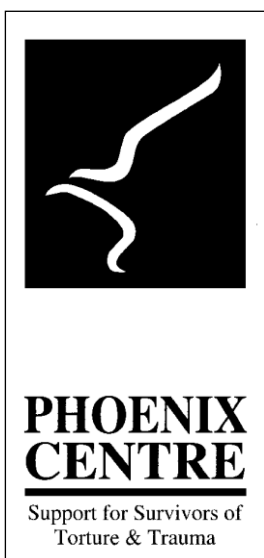


Health and Wellbeing Guide for Students from Refugee Backgrounds in Northern Tasmania

The *Health and Wellbeing Guide for Students from Refugee Backgrounds in Northern Tasmania* aims to provide current information about government and community support services available to students from refugee backgrounds and their families.

The guide provides information under the following areas:

Accommodation
CALD and Refugee Support Services
Counselling and Mental Health
Domestic Violence and Sexual Assault Support
Drug and Alcohol
Education and Employment
Financial
Gambling
General Health
Grief and Loss
Legal
Material Support
Recreation and Social Support



February 2010 Version 1.2

Phoenix Centre (Migrant Resource Centre North)

95-99 Cameron Street Launceston, 7250

Ph: (03) 6332 2211 Fax (03) 6334 2660 Email: phoenix@mrchobart.org.au

Author: Renee Valentino

Edited/ updated for the North/ North West by: Darisha Mcknight
Early Intervention Project Officer

This guide is an update of the considerable work completed by Jenny Morgan (2006) for the document *Health and Wellbeing Services Guide for Refugee Students*.

The information in this guide is accurate at time of completion, February 2010; please email dmcknight@mrchobart.org.au if any inconsistencies or inaccuracies are found.

Health and Wellbeing Guide For Students from Refugee backgrounds In Northern Tasmania

Accommodation	1
Anglicare	1
Access	1
PASS: Placement and Support Service	1
Anglicare	2
Family Matters	2
Emergency Accommodation Service (EASe)	2
Karinya	3
Karinya Young Womyn’s Service	3
Centacare.....	3
CTSS: Centacare Transitional Support Service	3
Centacare / Salvation Army.....	4
Private Rental Tenancy Support.....	4
Youth Futures Accommodation Service	4
Youth Futures	4
Relationships Australia.....	4
Reconnect.....	4
CALD and Refugee Support Services	5
Centacare.....	5
Home (migrant housing and finance program)	5
DHHS	5
Multicultural Health Policy.....	5
Migrant Resource Centre.....	6
Beading Group	6
Craft Group.....	6
Playgroup.....	6
Migrant Resource Centre.....	7
Drive 4 Life.....	7
Phoenix Centre	7
CALD Community Connections	7
CALD Social Worker	7
Launceston General Hospital – CALD Social Worker	7
Phoenix Centre	8
Counselling and Advocacy.....	8
Early Intervention Scheme.....	8
Families in Cultural Transition (FICT).....	8
Phoenix Centre	9
Transcultural Mental Health Network (TTMHN).....	9
Red Cross	9
Bi-Cultural Community Health Program	9
Counselling and Mental Health Services	10
Anglicare.....	10
Recovery Program - NORTH.....	10
Club Haven.....	10
NW Family Mental Health Support Service.....	10
Centacare.....	11

Counselling for Kids	11
Family and Relationships Counselling	11
Kids Help Line	12
Counselling.....	12
Positive Solutions.....	12
Counselling and Mediation.....	12
Head Space	12
Head Space.....	12
Relationships Australia.....	13
Counselling.....	13
Family Dispute Resolution (Mediation)	13
Tassie Male	13
Road Trauma Support Program Tasmania	14
Counselling.....	14
Tasmanian Men's Health and Wellbeing Association	14
TASMEN.....	14
GP North (headspace).....	14
GP North.....	14
Working It Out	14
Gender and Sexuality.....	14
Domestic Violence and Sexual Assault	15
Centacare.....	15
CAB: Changing Abusive Behaviours.....	15
Family Violence Response and Referral Line.....	15
Laurel House.....	16
Laurel House	16
Family Violence Counselling and Support Service.....	16
FVCSS	16
SASS	17
North West Centre against Sexual Assault.....	17
Drug and Alcohol	18
Salvation Army – Bridge Program	18
Day Program.....	18
After Care	18
Out Reach.....	18
Head Space	19
Head Space.....	19
Education and Employment	20
SAAP	20
The Zone.....	20
Number 13.....	20
Financial	21
Anglicare.....	21
Financial Counselling Service.....	21
Gambling	22
Anglicare/ Relationships Australia	22
Break Even	22
Relationships Australia/ Anglicare	22
Break Even	22
DHHS.....	22
Break even.....	22
General Health	23

Uniting Care	23
PYPS (Pregnant Young Persons Support)	23
Women's Health Information Line	23
Health Services	23
Men's Health	23
Men's Health and Wellbeing Policy Officer	23
Family Planning Tasmania	24
Clinical services.....	24
C U @ Home Parenting Centres.....	24
Walker House Parenting Centre.....	24
Parenting Centre- North West	24
NEWPIN	24
Family Support	24
Sexual Health Branch	25
Sexual Health	25
Youth Health Services	25
Youth Health Service	25
Grief and Loss	26
Lifeline.....	26
Lifeline N.W TAS Inc.....	26
Legal	27
Launceston Community Legal Service	27
North West Community Legal Centre Inc.	27
Legal Aid commission of Tasmania	28
Clinical Advice Service.....	28
Duty Solicitor Service	28
Telephone Consultation	28
Salvation Army	29
Changes – Your Choice.....	29
Tenants Union of Tasmania	29
University of Tasmania.....	29
Student Legal Service	29
Women's Legal Service.....	30
Material Support.....	31
City Mission	31
Family Assistance	31
City Kitchen.....	31
St. Vincent De Paul.....	31
Recreational and Social Support.....	32
Link Zone	32
PCYC.....	32
Police and Citizens Youth Club	32
The Wilderness Program	33
YMCA.....	33

Accommodation

Organisation	Service Description	Client Group	Referral Pathway	Service Area	Cost	Contact Details
Anglicare	Access <ul style="list-style-type: none"> Provides practical assistance and support for people who are homeless or at risk of being homeless Can assist with stabilising existing accommodation, find crisis, emergency or temporary accommodation, find long term accommodation Can provide information about housing options, connect with other services, assist in looking for housing 	All Ages North and NW	Call	North and NW	Free	122 Elizabeth Street, LAUNCESTON TAS 7250 Phone: (03) 6333 3000 1 st Floor, Days Building Cnr Rooke and Best Streets DEVONPORT TAS 7310 Phone: 6424 9382 8 Strahan Street BURNIE TAS 7320 Phone: 6430 3333 Web: www.anglicare-tas.org.au
	PASS: Placement and Support Service <ul style="list-style-type: none"> A service for young people who are homeless or at risk of homelessness Offers accommodation options for young people needing safe and secure accommodation including emergency, respite, short-term and long-term placement with volunteers Aims to support young people to reconcile with their parents / family where appropriate Provides mentors who can spend time with a young person 	Ages 13-18	call	North and NW	Free	122 Elizabeth Street, LAUNCESTON TAS 7250 Phone: (03) 6333 3000 1 st Floor, Days Building Cnr Rooke and Best Streets DEVONPORT TAS 7310 Phone: 6424 9382 8 Strahan Street BURNIE TAS 7320 Phone: 6430 3333 Web: www.anglicare-tas.org.au

Organisation	Service Description	Client Group/area	Referral Pathway	Service Area	Cost	Contact Details
Anglicare	Family Matters <ul style="list-style-type: none"> Assists families with budgeting to manage debt. Can provide advocacy to other services. Builds on families strengths to help them find solutions that suit their lifestyle. Aims to try to support families in addressing issues that may cause future stress. 	Families in the post code areas of 7248, 7249 and 7250 who are at risk of losing their homes	Call or ask your Centrelink or housing Tasmania support worker for a referral	North	Free	122 Elizabeth Street, Launceston Tas 7250 Phone: (03) 6333 3000 Web: www.anglicare-tas.org.au
	Emergency Accommodation Service (EASe) <ul style="list-style-type: none"> Provides assistance with emergency accommodation in hotels, caravans or motels. Assists with community tenancies. Can assist with accommodation in SAAP crisis shelters. 	After hours service for all ages	Call	North and NW	Free	State wide Service Phone: 1800 800 588

Organisation	Service Description	Client Group/area	Referral Pathway	Service Area	Cost	Contact Details
Karinya	Karinya Young Womyn's Service <ul style="list-style-type: none"> • Crisis accommodation for young women • Provides referrals to other services 	Females aged 13-20 North	Through Anglicare or social welfare required	North	Contact the service for this information	Confidential Address Phone (03) 6331 0774 Email: karinya@hotmail.net.au
Centacare	CTSS: Centacare Transitional Support Service <ul style="list-style-type: none"> • Supports females individuals or families currently living in emergency accommodation • Provides support for transitioning from shelters to independent living • Support with issues around homelessness • Crisis information and referral 	Individuals and families of all ages	Referrals through shelters only	North	Free	201 York Street LAUNCESTON TAS 7250 Phone: (03) 6332 0600 Email: Centacare.launceston@aohtas.org.au

Organisation	Service Description	Client Group	Referral Pathway	Service Area	Cost	Contact Details
Centacare / Salvation Army	<p>Private Rental Tenancy Support</p> <ul style="list-style-type: none"> One-to-one support or group information sessions provide: Information on a range of tenancy issues Advocacy and mediation Assistance and on-going support Negotiating with landlords and real-estate agents for rent arrears, complaints, evictors, condition reports, leases and inspections 	All ages, people on low income however high income earners are welcome to call for phone support or advices	Call	North and NW	Free	<p>201 York Street LAUNCESTON TAS 7250 Phone: (03) 6332 0600 Email: Centacare.launceston@aohtas.org.au</p> <p>85 Best Street DEVONPORT TAS 7310 Phone: 6423 6100</p> <p>108 Mount Street BURNIE TAS 7320 Phone: 6431 8555 Email: Centacare.burnie@aohtas.org.au</p>
Youth Futures Accommodation Service	<p>Youth Futures</p> <ul style="list-style-type: none"> Crisis accommodation service aims to provide safe, secure immediate short term emergency accommodation Also provides information and basic support in areas such as housing, health issues, life skills, legal issues, work and education 	Young Men 13-20 years old who need emergency accommodation	Call	North	Residents with an income pay \$10.00 per night this covers food, laundry facilities and accommodation	<p>6 Invermay Road LAUNCESTON TAS 7250 Phone: 6331 6622</p> <p>Postal Address: PO Box 1210 LAUNCESTON TAS 7250</p> <p>Email: enquiries@youthfutures.org.au Website: www.youthfutures.org.au</p>
Relationships Australia	<p>Reconnect</p> <ul style="list-style-type: none"> Supports young people who are homeless or at risk of leaving home early This program aims to improve connections for young people to safe secure housing, family education and community. 	Young people aged 12-18years	Call	North/ North East	Free	<p>6 Paterson Street LAUNCESTON TAS 7250 Phone: (03) 6336 7000 Email: launceston@reltas.com.au</p>

CALD and Refugee Support Services

Organisation	Service Description	Client Group/area	Referral Pathway	Service Area	Cost	Contact Details
Centacare	<p>Home (migrant housing and finance program)</p> <ul style="list-style-type: none"> • Provides support in finding accommodation • Assists with budgeting • Helps with understanding Australian financial system (banking, Centrelink, taxation, Telstra) 	Migrants who have been in Australia for at least six months	call	North	Free	<p>201 York Street LAUNCESTON TAS 7250 Phone: (03) 6332 0600</p> <p>Email: Centacare.launceston@aohtas.org.au</p>
DHHS	<p>Multicultural Health Policy</p> <ul style="list-style-type: none"> • Advice and Support • Resources and training • Assists individuals, groups and agencies to find services they need within the DHHS 	All ages	Call or email	State-wide	Free	<p>Contact: Deborah van Velzen Phone: (03) 6222 7656 Mobile: 0427 554 264</p> <p>Email: Deborah.vanvelzen@dhhs.tas.gov.au Web: www.dhhs.tas.gov.au</p>

Organisation	Service Description	Client Group	Referral Pathway	Service Area	Cost	Contact Details
Migrant Resource Centre	Beading Group <ul style="list-style-type: none"> For those who have a passion for beading Provides friendship and support Experienced beader's willing to assist beginners Meets every Tuesday at MRC north 12:30-2:30 	All ages	Call or visit	North	Free to attend, but you need to supply your own beads	95-99 Cameron Street LANCESTON TAS 7250 Phone: 6332 2211 Email: queries@mrcltn.org.au
	Craft Group <ul style="list-style-type: none"> For beginners or more experienced craft work Provides friendship and an opportunity to meet new people Any craft work you would like to do can be brought along to the group 	All ages	Call or visit	North	Free	Dover Street Neighbourhood House LANCESTON TAS 7250 Phone: 6332 2211 Email: queries@mrcltn.org.au
	Playgroup <ul style="list-style-type: none"> Assists families learn positive and confident parenting skills Strengthens families Educates about Australian norms and values Runs Tuesdays 10-12pm 	Parents and children aged 0-5	Call	North	Free	21 Haig Street MOWBRAY TAS 7250 Phone: 6332 2211 Email: queries@mrcltn.org.au

Organisation	Service Description	Client Group	Referral Pathway	Service Area	Cost	Contact Details
Migrant Resource Centre	Drive 4 Life <ul style="list-style-type: none"> Provides driver education and skills development There is a long waiting list 	Licence age	Call	North	Free	95-99 Cameron Street LAUNCESTON TAS 7250 Phone: (03) 6332 2211 Email: queries@mrcltn.org.au
Phoenix Centre	CALD Community Connections <ul style="list-style-type: none"> Supports CALD communities and individuals to increase social connectedness and help-seeking behaviour increases awareness of suicidal risk as well as appropriate responses to suicidal crises 	All ages	Call	North	Free	95-99 Cameron Street LAUNCESTON TAS 7250 Phone: (03) 6332 2211 Email: phoenix@mrchobart.org.au
CALD Social Worker	Launceston General Hospital – CALD Social Worker <ul style="list-style-type: none"> Provides advocacy, training & education, community consultation, emotional/ practical support, policy development, liaison and referral. 	All Migrants and refugees	Direct and/or referral	North	Free	Social Work Department, Level 2, LGH, LAUNCESTON 7250 Phone: (03) 6348 7245 or 0409 537 922 Email: susan.neighbour@dhhs.tas.gov.au

Organisation	Service Description	Client Group	Referral Pathway	Service Area	Cost	Contact Details
Phoenix Centre	Counselling and Advocacy <ul style="list-style-type: none"> Provides counselling and advocacy for adults and children from any country who have fled persecution, torture and war-related trauma to find safety in Australia 	All ages	Call	North	Free	95-99 Cameron Street LAUNCESTON TAS 7250 Phone: (03) 6332 2211 Email: dmcknight@mrchobart.org.au
	Early Intervention Scheme <ul style="list-style-type: none"> Provides support for early intervention to children and young people in regards to their mental health 	Ages 0-25 and their support people	Call	North	Free	95-99 Cameron Street LAUNCESTON TAS 7250 Phone: (03) 6332 2211 Email: dmcknight@mrchobart.org.au
	Families in Cultural Transition (FICT) <ul style="list-style-type: none"> A group program supporting family and community networks of new and emerging communities 	All Ages	Call	South	Free	49 Molle Street HOBART 7000 Phone: (03) 6221 0999 Email: phoenix@mrchobart.org.au

Organisation	Service Description	Client Group	Referral Pathway	Service Area	Cost	Contact Details
Phoenix Centre	<p>Transcultural Mental Health Network (TTMHN)</p> <ul style="list-style-type: none"> Improving access to mental health services for culturally and linguistically diverse clients, and providing specialist advice to health service providers 	All ages – and health service providers	Call	State-wide	Free	<p>49 Molle Street HOBART TAS 7000</p> <p>Phone: (03) 6234 9138 Email: phoenix@mrchobart.org.au</p>
Red Cross	<p>Bi-Cultural Community Health Program</p> <ul style="list-style-type: none"> The program assists culturally and linguistically diverse people who are newly arrived in Tasmania, especially refugees, to make informed decisions and independently access appropriate health services Bi-cultural Community Health Workers assist the services to understand different cultural approaches to health and how to provide responsive and effective services to people from diverse backgrounds 	All ages	Call	State-wide	Free	<p>54 Paterson Street LAUNCESTON TAS 7250</p> <p>Phone: (03) 6331 2522 Email: tas_bicultural_health@redcross.org.au</p> <p>Web: www.redcross.org.au/TAS/</p>

Counselling and Mental Health Services

Organisation	Service Description	Client Group	Referral Pathway	Service Area	Cost	Contact Details
Anglicare	Recovery Program - NORTH <ul style="list-style-type: none"> Supports people to work out what issues they are facing and finding ways to deal with them Assists in dealing with issues early so they don't trigger a crisis. Maintain and hold onto housing 	For adults living in the community who are recovering from a mental illness.	Must be referred by case manager	North	Free	122 Elizabeth Street LAUNCESTON TAS 7250 Phone: (03) 6333 3000
	Club Haven <ul style="list-style-type: none"> Provides a comfortable place for members to socialise. Provides a range of activities including first aid training, craft gym or social activities. Builds on self esteem and independence. 	Adults aged 18-60 with mental illnesses who live Devonport and surrounding areas	Submission of application form required, these are available from club haven	NW	Free	2 Watkinson Street DEVONPORT TAS 7310 Phone: (03) 6423 6329
	NW Family Mental Health Support Service <ul style="list-style-type: none"> Provides support for carers and families of people affected by mental illness. Assists with referrals, support and information 	All ages	Call	NW	Free	8 Strahan Street STH BURNIE TAS 7320 Phone: (03) 6430 3333 Web: www.anglicare-tas.org.au

Organisation	Service Description	Client Group	Referral Pathway	Service Area	Cost	Contact Details
Centacare	Counselling for Kids <ul style="list-style-type: none"> Centacare counsellors can assist children with grief, separation/divorce, living in a step family, family violence, physically and mentally unwell parents, family conflict and more Can work with children individually, the child and family members, or in group programs Ongoing parental involvement in children's counselling is encouraged 	All ages	Parents call, usually attend first meeting to provide background information	North and NW	Free	201 York Street LAUNCESTON TAS 7250 Phone: (03) 6332 0600 Email: Centacare.launceston@aohtas.org.au
	Family and Relationships Counselling <ul style="list-style-type: none"> Can assist with improving relationships, family breakdown, relationships separation, parenting issues, children's welfare and development, wellbeing, grief and loss, stress management 	Parents	Call	North and NW	Free	201 York Street LAUNCESTON TAS 7250 Phone: (03) 6332 0600 Email: Centacare.launceston@aohtas.org.au

Organisation	Service Description	Client Group	Referral Pathway	Service Area	Cost	Contact Details
Kids Help Line	Counselling <ul style="list-style-type: none"> A free and confidential telephone and online counselling service specifically for young people Counselling respond on the telephone, email, and over the web to issues such as relationships breakdowns, bullying, sexual abuse, homelessness, suicidal thoughts, drug and alcohol use 	Ages 5-25	Call, email, online	State-wide	Free	Free call: 1800 551 800 Web: www.kidshelp.com.au Email: admin@boystown.com.au
Positive Solutions	Counselling and Mediation <ul style="list-style-type: none"> For individuals, couples and families 	Over age 5	Call	North	assessed according to income	44 Canning Street LAUNCESTON TAS 7250 Phone: (03) 6334 9151 Email: pslaun@bigpond.com.au Web: www.positivesolutions.com.au
Head Space	Head Space <ul style="list-style-type: none"> Counselling, information and referral for young people Youth Health Nurses and social workers can support with physical, emotional, and other health needs in a non-judgement and holistic manner 	Ages 12-24	Call, email or visit the centre	North	Free	Cnr Brisbane and Wellington Streets LAUNCESTON TAS 7250 Phone: (03) 6336 4480 Email: headspace@gpnorth.com.au Web: www.headspace.org.au

Organisation	Service Description	Client Group	Referral Pathway	Service Area	Cost	Contact Details
Relationships Australia	Counselling <ul style="list-style-type: none"> Provides support and counselling to people in crisis 	All ages, individuals couples	Call	North and NW	Based on income - negotiable	6 Paterson Street LAUNCESTON TAS 7250 Phone: (03) 6336 7000 Email: launceston@relias.com.au 68 North Fenton Street DEVONPORT TAS 7310 Phone: 1300 364 277 Web: www.relationships.com.au
	Family Dispute Resolution (Mediation) <ul style="list-style-type: none"> Assist separating families resolve their family law disputes 	All	Call	North	Based on income – negotiable	6 Paterson Street LAUNCESTON TAS 7250 Phone: (03) 6336 7000 Email: launceston@relias.com.au Web: www.relationships.com.au
	Tassie Male <ul style="list-style-type: none"> Support Group for all men who are facing challenges and changes in their lives. This service provides phone and face to face counselling and support As well as group work and community development 	All	Call	North	The first 3 appointments are free with this service, after that it is based on income	6 Paterson Street LAUNCESTON TAS 7250 Phone: (03) 6336 7000 Email: launceston@relias.com.au Web: www.relationships.com.au

Organisation	Service Description	Client Group	Referral Pathway	Service Area	Cost	Contact Details
Road Trauma Support Program Tasmania	Counselling Provides counselling and support for people who have been affected by road trauma: either in an accident personally or family / friend involved in car accident	All Ages	Call the mobile number to arrange an appointment	State-wide	No cost to clients	Head Office, Level 2 Launceston General Hospital , Charles Street LAUNCESTON TAS 7250 Contact Graeme Lunson Phone: 24/7 --- 0427 487 251 Email: graeme.lunson@dhhs.tas.gov.au
Tasmanian Men's Health and Wellbeing Association	TASMEN <ul style="list-style-type: none"> Promotes leadership on men's health and wellbeing issues Runs annual Tasmanian Men's Gathering in March Supports and promotes and can refer to men's groups 	Boys and Men	Call or Email	State wide	Free	PO Box 1 ROSNY PARK TAS 7018 Phone: (03) 6223 6900 Email: men@tasmen.org.au Web: www.tasmen.org.au
GP North (headspace)	GP North <ul style="list-style-type: none"> Provides information and assists young people to access support for a range of health needs Counselling available for mental health issues 	All Ages	Call or Visit	North	Free	Level 5, 11 High Street LAUNCES Phone: (03) 6231 2927 Email: healthhelp@thelink.org.au
Working It Out	Gender and Sexuality <ul style="list-style-type: none"> Provides support, counselling and information, to lesbian, gay, transgender, bisexual and intersex people, their friends, family and support people Also provide diversity education and training programs to schools and workplaces 	All ages	Call, text, email or visit	North and NW	Free	45 Canning Street LAUNCESTON TAS 7250 Phone: (03) 6334 4013 Email: north@workingitout.org.au Burnie Community health 11 Jones St BURNIE TAS 7320 Phone: (03) 6432 3643 Email: northwest@workingitout.org.au Web: www.workingitout.org.au

Domestic Violence and Sexual Assault

Organisation	Service Description	Client Group	Referral Pathway	Service Area	Cost	Contact Details
Centacare	<p>CAB: Changing Abusive Behaviours</p> <ul style="list-style-type: none"> An educational program for men who have been angry, abusive or aggressive toward their partners For men who have to learn more respectful ways of relating in their families Group program where men learn from other men who are dealing with similar issues 	Men ages 18 and over	Call	North	Free	<p>201 York Street LAUNCESTON TAS 7250 Phone: (03) 6332 0600</p> <p>Email: Centacare.launceston@aohtas.org.au</p>
Family Violence Response and Referral Line	<p>Supports people who have experienced or witnessed domestic violence. An information and referral service to access the full range of response, counselling, information and other support services on a 24 hour basis</p> <ul style="list-style-type: none"> If victim safety is at risk, the call will be transferred to the police radio dispatch for immediate police response If victim safety is not at risk, the call will be transferred to appropriate counselling or support service for further assistance Telephone line is staffed 24 hours a day 7 days a week Has access to Telephone Interpreting Service 	All ages	Call	State-wide	Free	<p>Response and Referral line: Phone: 1800 633 937</p> <p>Tasmania Police Police Headquarters 47 Liverpool Street HOBART TAS 7000 Phone: (03) 6230 2438</p> <p>Email: safeathome@justice.tas.gov.au</p> <p>In All Emergencies call 000</p>

Organisation	Service Description	Client Group	Referral Pathway	Service Area	Cost	Contact Details
Laurel House	<p>Laurel House</p> <ul style="list-style-type: none"> Provides counselling and support male and female, adult and child victims of rape, sexual assault, sexual harassment and child sexual abuse Provides a 24 hour crisis service and co-ordination of forensic, medical and police response to recent sexual assaults Also provides court support, community education, professional training, debriefing and supervision to professionals. 	Male and female, adults and children of all ages	Call	63 area – north / north east of the state	Free	Confidential Address Phone: (03) 6334 2740 Email: counsellors@laurelhouse.org.au
Family Violence Counselling and Support Service	<p>FVCSS</p> <ul style="list-style-type: none"> Provides support and counselling to victims of family violence and children affected by FV in the home Offers individual support by phone or face to face 	All ages	Call	North and NW	Free	Confidential Address PO BOX 710 LAUNCESTON TAS 7251 Phone: 1800 608 122 Confidential Address PO BOX 158 BURNIE TAS 7320 Phone: 1800 608 122

Organisation	Service Description	Client Group	Referral Pathway	Service Area	Cost	Contact Details
SASS	<p>North West Centre against Sexual Assault</p> <ul style="list-style-type: none"> Provides counselling, advocacy, education and preventative strategies. Aims to facilitate the healing process that survivors of sexual trauma are engaged in Provides crisis counselling, support with police statements, and coordinates medical / forensic examinations if required 	All ages	Call	NW	Free	Phone: (03) 6431 9711

Drug and Alcohol

Organisation	Service Description	Client Group	Referral Pathway	Service Area	Cost	Contact Details
Salvation Army – Bridge Program	Day Program <ul style="list-style-type: none"> • 8 week day program for alcohol and drug users • Assists individuals to decrease the negative impacts of alcohol and other drugs on their lives • Runs Monday – Friday • All participants are required to remain free from intoxication and to participate in all aspects of the program 	Alcohol and other drug users	call	North	\$15.00	109A Elizabeth Street LAUNCESTON TAS 7250 Phone: (03) 6331 6760 Website: www.salvationarmy.org.au
	After Care <ul style="list-style-type: none"> • Encourages independence and confidence • Provides ongoing care 	For those who have completed a residential or day program	Referred from residential or day program	North	free	
	Out Reach <ul style="list-style-type: none"> • Provides counselling, support and case management for people with drug and alcohol problems. • Can provide support to family affected by the issue 	Individuals and families affected by alcohol or drug addiction	Call	North	free	

Organisation	Service Description	Client Group	Referral Pathway	Service Area	Cost	Contact Details
Head Space	Head Space <ul style="list-style-type: none"> • Counselling, information and referral for young people • Youth Health Nurses and social workers can support with physical, emotional, and other health needs in a non-judgement and holistic manner 	Ages 12-24	Call, email or visit the centre	North	Free	Cnr Brisbane and Wellington Streets LAUNCESTON TAS 7250 Phone: (03) 6336 4480 Email: headspace@gpnorth.com.au Web: www.headspace.org.au

Education and Employment

Organisation	Service Description	Client Group	Referral Pathway	Service Area	Cost	Contact Details
SAAP	The Zone <ul style="list-style-type: none"> Offers information and referral services, recreation and training in life skills Also provides job placements, education and training Open 12-4:00pm Tuesdays- Thursdays 	Youth	call	NW	Free	64 Stewart Street, DEVONPORT TAS 7310 Phone: 6423 4099
	Number 13 <ul style="list-style-type: none"> Youth recreation centre that offers information and referral services Also offers recreation facilities and training in life skills As well as providing job placements, education and training services Open 12-4:00pm Monday- Friday 	Ages 6-12 in Glenorchy primary schools	Need to be referred through schools	NW	Free	13 Marine Terrace BURNIE TAS 7320 Phone: 6432 3306

Financial

Organisation	Service Description	Client Group	Referral Pathway	Service Area	Cost	Contact Details
Anglicare	<p>Financial Counselling Service</p> <ul style="list-style-type: none"> • Provides information and support to individuals and families experiencing financial difficulties. • Can help to organise budget, manage your budget, advocate of your behalf • Can provide information about negotiating with creditors, bankruptcy, super, consumer debt, legal rights and responsibilities 	All ages	Call	North and NW	Free	<p>122 Elizabeth Street LAUNCESTON TAS 7250 Phone: (03) 6333 3000</p> <p>2 Watkinson Street DEVONPORT TAS 7310 Phone: (03) 6423 6329</p> <p>8 Strahan Street STH BURNIE TAS 7320 Phone: (03) 6430 3333</p> <p>Web: www.anglicare-tas.org.au</p>

Gambling

Organisation	Service Description	Client Group	Referral Pathway	Service Area	Cost	Contact Details
Anglicare/ Relationships Australia	Break Even <ul style="list-style-type: none"> Designed to help both problem gamblers and their families Recognises gambling impacts families financially, as well as relationships and self-esteem 	All ages	Call	North and NW	Free to healthcare card holders, otherwise % of annual income	122 Elizabeth Street LAUNCESTON TAS 7250 Phone: (03) 6333 3000 2 Watkinson Street DEVONPORT TAS 7310 Phone: (03) 6423 6329 8 Strahan Street STH BURNIE TAS 7320 Phone: (03) 6430 3333
Relationships Australia/ Anglicare	Break Even <ul style="list-style-type: none"> Designed to help both problem gamblers and their families Recognises gambling impacts families financially, as well as relationships and self-esteem 	All ages	Call	North and NW	Free service to anyone affected by problem gambling	6 Paterson Street LAUNCESTON TAS 7250 Phone: (03) 6336 7000 Email: Launceston@reltas.com.au 68 North Fenton Street DEVONPORT TAS 7310 Phone: 1300 364 277
DHHS	Break even <ul style="list-style-type: none"> Support services for people who are concerned about their own gambling, or worried for a friend or family member for whom gambling has become a problem Gambling Helpline Tasmania – 24 hour, questions and answers by phone 	All ages	Call, email or visit the website		Free	Gambling Helpline free call: 1800 858 858 Email: gambling@dhhs.tas.gov.au Web: www.gamblinghelponline.org.au

General Health

Organisation	Service Description	Client Group	Referral Pathway	Service Area	Cost	Contact Details
Uniting Care	PYPS (Pregnant Young Persons Support) <ul style="list-style-type: none"> Information and support group for young women who are pregnant or first time mothers Learning about pregnancy and parenting Opportunities to meet other young mums Provides education, life skills, health information and relaxation Groups Thursday 11 am – 2 pm 	Ages 14-24	Call	North	No cost for support for mums, Childcare by donation - \$1 per child / \$2 lunch	34 Paterson Street LAUNCESTON 7250 Phone; (03) 6334 0895 Email: pyps@bigpond.net.au
Women's Health Information Line	Health Services <ul style="list-style-type: none"> Information line regarding general health issues, midlife health, support services for women, government or community organisations 	All ages	call	State-wide	free	Free call: 1800 675 028 Email: info@hwhc.com.au
Men's Health	Men's Health and Wellbeing Policy Officer <ul style="list-style-type: none"> Contact point for men's health related issues in the DHHS Supports networking and sharing across men's health and wellbeing related organisations and programs 	All ages	Call or email	State-wide	Free	Men's Health Policy Officer GPO Box 125 HOBART TAS 7001

Organisation	Service Description	Client Group	Referral Pathway	Service Area	Cost	Contact Details
Family Planning Tasmania	Clinical services <ul style="list-style-type: none"> Clinical services for contraception, pregnancy testing Counselling, referral, testing and treatment for sexually transmitted infections Community education for schools and groups 	All ages	No referral needed	North and NW	Bulk Billed	269 Wellington Street LAUNCESTON TAS 7250 Phone: (03) 6343 4566 Email: lton@fpt.asn.au 1 Pine Avenue UPPER BURNIE TAS 7320 Phone: (03) 6431 7692 Email: burnie@fpt.asn.au
	Walker House Parenting Centre <ul style="list-style-type: none"> Provides short term intensive support for families experiencing difficulties and pressures 	Parents with children aged 0- 5 (school age)	Nil	North	Free	17a Walkers Avenue NEWNHAM TAS 7248 Phone: (03) 6326 6188
C U @ Home Parenting Centres	Parenting Centre- North West <ul style="list-style-type: none"> Provides short term intensive support for families experiencing difficulties and pressures 	Parents with children aged 0- 5 (school age)	Nil	NW	Free	35 Mace Street BURNIE TAS 7320 Phone: (03) 6434 6201
	Family Support <ul style="list-style-type: none"> Provides training and support for vulnerable families so they may strengthen interpersonal relationships and bring about generational change. 	There are a number of criteria around who can use this service. See referral form for more details	Referral form must be completed but can be filled in by anyone and found on the website or at the centre	North	Free	21-41 Waring Street RAVENSWOOD TAS 7250 Phone: (03) 6339 2972 Email: newpintas@bigpond.com Web: www.newpin.org.au/referrals.html

Organisation	Service Description	Client Group	Referral Pathway	Service Area	Cost	Contact Details
Sexual Health Branch	Sexual Health <ul style="list-style-type: none"> • Clinical services, counselling and education • A holistic service to enhance sexual health and wellbeing • Anonymous and confidential 	All ages	Self refer, Health care professionals can refer	North and NW	Free GP bulk billed Pathology testing is free	42 Canning Street LAUNCESTON, TAS 7250 Phone: 6336 2216 23 Steele Street DEVONPORT TAS 7310 Phone: 6421 7759 11 Jones Street BURNIE TAS 7320 Phone: 6434 6315
Youth Health Services	Youth Health Service <ul style="list-style-type: none"> • Needle and syringe outlet • Drug and alcohol information • Sexual health information • Emergency health care • Pregnancy testing • Referral services • Assistance for any issue that affects the health and wellbeing of young people 	Ages 12-24	Call or visit	North and NW	Free but there is a 3.00 charge for pregnancy	This is Headspace in Launceston Cnr Brisbane and Wellington Streets LAUNCESTON TAS 7250 Phone: (03) 6336 4480 Email: headspace@gpnorth.com.au Web: www.headspace.org.au 1Strahan Street BURNIE TAS 7320 Phone: 6440 7140

Grief and Loss

Organisation	Service Description	Client Group	Referral Pathway	Service Area	Cost	Contact Details
Lifeline	<p>Lifeline N.W TAS Inc</p> <ul style="list-style-type: none"> • A service for the families and friends of people who have died by suicide • Bereavement Response Service: Initial telephone response to suicide can provide counselling, information and referrals • Trauma Response Team: specialist crisis intervention team can provide 24 hour face to face outreach • Referral pathway: coordinated response to provide early intervention and links to on-going support 	Any ages	Call	State-wide	Free	Phone: 13 11 14 Email: info@lifelinetasmania.com.au

Many Services in the Counselling and Mental Health Category can assist with issues relating to Grief and Loss

Legal

Organisation	Service Description	Client Group	Referral Pathway	Service Area	Cost	Contact Details
Launceston Community Legal Service	<ul style="list-style-type: none"> Assists with child support issues and Centrelink disputes during the day 	All ages	Call or visit the offices	North	Free	68 York Street, LAUNCESTON 7250 Freecall: 1800 066 019 Phone: 6334 1577 Emails: Launceston_CLC@clc.net.au
North West Community Legal Centre Inc.	<ul style="list-style-type: none"> Generalist advice on family criminal, civil, tenancy, discrimination, motor vehicle accidents, neighbourhood disputes, credit and debt as well as consumer rights issues 	All ages	Call or Visit offices	NW	Free	62 Stewart Street DEVONPORT TAS 7310 Phone: 6424 8720

Organisation	Service Description	Client Group	Referral Pathway	Service Area	Cost	Contact Details
Legal Aid commission of Tasmania	Clinical Advice Service <ul style="list-style-type: none"> Provides a short private consultation with a legal Aid Lawyer Appointments are not required 	All ages	Call	North and NW	Free to Healthcare Card holders	64 Cameron Street LAUNCESTON TAS 7250 Phone: 6336 2050 Monday, Wednesday, Friday 12:00-1:00pm 8 Griffith Street DEVONPORT TAS 7310 Phone: 6421 7870 Tuesday and Thursdays 1-2:00pm 50 Alexander Street BURNIE TAS 7320 Phone: 6434 6444 Tuesday and Thursdays 12:30-1:30pm
	Duty Solicitor Service <ul style="list-style-type: none"> Provides information about court procedures, bail applications, pleas and penalties The Duty Solicitor will appear for people who have been arrested and wish to apply for bail or are eligible for a grant of legal aid. Their office is located in the Court, near the Legal Aid Duty Solicitor signs 	All ages	Visit their office	North and NW	Free	64 Cameron Street LAUNCESTON TAS 7250 Phone: 6336 2050 8 Griffith Street DEVONPORT TAS 7310 Phone: 6421 7870 50 Alexander Street BURNIE TAS 7320 Phone: 6434 6444
	Telephone Consultation <ul style="list-style-type: none"> Free advice is available from the telephone advice service, for the cost of a local call 	All ages	Call	North and NW	Cost of a local call	Telephone Advice Service Phone: (03) 1300 366 611

Organisation	Service Description	Client Group	Referral Pathway	Service Area	Cost	Contact Details
Salvation Army	<p>Changes – Your Choice</p> <ul style="list-style-type: none"> • A 10 week program offered to a young person involved in the police formal cautioning process. • The program aims to address the needs of each young person and the reason behind their offending behaviour 	Young people involved in the formal cautioning process	Referrals through the Police	North	Free	109 Elizabeth Street LAUNCESTON TAS 7250 Phone: 6331 6760 Web: www.salvationarmy.org.au
Tenants Union of Tasmania	<ul style="list-style-type: none"> • Offers tenancy advice, advocacy and referrals • Also offers workshops, seminars and information sessions to community groups / schools • Telephone Advice from 9.30-4.00 Monday to Friday 	All ages	Call or drop in	State-wide	Free	166 Macquarie Street HOBART TAS 7000 State-wide Advice line: 1300 652 641
University of Tasmania	<p>Student Legal Service</p> <ul style="list-style-type: none"> • Coordinated by senior law students during semester times. Can offer legal advice and referrals for any staff or student of UTas • Open Tuesday and Thursday from 12.00 to 2.00, Wednesdays 2.00 to 4.00 	All ages	Call or drop in		Free for UTas students	Sandy Bay Campus Law Faculty Room 1.12 Phone: (03) 6226 2847

Organisation	Service Description	Client Group	Referral Pathway	Service Area	Cost	Contact Details
Women's Legal Service	<ul style="list-style-type: none"> • This service is funded to provide free legal advice, information, referral and education to women all across Tasmania and is staffed by women • Legal advice over the telephone and face-to-face appointments • Information on legal and non-legal options • Referral to appropriate services • Can send out information via post, fax or email • Can provide ongoing legal assistance and limited representation 	Females all ages	Call or email	State-wide	Free	PO Box 707 NORTH HOBART 7002 Phone: (03) 6231 9466 Freecall: 1800 682 468 (Will not show up on phone bills) Email: admin@womenslegaltas.org.au

Material Support

Organisation	Service Description	Client Group	Referral Pathway	Service Area	Cost	Contact Details
City Mission	Family Assistance <ul style="list-style-type: none"> Offers material, physical and pastoral support to those people who need welfare assistance and have been long term recipients. Aims to encourage independence and self-reliance Welfare officers provide emergency relief with food and clothing, helps people create budgets and manage practical situations as well as cope during crises 	Ages 16 and over	Call	North and NW	Free	48 Frederick Street LAUNCESTON TAS 7250 Phone: 6331 6999 Email: office@citymission.org.au North West Coast Manager Stuart Smith Mobile 0413 671 924 Email: stuart@citymission.org.au
	City Kitchen <ul style="list-style-type: none"> Outreach program that assists individuals and families Provides hot soups and stews in winter months Filled bread rolls and sandwiches in summer months As well as hot and cold drinks 	All ages	Turn up at city kitchen sites	NW	Free	Operates Monday and Wednesdays In the following locations; 7-7:20 pm Portside Car Park 7:30-7:40pm Cenotaph (Burnie Park) 7:50-8:30pm Community house Car Park, Shorewell Park
St. Vincent De Paul	<ul style="list-style-type: none"> Can provide relief for families in need Emergency relief: financial assistance, food vouchers May be able to provide assistance with Aurora or Telstra bills May be able to assist with furniture or clothing 	All ages	Call	North and NW	Free	217b Invermay Road INVERMAY TAS 7248 Phone: 6326 5551 58 Stewart Street DEVONPORT TAS 7310 Phone: 6424 2295 51 Mount Street BURNIE TAS 7320 Phone: 6431 4014

Recreational and Social Support

Organisation	Service Description	Client Group	Referral Pathway	Service Area	Cost	Contact Details
Link Zone	<ul style="list-style-type: none"> Tasmanian based web directory with links to information and services for young Tasmanians 	All ages	On line	State-wide	Free	Web: www.linkzone.tas.gov.au
PCYC	<p>Police and Citizens Youth Club</p> <ul style="list-style-type: none"> Conducts a range of sport and recreational activities as well as a range of outreach programs Weight gym, self defence, school holiday program, boxing, basketball 	All ages	Visit the PCYC		Low cost activities	<p>148 Abbott Street NEWSTEAD TAS 7250 Phone: 6344 2411 Email: pcyc@bigpond.net.au</p> <p>The Boulevard, Terrylands Street BURNIE TAS 7320 Phone: 6431 2139 Email: nonshedders@bigpond.com</p> <p>Web: www.pcyctas.org/launceston</p>

Organisation	Service Description	Client Group	Referral Pathway	Service Area	Cost	Contact Details
The Wilderness Program	<ul style="list-style-type: none"> • A primary prevention program, focusing on supporting young people on the journey to adulthood • Provides opportunities for young people to participate in outdoor recreation activities which encourage personal and social development 	Ages 15 and over	Call	State-wide	Some activities subsidised	18 Wentworth Street BELLERIVE TAS 7018 Phone: (03) 6233 3503 Fax: (03) 6233 2698 Email: bec.sansom@wildernessprogram.tas.gov.au Or Michael.Gonzalez@wildernessprogram.tas.gov.au Web: www.development.tas.gov.au/sportrec/wilderness
YMCA	<ul style="list-style-type: none"> • A sporting, recreational and community centre for all ages. • Members receive discounted fees per session • The program is easily accessible and anyone can join at any time • The Ymca run a lot of activities which include; tiny tots playtime, pre-kinder play centre, mummy and me, mini, junior, teen, men's, ladies and mixed basketball, ladies and mixed netball rosters, taekwondo, dance, gymnastics, fencing, badminton, indoor bowls, fitness, trampoline, eight ball, special needs low aerobics and sports as well as holiday programs 	All ages	Visit or call	North	YMCA memberships - \$16.00 per person or \$40.00 per family For more information on fees for sessions please call the YMCA	8A Blaydon Street KINGS MEADOWS TAS 7249 Phone: (03) 6344 3844 Email: ymcalaunceston@bigpond.com.au Website: www.ymcalaunceston.org

