood.org.au

## Domestic Violence Resource Centre of Victoria

Information and referral for victims of domestic violence.

dvrvc.org.au  
9486 9866 (9am–5pm)

## Eastern Domestic Violence Service

A specialist family violence service for women and their children who are currently living with or have experienced family and domestic violence.

edvos.org.au  
9259 4200 (9am–8pm)  
1800 015 188

## Eastern Centre Against Sexual Assault (ECASA)

Provides counselling and advocacy services for victims/survivors of recent or past sexual assault.

casa.org.au  
9870 7310  
1800 806 292  
(Crisis line 24hr service)

## 1800RESPECT

Confidential information, counselling and support service. Open 24hrs to support people impacted by sexual assault, domestic or family violence and abuse.

1800respect.org.au  
1800 737 732

## Men's Referral Service

Telephone counselling, information and referral service for men taking responsibility for their violent behaviour.

ntv.org.au  
1300 766 491

## Accommodation & housing

(For young people who are homeless or at risk of becoming homeless)

### Community Housing Ltd

Housing information, support and referrals.

chl.org.au  
9856 0098 (Box Hill)  
1300 245 468 /  
1800 825 955  
(assistance line)

### Frontyard Youth Services

For young people aged 12–25 who are homeless or at risk of homelessness or requiring support.

frontyard.org  
1800 800 531 (free call)  
9611 2411  
1800 627 727 (AH)

### UnitingCare Harrison

Support for young people and families in the Eastern region.

unitingcareharrison.org.au  
1800 825 955 (24/7)  
9051 3000

### Wesley Eastern Homeless Crisis Service

Emergency accommodation and support for young people in the Eastern region.

wesley.org.au  
8870 4000 (9am–5pm)

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## Alcohol & other drugs

(Counselling, Consultancy & Community Education)

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### LINK (Health and Community)

Addiction Recovery Service offers free and confidential programs for adults, young people, families and friends. Youth counsellors can support young people aged 12-21.

[linkhc.org.au](http://linkhc.org.au)  
1300 552 509

### Counselling online (operated by Turning Point, Vic)

Drug and alcohol counselling, information and referral.

[counsellingonline.org.au](http://counsellingonline.org.au)  
1800 888 236

### EACH - Youth Drug and Alcohol Counselling

Provides individual counselling for alcohol and drug dependence, as well as education for young people and their families.

[each.com.au](http://each.com.au)  
1300 007 873

### Youth Drug and Alcohol Advice (YoDAA)

YoDAA is Victoria's Youth Drug and Alcohol Advice service for workers, young people, families, carers and schools.

[yodaa.org.au](http://yodaa.org.au)  
1800 458 685

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## Counselling & support

### Anglicare Family Services

Counselling, family support, adult drug and alcohol counselling.

[anglicarevic.org.au](http://anglicarevic.org.au)  
1800 809 722  
9721 3688 (Bayswater)

### CatholicCare Strengthening Families and Communities

Counselling and support, family dispute resolution, school refusal support, and more.

[ccam.org.au](http://ccam.org.au)

### Citylife Community Care

Faith-based organisation, supports people in times of crisis, financial need and distress.

[citylife.care](http://citylife.care)  
9871 8900 (Knox)

### Gamblers Help Eastern

Free confidential counselling and financial counselling for people with gambling issues.

[gamblershelp.com.au](http://gamblershelp.com.au)  
1800 858 858  
1800 262 376 (youth line)

### EACH

Provides a range of services for young people and their family; health, disability, counselling, family, dental, financial counselling, gamblers help, individual support.

[each.com.au](http://each.com.au)  
1300 003 224

### Knox Youth Services

The Youth Information Centre (YIC) provides information, individual support, short-term counselling and referral for young people and their families.

[knox.vic.gov.au/youth](http://knox.vic.gov.au/youth)  
9298 8469 (YIC)  
9298 8000 (Council)

### MensLine

Telephone and online counselling service for men with family and relationship concerns.

[mensline.org.au](http://mensline.org.au)  
1300 789 978 (24/7)

### Mullum Mullum Indigenous Gathering Place

A community that is committed to retaining, promoting and strengthening Aboriginal and Torres Strait Islanders' cultural identity in Eastern Metro Melbourne.

[mmigp.org.au](http://mmigp.org.au)  
9725 2166

### CanTeen

Counselling/support for young people aged 12-24 who have/had a parent/guardian who has cancer or who has passed away due to cancer.

[canteen.org.au](http://canteen.org.au)  
1800 835 932

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## Crisis phone support

### Child Protection Services

To report a concern which has a serious impact on a child's immediate safety.

1300 360 391  
13 12 78 (AH)

### Child FIRST

To discuss a concern which has a moderate impact on a child's care and development, when immediate safety is not compromised.

[services.dhhs.vic.gov.au/child-first-and-family-services](http://services.dhhs.vic.gov.au/child-first-and-family-services)  
1300 369 146



**Kids Help Line (24hrs)**

Anonymous, confidential, and professional phone, web and email counselling.

[kidshelp.com.au](http://kidshelp.com.au)

1800 551 800

**Life Line (24hrs)**

Crisis counselling and referral service.

[lifeline.org.au](http://lifeline.org.au)

13 11 14

**Suicide help line**

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

13 11 14

1300 651 251

**Safe Steps - Family Violence Response Centre**

Support, information and referral for women and children to live free from family violence.

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

1800 015 188 (Toll free)

**Disability support****DHHS - Disability Services**

Information, support services, aids and equipment, community life and jobs and accommodation.

[services.dhhs.vic.gov.au/disability](http://services.dhhs.vic.gov.au/disability)

1800 783 783

1800 008 149 (TTY)

**Interchange Outer East**

Programs and services for families of children and young adults with disabilities.

[ioe.org.au](http://ioe.org.au)

9758 5522

**Metro Access Knox**

Supports the inclusion of people with disabilities and their carers in community life.

[knox.vic.gov.au/disability](http://knox.vic.gov.au/disability)

9298 8000

**Yooralla**

Services for people with disability and carers of all ages.

[yooralla.com.au](http://yooralla.com.au)

9666 4500

**Youth Disability Advocacy Service****@ YACVIC**

Advocacy service dedicated to helping young people with disability achieve their human rights.

[yacvic.org.au/ydas](http://yacvic.org.au/ydas)

0429 964 859

**NDIS (National Disability Insurance Scheme)**

Provides support for Australians with disability, their families and carers.

[ndis.gov.au](http://ndis.gov.au)

1800 800 110

**Employment & training****(Transitions/Education)****Centrelink Youth Services Unit**

[centrelink.gov.au](http://centrelink.gov.au)

Employment Services (22 & over) 132 850

Social Work Services 132 850

Employment Services (under 22 years) 132 490

Youth Allowance (16-24 years) & Austudy (over 25 years) 132 490

Abstudy (Aboriginal and Torres Strait Islander students) 1800 132 317

Australian Apprenticeships 133 633

Parent Benefits 136 150

**EACH Employment Services**

Assists people who have a physical disability and/or mental health condition to find a job. Provides support to help employees

and employers sustain the employment relationship.  
[each.com.au/employment-services](http://each.com.au/employment-services)

8720 2500 (Boronia)

9259 4100 (Ringwood)

9735 7900 (Lilydale)

**Knox Community/ Neighbourhood Houses - Learn Local**

Offer an accessible and sociable learning environment and programs including VCE, VCAL certificate and diploma courses in computer skills and vocational training. Contact individual houses for more information.

[knox.vic.gov.au/learnlocal](http://knox.vic.gov.au/learnlocal)

**KYM (Victoria) Inc Training & Youth Programs**

Provides education, counselling, training and support services to the community, especially young people and people with disability.

[kym.com.au](http://kym.com.au)

9722 5777 (Bayswater)

**Swinburne University - Wantirna campus**

[swinburne.edu.au](http://swinburne.edu.au)

9214 8000 (General)

1300 794 628 (Course Info)

**Box Hill Institute/TAFE - Lilydale Lakeside campus & Box Hill**

[boxhill.edu.au](http://boxhill.edu.au)

1300 291 634 (General)

1800 809 718 (Course Info)

**UnitingCare Harrison**

Support in gaining life and living skills training to assist young people to live independently. Provides links to education, employment and training.

[unitingcareharrison.org.au](http://unitingcareharrison.org.au)

1800 825 955 (24/7)

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## Financial & material aid

### EACH Financial Counselling

A free and confidential service for people living or working in Knox and surrounding areas.

[each.com.au/service/financial-counselling](http://each.com.au/service/financial-counselling)  
1300 003 224

### Knox Infolink

Information, support and referral service, and the main provider of emergency relief assistance for citizens of Knox.

[knoxinfolink.org.au](http://knoxinfolink.org.au)  
9761 1325 (Mon-Thurs 10am-3pm)

### Champion (Community Hub and Meeting Place in Our Neighbourhood)

A safe place to gather your thoughts, collect some food, use the computer, emergency food relief (no vouchers), advocacy and advisory service.

[templesociety.org.au/champion.html](http://templesociety.org.au/champion.html)  
1800 007 007

### UnitingCare Harrison

Provide a list of client services in local government areas to assist with material aid support.

[unitingharrison.org.au/index.php/get-assistance/crisis-assistance](http://unitingharrison.org.au/index.php/get-assistance/crisis-assistance)

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## General health

### EACH Youth Health Clinic

Located in Ringwood and Knox headspace, a nurse or doctor is available to see young people. Contact for opening times and appointments.

[each.com.au/service/youth-health-clinic/](http://each.com.au/service/youth-health-clinic/)  
9871 1802 (Ringwood) 9801 6088 (Knox)

### EACH

Services for young people and their family; health, disability, counselling, family, dental, individual support.

[each.com.au](http://each.com.au)  
1300 003 224

### Nurse-On-Call

A phone service that provides immediate expert health advice 24 hours a day.

[health.vic.gov.au/primary-and-community-health/primary-care/nurse-on-call](http://health.vic.gov.au/primary-and-community-health/primary-care/nurse-on-call)  
1300 606 024

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## Legal issues

### Consumer Affairs

Consumer Affairs Helpline  
[consumer.vic.gov.au](http://consumer.vic.gov.au)  
1300 558 181

### Eastern Community Legal Centre Inc

Free legal advice, assistance and education; outreach services. ECLC also engages in law reform and undertakes community development to educate and empower the community.

[eclc.org.au](http://eclc.org.au)  
9762 6235 (Boronia)  
9285 4822 (Box Hill)

### Legal Aid

Advice for legal problems and general information about the law.

[legalaid.vic.gov.au](http://legalaid.vic.gov.au)  
9259 5444 (Ringwood)  
Legal Help phone line (free info about the law)  
1300 792 387

### Youthlaw

Specialist community legal centre for young people.  
[youthlaw.asn.au](http://youthlaw.asn.au)  
9611 2412

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## Mental health

### Eastern Health - Child & Youth Mental Health Service (CYMHS)

Assessment, crisis intervention, case management, parent family and group therapy, secondary consultation and health promotion, intake service.

1300 721 927  
[easternhealth.org.au/site/item/99-child-youth-mental-health-service-cymhs](http://easternhealth.org.au/site/item/99-child-youth-mental-health-service-cymhs)

### Eastern Health - Community Mental Health Support Services

Support programs and activities for people aged 16-64 managing a mental illness in Knox and surrounding areas.

1300 721 927  
[easternhealth.org.au/services/item/80-adult-mental-health-inpatient-service-ipu1-ipu2](http://easternhealth.org.au/services/item/80-adult-mental-health-inpatient-service-ipu1-ipu2)

### headspace Knox

The National Youth Mental Health Foundation, helping young people aged 12-25 with confidential health advice, support and information.

[headspace.org.au](http://headspace.org.au)  
9801 6088

### Mind Australia

Supports people dealing with the day-to-day impacts of mental illness. Also support for families, carers and friends.

[mindaustralia.org.au](http://mindaustralia.org.au)  
1300 286 463 (Service info)  
1300 554 660 (Carer helpline)

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## Migrant & refugee services

### Centre for Multicultural Youth (CMY)

Provides services and advocates for young people from migrant and refugee backgrounds.

[cmy.net.au](http://cmy.net.au)

9340 3700 (Carlton)  
8594 1500 (Dandenong)

### Centrelink Multilingual call

Allows young people from a diverse background to speak to Centrelink in their own language.

[centrelink.gov.au](http://centrelink.gov.au)

131 202

### Foundation House

Provides a range of services, including counselling, advocacy and professional development to support refugees and asylum seekers who have experienced torture and trauma.

[foundationhouse.org.au](http://foundationhouse.org.au)

9389 8700 (Ringwood)

### Migrant Information Centre (Eastern Melbourne)

Services for refugee and migrant young people and families, including homework support programs.

[miceastmelb.com.au](http://miceastmelb.com.au)

9020 2969 (Croydon) 9285 4888 (Box Hill)  
9870 1351 (Ringwood)

### Knox Multicultural Services and Directory

Lists services available for young people, families, carers etc.

[knox.vic.gov.au/culturaldiversity](http://knox.vic.gov.au/culturaldiversity)

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## Parenting

### Connections UnitingCare—Starting Out

For young, pregnant or parenting women up to the age of 25, their children and their partners in the east.

[connections.org.au](http://connections.org.au)

9724 2222 (Croydon)

### Knox Youth Services

Support for parents, including information sessions, and Young Parent programs.

[knox.vic.gov.au/youth](http://knox.vic.gov.au/youth)

9298 8469 (YIC)

9298 8000

### Parentline

Counselling and support phone service for parents and carers of children aged from 0 to 18.

[parentline.vic.gov.au](http://parentline.vic.gov.au)

13 22 89 (8am-midnight)

### Anglicare-Parentzone

Support and resources including quarterly newsletter 'Parent News'.

[anglicarevic.org.au](http://anglicarevic.org.au)

1800 809 722

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## LGBTIQ+ community

### Switchboard

Community based not-for-profit organisation that provides peer based, volunteer run support services for LGBTIQ+ people and their friends, families and allies.

[switchboard.org.au](http://switchboard.org.au)

1800 184 527

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

## Knox Youth Services

Information, referral and support for LGBTIQ+ or unsure young people and/or their families. Various groups for young people.

[knox.vic.gov.au/youth](http://knox.vic.gov.au/youth)

9298 8469 (YIC)

9298 8000 (Council)

### The Victorian Pride Centre

The VPC celebrates Victoria's diverse LGBTIQI community. Website offers resources and support, news and updates and community consultation. Centre opens 2020.

[pridecentre.org.au](http://pridecentre.org.au)

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## Sexual health

### EACH Youth Health Clinic

Free and confidential. Caring GP or nurse to help young people with health care issues.

[each.com.au/service/youth-health-clinic](http://each.com.au/service/youth-health-clinic)

9871 1802 (Ringwood)

9801 6088 (Knox)

### 1800 My Options

Information about contraception, pregnancy options and sexual health.

[1800myoptions.org.au/](http://1800myoptions.org.au/)

1800 696 784

### Family Planning Victoria

Sexual Health Clinics, information and professional education services.

[fpv.org.au](http://fpv.org.au)

Box Hill 9257 0100


(Melb) Action Centre 9660 4700

1800 013 952



Knox Youth Information Centre  
2 Capital City Boulevard  
Knox O-Zone  
Wantirna South, VIC 3152  
[knox.vic.gov.au/youth](http://knox.vic.gov.au/youth)

T 9298 8469  
E [youth@knox.vic.gov.au](mailto:youth@knox.vic.gov.au)  
f [knoxcouncil](#)  
t [knoxcc](#)  
@ [knoxcouncil](#)

 Interpreter  
131 450  
National Relay Service  
133 677

This resource has been developed to support people who work with young people within the City of Knox. Inclusion within this resource does not constitute a recommendation. Users of this resource should always check information such as length of involvement, vacancies and waiting lists, charges, qualifications of people performing the service and other services offered. Details were correct at time of printing. Printed 2019.