



MORNINGTON PENINSULA SUPPORT SERVICES

APRIL 2025

ORGANISATIONS TO REFER TO:

Youth Drug and Alcohol Advice (YODAA)

Referrals for young people with substance use disorders.

Website: <https://yodaa.org.au>

Email: advice@yodaa.org.au

Phone Number: 1800 458 685

Support options:

Outreach Support - Best suited to young people in hard to reach groups or that require assertive engagement, those with unstable living circumstances or with high or severe AOD use combined with high or extreme vulnerability.

Centre Based Counselling Support - 1:1 counselling support for the young person with trained youth AOD counsellor. Covers different topics from drug and alcohol counselling to grief and loss and family therapy. Also used to support young people with mental health concerns such as anxiety, depression, PTSD, psychotic illnesses etc.

Long Term Residential stay - Involves living with a group of young people in a substance free environment staffed 24 hours a day by trained workers. Not recommended for individuals under the age of 18. Young people have the opportunity to engage in a program that involves developing a plan to meet their social, emotional and educational needs. Requires commitment from a young person to stay at the facility for 3-6 months.

Detox - short term stay - Designed for the young person to stay in in order to withdraw safely from substances. Staffed 24 hours a day.

Home based withdrawal - Young person is linked in with an AOD outreach worker who is also a registered nurse. Beneficial for young people who have ongoing health issues and are using substances to reduce pain, and can also address other issues such as dental problems. The worker may also work with young women who are pregnant and using substances.

Referral Process:

Call the main number and they will support the referral process.

Frankston and Mornington Drug and Alcohol Service (FaMDAS)

Referrals for young people with substance use disorders.

<https://www.peninsulahealth.org.au/services/alcohol-and-other-drug-services/frankston-and-mornington-drug-and-alcohol-service-famdass/>

1300 665 781

Services:

Non Residential Withdrawal - Support to manage withdrawal symptoms and can work with GP to assist you with accessing medication to support withdrawal.

Counselling - FaMDAS counsellors can talk with you about using more safely, cutting down or stopping completely. FaMDAS provides services for people who have been court-ordered, are on correctional orders or need support with legal issues regarding their AOD use.

Care Coordination - work with both internal and external providers to ensure there is a smooth transition and to help you remain on your treatment plan. They work primarily to help clients achieve outcomes that will sustain positive, ongoing behaviour change and improve quality of life.

Community Outreach - works with communities that have particular needs in relation to alcohol and drug misuse to deliver culturally appropriate services and to support communities to address the social factors driving substance misuse.

South Eastern Melbourne Primary Health Network

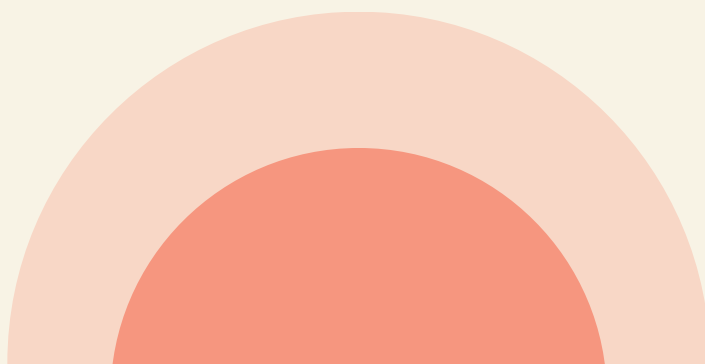
<https://www.semphn.org.au/access-and-referral>

Telephone: 1800 862 363

At South Eastern Melbourne Primary Health Network (SEMPHN), we foster and support a more equitable, person-centred and seamless health system to positively impact the health outcomes for our communities. Health professionals can refer to SEMPHN to get support for clients with a variety of mental health and wellbeing needs.

Referrals

Contact Access & Referral to make a referral, to discuss eligibility or to find services within an area.



Salvocare

<https://www.salvationarmy.org.au/locations/victoria/salvocare-eastern/>

Ph:(03) 9784 5050

Provide a variety of services from Alcohol and other Drug services, Chaplaincy, homelessness Support and out of home care. Not all services are available on the Mornington Peninsula.

Services Available:

The Crisis Centre - Frankston & Rosebud

The Crisis Centre is a non-appointment based service for individuals, families and young people who are homeless or at risk of homelessness. The Crisis Centres are located at Frankston and Rosebud. The Centres provide information, referral and advocacy to other services including; family violence, drug & alcohol services, legal organisations, financial & budgeting services, employment & training providers, counselling agencies, general housing and Office of Housing information.

Transitional Support Program (TSP) - Frankston & Rosebud

Access to the TSP is via referral from the Crisis Centre only. TSP provides a case managed response to assist individuals and families of all ages obtain access to appropriate, long term accommodation. The program also includes liaison, support and advocacy to other services and is outreach based.

The Orange Door Frankston

Website: <https://www.orangedoor.vic.gov.au/>

Email: bpa@orangedoor.vic.gov.au

Phone: 1800 319 353

Help for people who are experiencing family violence or who need support with the care and wellbeing of children and young people.

Once in contact they can:

- Listen to you and hear what your worries are
- Work with you to identify the help and support you need
- Support you with the wellbeing and development of children and young people
- Help you make a safety plan to keep you and your children safe if someone is making you feel unsafe
- Connect you to services that can help with counselling, accommodation, family violence support, mental health and drug and alcohol services, parenting support groups, services for children, financial help, or legal assistance
- Support you to access funding for basic living expenses and some other costs
- Connect you with services if you want help to change your violent or controlling behaviour.

Youth Support and Advocacy Service (YSAS)

Youth hub where young people can get support for a variety of issues. YSAS Frankston is also home to Headspace and Outreach (YoDAA).

Headspace

Phone Number: 9769 6419

Email: headspace@headspacefrankston.org.au

Telehealth - For those who live near a centre in rural/remote locations, but can't get to the centre.

Doctor - Can speak to a doctor about health concerns as well as sexual health and mental wellbeing issues.

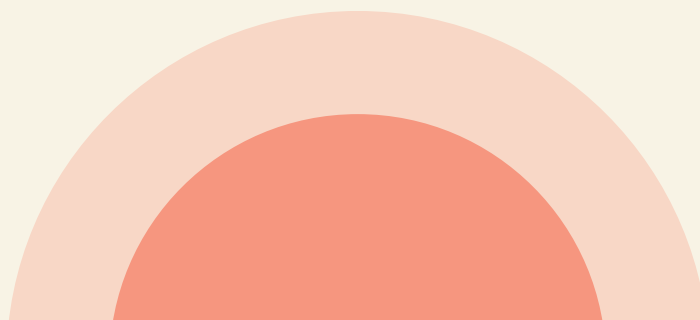
Early Psychosis - Program that supports young person showing signs of early psychosis.

Mental Health Services - Can be a counsellor, psychologist or psychiatrist

Youth Support Programs:

Youth Support Service: If you are between 10 – 17 years, have recently been in contact with police and could be at risk of entering the youth justice system this program can help. SS can help you and your family to deal with problems before they get too serious. Referrals are made by Victoria Police who have got consent from you and your parent/s.

PIVOT - Pivot, the Youth Crime Prevention program, aims to increase protective factors, community connectedness and sustained engagement in school, training and/or employment for young people aged 14-22 years who are serious or recidivist offenders. Intensive case work, tailored support plans, and therapeutic and family-based interventions address the challenges faced by the young people, and divert them away from chronic, long-term offending.



Headspace

Enhancing Mental Health in Schools Program (EMHS)

The Enhancing Mental Health Support in Schools (EMHSS) initiative helps Victorian government secondary students access free face-to-face and phone counselling services, delivered by headspace. A headspace clinician will come into the school and provide 1:1 support for the student for a variety of issues.

Students in Victorian government secondary schools can access EMHSS-supported counselling by being referred by a contact person in their school. This is the preferred referral method.

Bounce Back:

Assists young people who are experiencing severe and complex mental health issues which require a medium term service within a primary care facility. Focus is on improving the young person's physical and mental health as well as their functional recovery. Run out of Frankston YSAS.

Referral Process

Young person can refer themselves to headspace. Referrals can also be made through local GP.

Early in Life Mental Health Service (ELMHS)

Early in Life Mental Health Service (ELMHS) is a place where young people who are experiencing emotional, behavioural or mental health problems can get help.

ELMHS can support young people struggling with mental health concerns such as depressive or anxious symptoms, coping with stress, family conflict, self esteem, problems with eating, addiction, hallucinations, delusions and paranoia.

Referral Process:

A parent or guardian can contact the Monash Health Psychiatric Triage Service on 1300 369 012. A mental health clinician will answer the call and ask some questions about how you're feeling, what kind of things you've been thinking about, and what's been happening to cause those thoughts and feelings.

Youth Prevention and Recovery Care (YPARC)

Supports people aged 12 – 25 years living in the Frankston and Mornington Peninsula regions.

Support For:

- experiencing worsening social isolation
- feeling a loss of belonging or purpose
- losing hope and struggling to get the help you need at home
- likely to have a hospital admission without enhanced support
- ready to leave a hospital setting but need more help than is available at home

Referrals:

Contact Mental Health Telephone Triage
- 1300 792 977

Peninsula Health Access, Assessment Brief Intervention Team

Contact Number - 1300 792 977

Service for young people with ongoing mental health difficulties that impact a young person's education, employment, relationships, affects their safety or the safety of others or have not responded to other intervention.

Reasons for Referral

Ongoing mental health issues that are persistent and impacting the young person's life, and are impacting their safety or the safety of others.

What they can support:

Referrals to external agencies, Initiate a referral to a peninsula mental health and wellbeing service which may include an appointment with an ABC clinician or a referral to the integrate youth assertive team, Arrange to have a face to face assessment either same day or next day.

Eating Disorders Victoria

Website: <https://eatingdisorders.org.au/find-support/>

Phone: 1300 550 236

Online support page for those who are struggling with an eating disorder, or the parents, carers or other professionals supporting those with an eating disorder.

Telehealth Counselling Service:

Free phone and web service for those who are concerned they are experiencing or have a diagnosed eating disorder. 5 free sessions - first one is 45min, subsequent sessions 30min. Suitable for those who are at the beginning of their journey of getting support, those who are on a waitlist for treatment, looking to re-engage with support or are in relapse.

Telehealth Nurse:

Provides guidance for those wanting support, and can help locate specialised eating disorder health professionals near your location and plan next steps.

Over 16 can access independently, under 16 can access but a trusted adult needs to be present for at least a part of the first session.

Youth Homelessness Services

White Lion

Phone Number: 1300 669 600 Email: info@kidsfirstaustralia.org.au

Southern Homeless Youth Assistance Program

Provides outreach-based case management and brief intervention support for young people who are homeless or at risk of homelessness. The SHYAP team connects young people to housing options, assist with family reunification, assist to stabilise housing placements, and connect young people to mental health services, family violence services, income support and other priorities identified by the young person.

Program eligibility: Young people aged 12-25 experiencing homelessness or at risk of becoming homeless from the Frankston, Casey, Dandenong and Mornington Peninsula.

Contact: shyap@kidsfirstaustralia.org.au

Southern Community Outreach Program

The aim of the Community Integration Program (CIP) is to train volunteers to link every child and young person in Out of Home Care (OoHC) into local sports clubs, dance classes, art clubs and more. These links create connections between the young people and their community to reduce isolation and disconnection by increasing social skills and confidence.

Program eligibility: Young people aged 10-17 residing in out of home care settings in the southern metropolitan region that are managed by Anglicare.

Contact: cipsouthvic@kidsfirstaustralia.org.au

Fusion Australia

Phone Number: [03 5974 144](tel:035974144)

Email:

morningtonpeninsula@fusion.org.au

Accommodation and support for young people aged 15-21 experiencing homelessness. Can stay for up to 3 months, 8 beds available. Located in Mount Matha.

Detour

Contact Number - 1800 474 993
Service for young people aged 12-24 who are at risk of experiencing homelessness. Also offer support from youth coaches to develop skills and achieve goals

Anglicare

<https://www.anglicarevic.org.au/>
1800 809 722

Supporting young people in out of home care to prevent harm and empower people to overcome challenges and achieve their full potential. Anglicare works with families towards positive change, whether it be a helping hand in a time of crisis, or providing longer-term support and care. They also partner with local communities, the private and public sectors and our donors to deliver better results.

Services

Foster Care - Linking young people with safe, nurturing out of home care options, kinship care or residential care.

Family and Parenting Support - Variety of programs that support parents, families or adolescents displaying violence in the home.

Education - educational support, including: dedicated one-on-one help; programs for care leavers, online programs, case management for vulnerable students; homework clubs and support groups for carers.

Family Violence - offer safe and confidential help for both the victims and the adults or adolescents who perpetrate it.

Alcohol and Drug Support - Anglicare Victoria's Alcohol and Other Drugs services aim to reduce harm and prevent relapse. Our trauma-informed clinicians meet young people, adults and families where they are at in their journey and work to support safety, understanding and compassion for everyone involved in the recovery process.

Linking Youth and Families Together (LYFT) - Family-systems approach to the drug and alcohol treatment of young people aged 12 to 25 years. The program assists families to develop positive ways of communicating and problem solving.

Referral Process:

Contact Anglicare and provide information about the client over the phone. Alternatively can do a referral form for a specific program through the website.

Sexual Assault Support Services

South East Centre Against Sexual Assault and Family Violence (SECASA)

Referrals: 9928 8741

Time limited therapeutic interventions and counselling following sexual assault and/or family violence, to victim/survivors and other affected family members.

Also provide 24/7 sexual assault crisis response for people who have been sexually assaulted in the past two weeks, or disclosed past sexual assault for the first time.

Secondary Consultation: SECASA offers a free secondary consultation service for industry professionals who are looking for input and to discuss a situation or incident related to sexual assault or family violence.

Other Services: <https://www.secasa.org.au/programs-and-services/>

Bravehearts

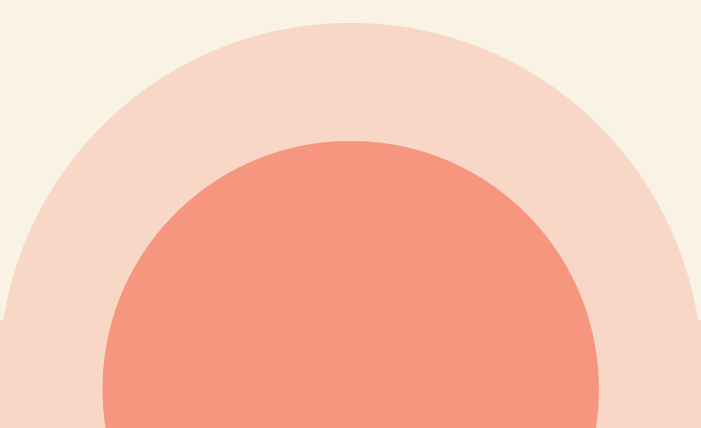
Contact: 1800 272 831

Aims to provide a coordinated and holistic approach to the prevention and treatment of child sexual abuse.

Bravehearts Information & Support Line is a toll-free phone service for those seeking advice or help related to child sexual abuse, including what to do if your child or someone you know has disclosed child sexual abuse.

Other Resources:

<https://bravehearts.org.au/about-child-sexual-abuse/resources/>



Sexual Assault Support Services

Sexual Offences and Child Abuse Investigation Team (SOCIT)

Frankston: phone 03 8770 1000

Sexual Offences and Child Abuse Investigation Teams (SOCITs) are made up of specialist detectives. They are specially trained to respond to and investigate child abuse and sexual crimes, and support victims.

Sexual Offences and Child Abuse Investigation Teams prioritise the needs of victims. Any investigation is a victim-led process.

SOCIT aim to:

- Ensure your safety and wellbeing
- Assist your ability to regain control of your circumstances
- Provide access to support, information, justice, and services appropriate to your needs.

SOCIT can be used if you have concerns about a client being exposed to sexual assault or other crimes. You can also contact them

Sexual Assault Crisis Line

1800 806 292

The Sexual Assault Crisis Line is a proactive leader in supporting, advocating and providing a crisis response for people who have experienced sexual violence. We are passionate about and committed to working towards the prevention of violence in all its forms.

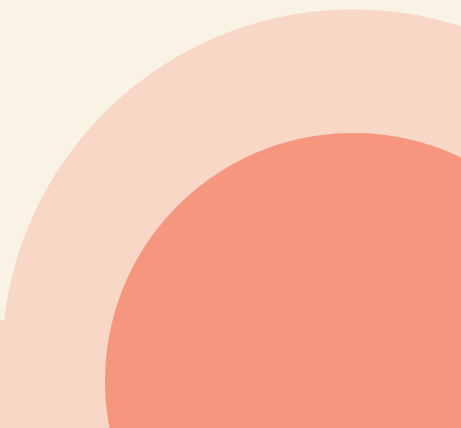
It is a state-wide, after-hours, confidential, telephone crisis counselling service for people who have experienced both past and recent sexual assault.

The Line

<https://www.theline.org.au/>

The Line is a primary prevention, social marketing, behavioural change campaign that helps young people aged 14-20 to negotiate healthy, respectful and consensual relationships.

The website contains lots of information and resources about what is and isn't okay in all kinds of relationships.



ONLINE SUPPORT SERVICES

FIRST NATIONS & TORRES STRAIT ISLANDER SUPPORT SERVICES

13 Yarn 13 92 76

National Crisis support line for mob who are feeling overwhelmed or having difficulty coping. Also have fact sheets on various mental health conditions and other experiences that may impact aboriginal and Torres Strait islander individuals.

Conversation is with a trained lifeline Aboriginal and Torres strait islander crisis worker.

THRILLI After Suicide Support 1800 805 801

Aboriginal and Torres Strait Islander support line for those impacted by suicide or other traumatic unexpected fatal incidents. Responds to the collective trauma of suicide with services to provide holistic care. Also supports communities to design and lead their suicide prevention strategies.

<https://thirrili.com.au/referrals/>

LGBTQIA+ COMMUNITY SUPPORT SERVICES

QLife 1800 184 527

QLife provides anonymous and free LGBTIQ+ peer support and referral for people in Australia wanting to talk about sexuality, gender, bodies, feelings or relationships.

<https://qlife.org.au>

Rainbow Door: 1800 729 367

Rainbow Door supports people of all ages and identities with issues that may include suicidal thoughts, family and intimate partner violence (including elder abuse), alcohol and other drugs, relationship issues, sexual assault, social isolation, mental health and wellbeing.

<https://www.rainbowdoor.org.au>

PARENT SUPPORT SERVICES

CHARLEE

- Online support for LGBTQIA individuals that provides connection, hope, action, resources and lived Experience education.
- Information about finding supports, Keeping safe, safety planning

<https://www.charlee.org.au/>

Parent Line Victoria 13 29 88

A statewide telephone counselling and support service for all Victorian parents and carers of children from 0-18 years. Experienced social workers, psychologists and family therapists can give you counselling and information around a wide range of parenting issues.

<https://parentline.com.au>

ONLINE SUPPORT SERVICES

MENTAL HEALTH SUPPORT SERVICES

Kids Helpline 1800 55 1800

Australia wide free 24/7, confidential and private counselling service specifically for children and young people aged 5 to 25 years.

<https://kidshelpline.com.au/>

Lifeline Call - 13 11 14 Text - 0477 13 11 14

Anyone across Australia experiencing a personal crisis or thinking about suicide can call or text at night (6pm-midnight AEDT).

<https://www.lifeline.org.au/>

Beyond Blue 1300 224 636

Information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

<https://www.beyondblue.org.au/>

Mens Line Australia 1300 789 978

Supports men and boys who are dealing with family and relationship difficulties. 24/7 telephone and online support an information service for Australian men.

<https://www.mensline.org.au/>

Mental Health Telephone Triage 1300 792 977

First point of contact for people seeking a specialist mental health response for themselves, people they care about or their clients in the Frankston and Mornington Peninsula Area. Operates 24 hours a day, seven days a week.

Suicide Callback Service 1300 659 467

Free professional 24/7 telephone counselling support to people at risk of suicide, concerned about someone at risk, bereaved by suicide and people experiencing emotional or mental health issues. Also provide a webchat service.

<https://www.suicidecallbackservice.org.au/>

ONLINE SUPPORT SERVICES

WEBSITES/APPS

REACH OUT

- Online service for young people where they can seek peer support and become part of a moderated online community. Designed by young people for young people.
- 1:1 chat - Talk to a trained peer worker
- Online community - Similar to facebook, different posts on different topics, young people can facilitate discussions around specific topics.

<https://au.reachout.com/>

Our Heard

- Mental Health Storytelling app that empowers young people to confidently and safely share their stories of lived experience and create positive change.
- Free app to download with videos or articles from other young people about the challenges they have faced.

<https://www.ourherd.io/>

DISABILITY SUPPORT

Belong Network

- Free online network led by and for people with disabilities in victoria.
- Group and 1:1 sessions to build connections and share experiences.
- Increase advocacy to increase understanding of disability culture and pride.

<https://drc.org.au/belong/>

Little/Big Dreamers

- People aged 4-25 who provide care for a family member affected by disability, chronic and mental illness, and frail age.

<https://www.littledreamers.org.au/applyfor-support/vic-apply-for-support/>

DOMESTIC VIOLENCE SUPPORT SERVICES

1800 Respect 1800 737 732

1800RESPECT is the national domestic, family and sexual violence counselling, information and support service. This organisation also provides information and resources for young people and professionals.

<https://1800respect.org.au/>

Safe Steps Victoria 1800 015 188

Safe Steps provides the only statewide 24/7, inclusive and confidential, family and domestic violence crisis support service, ensuring help is available whenever you need it most.

<https://safesteps.org.au/>

COMMUNITY ENGAGEMENT

SPECTDRUM

- Aims to empower parents, families, and individuals to live their best lives thanks to diagnosis.
- Also aims to connect like minded families with each other through various community events
- <https://spectdrum.com.au/events/>

PENINSULA AUTISM FRIENDSHIP GROUP

- Connection and support for individuals and families
- Friday night entertainment
- 6:30 - 8:30 every Friday.
- Cost - \$ 540 per term - May be NDIS eligible.
- Run out of The Corner, Mornington

PENINSULA PRIDE FRANKSTON

- Peninsula Pride is a Queer Straight Alliance Youth Project which aims to raise awareness, promote diversity, eliminate stigma and discrimination, and improve the overall mental health of young LGBTIQ+ people
- Young people are divided into two different age groups: 12yrs up to 18yrs and 18yrs up to 25yrs. New young people are introduced into Peninsula Pride 4x a year.
- There are no fees for young people. Young people interested in participating in Peninsula Pride groups or activities need to contact the headspace Frankston Intake Team.

LOCAL YOUTH CENTRES

- Drop-In, run by qualified youth workers, is open to young people 10 to 17 years of age from 3.30pm to 5.30pm
- Pool table and ping pong table
- Board games
- Computers and free wi-fi
- Lounges where you can relax, chat or sit and listen to some music
- School Holiday programs
Shed 11 Hastings The Corner Mornington
Tounnin Wominjeka - Rosebud

LGBTQIA SKITTLE SQUAD

- Inclusive social group for 12-17 year olds who attend secondary school
- Locations: The Corner Mornington, The Shed Hastings and Tounnin Wominjeka Rosebud - alternates each tuesday at 3pm

QUINNS PLACE MORNINGTON

- Social group for teens
- Friday nights from 6-10pm
- Drake Street, Mornington
- Free food, drink, activities and entertainment.

IMPAKT FREEZA

- Impakt FReeZA is a committee of young people who plan and organise live music, cultural or arts events throughout the Shire. Each year Impakt FReeZA hosts a minimum of five music events targeting a variety of styles. Committee members develop skills in marketing, event management and production and have a fun time in developing great friendships and networks.
- For individuals aged 14-25

For more information contact mpys@mornpen.vic.gov.au or phone **5950 1666**.

