

# GLEN EIRA COMMUNITY CONTACTS



GLEN EIRA  
CITY COUNCIL



To view in other languages, visit [www.gleneira.vic.gov.au](http://www.gleneira.vic.gov.au)  
中文, Ελληνικά, हिन्दी, Italiano, Русский

Bentleigh. Bentleigh East. Brighton East. Carnegie. Caulfield. Elsternwick. Gardenvale. Glen Huntly. McKinnon. Murrumbeena. Ormond. St Kilda East.



## ACKNOWLEDGEMENT OF TRADITIONAL OWNERS

Glen Eira City Council acknowledges the Boonwurrung/Bunurong and Wurundjeri Woi Wurrung peoples of the Eastern Kulin Nation as Traditional Owners and Custodians, and pays respect to their Elders past, present and emerging. We acknowledge and uphold Traditional Owners continuing relationship to land and waterways. Council extends its respect to all Aboriginal and Torres Strait Islander peoples.

Council honours the rich histories and cultures of First Nations peoples and recognises and values the important contribution of Aboriginal and Torres Strait Islander peoples in enriching our community. We support the Uluru Statement from the Heart and are committed to a *Reconciliation Action Plan* which is underpinned by the principles of self-determination. We work towards improved outcomes and long-term generational change, and to consolidate Glen Eira as a culturally safe place for Aboriginal and Torres Strait Islander peoples. We are committed to achieving equality for Aboriginal and Torres Strait Islander people to live healthy and prosperous lives and to improve life outcomes for current and future generations.

Glen Eira resides on country that always was, and always will be, Aboriginal land.

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## ABOUT THIS BOOKLET

This booklet has been prepared by Glen Eira City Council to connect you with services, programs and supports in and around the City of Glen Eira.

Information in this booklet is current as at May 2023, please refer to each individual service for their current opening hours.

You can view this booklet online:

[www.gleneira.vic.gov.au/services/community-support/community-connections-and-contacts](http://www.gleneira.vic.gov.au/services/community-support/community-connections-and-contacts)

To view the booklet in other languages, use the 'Translate' function on the website by selecting your chosen language.

You can also find out more about what's on in Glen Eira on our website:

[www.gleneira.vic.gov.au/our-city/whats-on](http://www.gleneira.vic.gov.au/our-city/whats-on)

Find out more about many local groups, clubs and activities in the Community Diary section of our monthly newspaper *Glen Eira News*, which is delivered to residents, available at our libraries and Glen Eira Town Hall or online at

[gleneira.smedia.com.au/news/default.aspx#](http://gleneira.smedia.com.au/news/default.aspx#)



# COUNCIL CONTACTS

## City of Glen Eira Service Centre

Glen Eira Town Hall, corner Glen Eira and Hawthorn Roads, Caulfield

Monday to Friday, 8am–5.30pm

☎ 9524 3333 (Monday to Friday, 8am–5.30pm, Tuesday 8am–7.15pm)

✉ mail@gleneira.vic.gov.au

🌐 [www.gleneira.vic.gov.au](http://www.gleneira.vic.gov.au)

Postal address: PO Box 42, Caulfield South, Victoria 3162

Relay and accessible services available:

Internet relay users connect to NRS then ask for 03 9524 3333

Teletypewriter (TTY) on 133 677 and ask for 03 9524 3333

Speak and Listen (speech-to-speech) users can call 1300 555 727 then ask for 03 9524 3333

## IN AN EMERGENCY

**Police/Fire/Ambulance — 000**

**Victoria State Emergency Service (SES) — 132 500**

Assistance in an emergency if a tree has fallen and caused structural damage to your home or vehicle, or is preventing you from entering or leaving your home, or your property is flooded or about to flood. If anyone's life is in danger call 000.

**South East Water — 132 812**

Report a major burst, sewer issue or emergency 24 hours a day, 7 days a week.

### **Defibrillators**

Defibrillators or AEDs (Automated External Defibrillators) can save lives in the event of a cardiac arrest. Glen Eira has many defibrillators located around the community. In an emergency call 000.

See our website for further information on defibrillators:

[www.gleneira.vic.gov.au/services/community-support/community-safety/aed](http://www.gleneira.vic.gov.au/services/community-support/community-safety/aed)

# CRISIS SUPPORT

Glen Eira City Council works in partnership with a range of organisations to provide support services in the community. If you're in immediate danger call the police on 000.

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## Food and emergency relief


### Ask Izzy

Search more than 400,000 support services to find the help you need nearby.

 [www.askizzy.org.au](http://www.askizzy.org.au)

### Bayside Community Emergency Relief

A volunteer-run charity that supports people experiencing hardship and tragedy.

 [contact@baysidecommunityemergencyrelief.com.au](mailto:contact@baysidecommunityemergencyrelief.com.au)

 [www.baysidecommunityemergencyrelief.com.au](http://www.baysidecommunityemergencyrelief.com.au)

### Community Information and Support (CIS) Glen Eira

Free and confidential information, referrals, advocacy and support. Specific services include emergency relief (eg. food vouchers, household bills, medical and travel expenses), no-interest loans, tax help and help to find volunteering opportunities.

1134 Glenhuntly Road, Glen Huntly

 9571 7644, Monday to Friday, 9.30am–3.30pm

 [info@cisgleneira.org.au](mailto:info@cisgleneira.org.au)

 [www.cisvic.org.au/getting-help/cis-glen-eira](http://www.cisvic.org.au/getting-help/cis-glen-eira)

### C Care

A leading front-line community organisation supporting individuals and families experiencing food insecurity and social isolation. Referrals or requests for support can be made online or by phone. C Care always welcomes new volunteers.

2 Bath Street, St Kilda

 9696 3321

 [www.ccare.org.au](http://www.ccare.org.au)

## **Compass Community Care**

Hosts a range of programs including meals and a safe place to stay, food and care parcels to those in need, companions, support to the elderly, youth engagement, counselling services and support for Ukrainian refugees.

Virginia Park, 236–262 East Boundary Road, Bentleigh East, VIC 3165

☎ 9557 4974

✉ [info@compasscare.org.au](mailto:info@compasscare.org.au)

🌐 [www.compasscommunitycare.org.au](http://www.compasscommunitycare.org.au)

## **FoodFilled**

Not-for-profit group combating food waste and hunger by rescuing edible food from local restaurants and cafes and distributing to charities.

☎ 8595 2672

🌐 [www.foodfilled.org](http://www.foodfilled.org)

## **Glen Eira City Council Delivered Meals**

Meal delivery service for residents unable to prepare meals due to frailty, disability or ill health.

☎ 9524 3333

🌐 [www.gleneira.vic.gov.au/services/seniors/our-aged-care-support-services/delivered-meals](http://www.gleneira.vic.gov.au/services/seniors/our-aged-care-support-services/delivered-meals)

## **Indian Care**

A not-for-profit organisation that addresses the welfare and wellbeing needs of people of South Asian origin living in Victoria with information and referral services, family violence support, emergency relief, international student support programs.

☎ 8312 880

🌐 [www.indiancare.org.au](http://www.indiancare.org.au)

## **Jewish Care**

Provides a wide range of services and programs including residential aged care, in-home support, individual and family support, disability support, financial and employment services.

☎ 8517 5999

🌐 [www.jewishcare.org.au](http://www.jewishcare.org.au)





### **Kosher Meals on Wheels**

Offers a range of meals delivered by volunteers.

819 Glenhuntly Road, Caulfield South

 0474 215 996


 [www.koshermealsonwheels.org.au](http://www.koshermealsonwheels.org.au)

### **Open Hands**

Supports people in the local area who are finding it hard to make ends meet or who are lonely and looking for community connection.

Grocery items and morning tea available Wednesday, 10am–11.30am.

40 Toolambool Road, Carnegie

 9572 2550

 [www.carnegiechurch.com](http://www.carnegiechurch.com)

### **St Vincent de Paul Society**

Provides a wide range of supports to Victorians including food and financial relief, family violence services, aged care, emergency housing and homelessness supports.

 1800 305 330 (Monday to Friday, 10am–3pm)

 [www.vinnies.org.au](http://www.vinnies.org.au)

### **Salvation Army**

Offers support for grief/loss, loneliness, addictions, loss of job, loss of health.

Monday: Dawn's Kitchen & Pantry 10am–2pm. Drop in for a cuppa and chat. Lunch and food parcels available. No appointment needed.

Thursday: Market Day 10.30am–12.30pm. Fresh food parcels available. No appointment needed.

For financial assistance call 8873 5288, Monday to Friday, 9am–4pm.

87 Robert Street, Bentleigh

 9557 2644

 [www.salvationarmy.org.au/bentleigh](http://www.salvationarmy.org.au/bentleigh)

## **Souper Kitchen**

Free fortnightly food hampers, fresh produce and other kosher food items.

☎ 1800 613 770

🌐 [www.souper.org.au](http://www.souper.org.au)

## **Tonys Café**

Offers fresh hot meals, produce and grocery items to those in need.  
St Anthony's Hall, corner Grange and Neerim Roads, Glen Huntly

Tuesdays, 12.30pm–1.30pm and Thursdays, 3pm–5.30pm

☎ 0432 087 494

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## **Family violence support**

### **1800Respect**

National sexual assault, domestic family violence counselling service.

☎ 1800 737 732

🌐 [www.1800respect.org.au](http://www.1800respect.org.au)

### **InTouch**

Services, programs and responses to family violence in migrant and refugee communities.

☎ 1800 755 988

🌐 [www.intouch.org.au](http://www.intouch.org.au)

### **MensLine Australia**

Telephone and online counselling service for men.

☎ 1300 789 978

🌐 [www.mensline.org.au](http://www.mensline.org.au)

### **Kids Helpline**

Online and phone counselling service for young people aged five to 25.  
Available 24 hours a day, seven days a week.

☎ 1800 551 800

🌐 [www.kidshelpline.com.au](http://www.kidshelpline.com.au)

**Peninsula Community Legal Centre**

Free legal advice to residents in the areas of family law, criminal law and civil law.

☎ 9783 3600 or 1800 064 784

🌐 [www.pclc.org.au](http://www.pclc.org.au)

**Safe Steps Family Violence Response Centre**

Family violence support and access emergency crisis accommodation.

☎ 1800 015 188 (24 hours)

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

**The Orange Door Bayside**

Family violence support services.

☎ 1800 319 353

🌐 [www.orangedoor.vic.gov.au](http://www.orangedoor.vic.gov.au)

**Women’s Health in the South East**

Health promotion organisation working for the prevention of violence against women, gender equity, mental wellbeing and sexual and reproductive health.

☎ 9794 8677

🌐 [www.whise.org.au](http://www.whise.org.au)

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**Crisis housing support**

**Home at Last**

Support for older people aged 55 or over to access secure, affordable and appropriate housing. Interpreters are available.

247–251 Flinders Lane, Melbourne

☎ 1300 765 178

🌐 [www.oldertenants.org.au/home\\_at\\_last](http://www.oldertenants.org.au/home_at_last)

**Housing Victoria Statewide Afterhours Service**

Victorian Government crisis accommodation service.


☎ 1800 825 955 (Monday to Friday, 5pm–9am and 24 hours on weekends and public holidays)



## **Independent Living Units**

Glen Eira City Council provides low-cost rental accommodation for financially disadvantaged older persons in Glen Eira. There are 64 independent living units across three sites.

 9524 3333

 [www.gleneira.vic.gov.au/services/seniors/residential-aged-care/independent-living-units](http://www.gleneira.vic.gov.au/services/seniors/residential-aged-care/independent-living-units)

## **Launch Housing**

Community organisation that delivers homelessness services and housing supports to disadvantaged Victorians.

 1800 825 955 (Monday to Friday, 9am–5pm)

 [www.launchhousing.org.au](http://www.launchhousing.org.au)

## **Launch Housing Private Rental Assistance Program (PRAP)**

Provides people at risk of, or experiencing homelessness, with financial and practical assistance to establish and maintain private rental tenancies.


 9556 5775

 [www.launchhousing.org.au/housingsupport/private-rental-support](http://www.launchhousing.org.au/housingsupport/private-rental-support)

## **Salvation Army Crisis Service**

Assists people who are homeless or at risk of homelessness.


29 Grey Street, St Kilda


 9536 7777 (Monday to Friday, 9am–11pm)

 [www.salvationarmy.org.au](http://www.salvationarmy.org.au)

## **Star Health**

Community connections team works with people by helping to link into other services and assists with applying for or maintaining housing.

 9525 1300 (Monday to Friday, 9am–5pm)

 [www.starhealth.org.au](http://www.starhealth.org.au)



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## **Alcohol, drug and gambling support services**

### **Bayside Alcohol and Other Drugs Services**

Information, support and access to a range of alcohol and other drug services.

☎ 1800 229 263

🌐 [baysidealcoholanddrugservices.org.au](http://baysidealcoholanddrugservices.org.au)

### **Counselling Online**

Counselling Online or DirectLine is a free and confidential service that provides support to people across Australia affected by alcohol or drug use, 24 hours a day, 7 days a week.

☎ 1800 888 236

🌐 [www.counsellingonline.org.au](http://www.counsellingonline.org.au) or [www.directline.org.au](http://www.directline.org.au)

### **Family Drug Support**

Helps families and friends of people who use substances.

☎ 1300 368 186 (24 hours a day, seven days a week)

🌐 [www.familydrugsupport.org.au](http://www.familydrugsupport.org.au)

### **Gamblers Help Southern**

Support from qualified counsellors face to face, over the phone or online.

☎ 9575 5353 (Monday to Friday, 9am–5pm)

🌐 [www.gamblershelpsouthern.org.au](http://www.gamblershelpsouthern.org.au)

### **Gambling Help Online**

Free counselling, information and support for anyone affected by gambling.

☎ 1800 858 858

🌐 [www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au) (24 hours a day, seven days a week)

### **Odyssey House Victoria**

Offers alcohol and other drug treatment, training and support.

☎ 9420 7600

🌐 [www.odyssey.org.au](http://www.odyssey.org.au)

## **Taskforce Youth Alcohol and Drug Support**

Helps young people between 11 and 25 years old to reduce or cease substance use.

☎ 9532 0811

🌐 [www.taskforce.org.au/youth/alcohol-and-drug-support](http://www.taskforce.org.au/youth/alcohol-and-drug-support)

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## **Mental health support**

### **Better Place Australia**

Dedicated practitioners work with individuals, couples, and families at every relationship transition stage. Services include mediation and dispute resolution service, relationship counselling services, mental stress services with psychologists, financial counselling services and education programs with a focus on understanding relationships and people.

☎ 1800 639 523

🌐 [www.betterplaceaustralia.com.au](http://www.betterplaceaustralia.com.au)

### **Beyond Blue**

Free, confidential telephone and webchat counselling.

☎ 1300 22 4636 (24 hours a day, seven days a week)

🌐 [www.beyondblue.org.au](http://www.beyondblue.org.au)

### **Conversations in Isolation**

A volunteer service helping people at risk of isolation and loneliness through regular phone calls.

☎ 0492 837 888

🌐 [www.facebook.com/convoiniso](http://www.facebook.com/convoiniso)

### **FriendLine**

FriendLine is for anyone who needs to reconnect or just wants a chat (NOT a crisis service).

☎ 1800 424 287 (seven days a week, 10am–8pm)

🌐 [www.friendline.org.au](http://www.friendline.org.au) online chat (Monday to Friday, 6pm–8pm)



## **Griefline**


Provides free counselling services and support to anyone experiencing grief loss and or trauma Australia wide.

 1300 845 745 (Monday to Friday, 8am–8pm)

 [griefline.org.au](https://griefline.org.au)

## **Lifeline**

National charity providing all Australians experiencing a personal crisis with access to 24-hour crisis support and suicide prevention.

 13 11 14

 [www.lifeline.org.au](https://www.lifeline.org.au)

## **Mindspot**


Free telephone and online service for people with stress, anxiety, low mood or depression.

 1800 61 44 34 (Monday to Friday, 8am–8pm, Saturday 8am–6pm)

 [www.mindspot.org.au](https://www.mindspot.org.au)

## **Parentline**

Phone service for parents and carers of children (0–18 years old) offering confidential and anonymous counselling and support on parenting issues.

 13 22 89 (seven days a week, 8am–midnight)

 [services.dffh.vic.gov.au/parentline](https://services.dffh.vic.gov.au/parentline)

## **Suicide Call Back Service**

Free nationwide service providing phone and online counselling to people affected by suicide, available 24 hours a day, seven days a week.

 1300 659 467

 [www.suicidecallbackservice.org.au](https://www.suicidecallbackservice.org.au)

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## Financial support

### Australian Taxation Office

☎ 13 28 65

🌐 [www.ato.gov.au](http://www.ato.gov.au)

### Department of Families, Fairness and Housing Victoria

Low-income Victorians experiencing financial hardship are eligible for assistance through no-interest loans and other financial services.

🌐 [services.dffh.vic.gov.au/no-interest-loan-scheme](http://services.dffh.vic.gov.au/no-interest-loan-scheme)

### Good Shepherd

Financial support for young people, recent migrants and women.

☎ 1300 121 130

🌐 [www.goodshep.org.au/services/financial-services](http://www.goodshep.org.au/services/financial-services)

### Money Smart

Helps Australians of all ages, backgrounds and incomes to increase their financial wellbeing.

☎ 1300 300 630

🌐 [www.moneysmart.gov.au](http://www.moneysmart.gov.au)

### National Debt Help Line

Helps people tackle their debt problems.

☎ 1800 007 007

🌐 [www.ndh.org.au](http://www.ndh.org.au)

### Services Australia (Centrelink, Health Care Cards, etc.)

Delivered government payments and services.

☎ 13 24 68

🌐 [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)



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## Legal Support

### Peninsula Community Legal Centre

Free legal advice to people who live, work or study in Glen Eira and surrounds.  
Monday to Friday, 9am–5pm.

82 Brady Road, Bentleigh East

☎ 9783 3600 or 1800 064 784

✉ [pclc@pclc.org.au](mailto:pclc@pclc.org.au)

🌐 [www.pclc.org.au](http://www.pclc.org.au)

### Southern Migrant and Refugee Centre

Supports migrants through delivery of settlement and community-based services.

☎ 9767 1900

✉ [smrc@smrc.org.au](mailto:smrc@smrc.org.au)

🌐 [smrc.org.au](http://smrc.org.au)





## COMMUNITY SAFETY

### Community Security Group


Records antisemitic incidents and provides related support.

 1300 000 274

 [www.csgvic.com.au](http://www.csgvic.com.au)

### Crime Stoppers

Call Crime Stoppers to anonymously report suspicious behaviour.

 1300 333 000

 [www.crimestoppersvic.com.au](http://www.crimestoppersvic.com.au)

### Neighbourhood Watch Glen Eira


Community-based crime prevention program that shares community safety information and facilitates engagement between the community and police.

 [info@nhwgleneira.com.au](mailto:info@nhwgleneira.com.au)

 [www.facebook.com/nhwgleneira](https://www.facebook.com/nhwgleneira)

### Police Assistance Line and Online Reporting

For all non-urgent crimes and events (eg. suspicious activity, reporting past crimes).

 13 14 44

 [www.police.vic.gov.au/police-assistance-line-and-online-reporting](http://www.police.vic.gov.au/police-assistance-line-and-online-reporting)

### Snap Send Solve

Residents are encouraged to report issues with trees, pavement problems, graffiti, dumped rubbish, broken streetlights, trolleys, water faults or any areas of concern in the local community via the application.

 [www.snapsendsolve.com](http://www.snapsendsolve.com)

### Text STOPIT to 0499 455 455

A non-urgent, text-based notification service for the discreet reporting of unwanted sexual or anti-social behaviours on public transport.

 [www.police.vic.gov.au/stopit](http://www.police.vic.gov.au/stopit)

# HEALTH SERVICES

In an emergency call 000.

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## Hospitals

### The Alfred

Emergency and trauma centres, the state's largest intensive care unit and home to multiple state-wide services.

55 Commercial Road, Melbourne

☎ 9076 2000

🌐 [www.alfredhealth.org.au/the-alfred](http://www.alfredhealth.org.au/the-alfred)

### Caulfield Hospital (Alfred Health)

Specialising in community services, rehabilitation, aged care and aged mental health. Services are provided in hospital, in the community and at home, depending on the individual's needs.

260 Kooyong Road, Caulfield

☎ 9076 6000

🌐 [www.alfredhealth.org.au/caulfield](http://www.alfredhealth.org.au/caulfield)

(Please note: There are no emergency services at Caulfield Hospital)

### Monash Medical Centre and Monash Children's Hospital

Provides a comprehensive range of specialist surgical, medical, allied health and mental health services to our community including emergency department.

246 Clayton Road, Clayton

☎ 9594 6666

🌐 [www.monashhealth.org](http://www.monashhealth.org)

### Sandringham Hospital (Alfred Health)

Provides healthcare in emergency, paediatrics, general medicine and in outpatient clinics.

193 Bluff Road, Sandringham

☎ 9076 1000

🌐 [www.alfredhealth.org.au/sandringham](http://www.alfredhealth.org.au/sandringham)

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## Community health services

### Better Health Network (Connect Health and Community, and Star Health)

An amalgamation of Central Bayside Community Health Services, Connect Health and Community and Star Health. See these services below.

 [www.bhn.org.au](http://www.bhn.org.au)

### Caulfield Community Health Service

Centre, community and home-based health professional services and health promotion activities. Services include physiotherapy, podiatry, nutrition, type 2 diabetes service, and social work support.

Gate 2, Ashley Ricketson Centre (Building 22) 260–264 Kooyong Road,  
Caulfield

 9076 6666

 [cchs@cgmc.org.au](mailto:cchs@cgmc.org.au)

 [www.alfredhealth.org.au/services/caulfield-community-health-service](http://www.alfredhealth.org.au/services/caulfield-community-health-service)

### Connect Health and Community

Services include community transport, dental, podiatry, Gambler's Help, diet and nutrition, children's speech pathology, and NDIS services.

2A Gardeners Road, Bentleigh East

 9575 5333

 [www.connecthealth.org.au](http://www.connecthealth.org.au)

## Hatzolah

Hatzolah emergency first responders bridge the gap between medical emergencies and the arrival of Ambulance Victoria. Hatzolah works closely with Ambulance Victoria and their volunteer responders are available 24 hours a day, seven days a week to attend medical emergencies.

☎ Medical emergencies: 1800 613 613

☎ Other enquiries: 8534 0100

🌐 [www.hatzolah.org.au](http://www.hatzolah.org.au)

## Star Health

Provides a broad range of services including GP services, dental services, mental health, podiatry, physiotherapy, dietetics, counselling and diabetes education.

973 Nepean Highway, Bentleigh

☎ 9525 1300

✉ [info@starhealth.org.au](mailto:info@starhealth.org.au)

🌐 [www.starhealth.org.au](http://www.starhealth.org.au)



# CONNECT WITH YOUR COMMUNITY

## Community and neighbourhood houses

Below is a selection of community organisations across Glen Eira that offer a range of community programs and support. Neighbourhood houses, also known as community houses or centres, offer a wide range of educational, social and wellbeing activities for all ages and abilities and are great places to connect with people in your local community.

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### Bentmoor Men's Shed

A local, informal venue where men in the community (aged 18 and over) can spend time together to share their skills and experiences.  
A women's program runs on Tuesday afternoons and evenings.

Moorleigh Community Village, 92 Bignell Road, Bentleigh East

☎ 0481 369 191

✉ bentmoorms@outlook.com

🌐 [www.bentmoormensshed.org](http://www.bentmoormensshed.org)

### Chatty Cafe

Helps connect communities and increase social interactions by bringing people together to chat — either in their favourite local cafe or community spaces such as Neighbourhood Houses and libraries.

🌐 [www.chattycafeaustralia.org.au/find-a-chatty-table](http://www.chattycafeaustralia.org.au/find-a-chatty-table)

### Caulfield South Community House and Garden

A community gathering space providing programs and classes to improve physical and mental wellbeing, a vibrant community garden, childcare and opportunities to connect and volunteer.

450 Kooyong Road, Caulfield South

☎ 9596 8643

✉ admin@csch.org.au

🌐 [www.csch.org.au](http://www.csch.org.au)

### **Glen Eira Adult Learning Centre**

Community, not-for-profit Registered Training Organisation offering quality and affordable accredited courses in English as an additional language and literacy, computer and skill development, as well as a range of personal development and social engagement activities.

260 Booran Road, Ormond

 9578 8996

 [info@gealc.org.au](mailto:info@gealc.org.au)

 [www.gealc.org.au](http://www.gealc.org.au)

### **Godfrey Street Community House**

Provides high quality, cost effective and inclusive community programs that facilitate community engagement for all residents.

9 Godfrey Street, Bentleigh

 9557 9037


 [coordinator@godfreystreet.org](mailto:coordinator@godfreystreet.org)

 [www.godfreystreet.org](http://www.godfreystreet.org)


### **Moongala Women's Community House**

A not-for-profit community-based organisation offering a range of low cost educational and general interest classes, self-help, support groups and friendship groups.

92 Bignell Road, Bentleigh East

 9570 3468

 [admin@moongala.org.au](mailto:admin@moongala.org.au)

 [www.moongala.org.au](http://www.moongala.org.au)

## **Moorleigh Community Village**

Home to 24 community groups and a vibrant hub offering a range of social connection and learning opportunities for people of all ages and abilities. Moorleigh also features a sportsground, a recreational space and a fantastic multipurpose facility. For further information on groups, contact the community strengthening officer.

92 Bignell Road, Bentleigh East

☎ 9524 3333

🌐 [www.gleneira.vic.gov.au/our-city/parks-and-playgrounds/moorleigh-community-village](http://www.gleneira.vic.gov.au/our-city/parks-and-playgrounds/moorleigh-community-village)

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## **Community gardens**

### **Carnegie Laneway Garden and Gallery**

A series of vibrant laneway 'gardens and galleries' open to the community and maintained by volunteers.

Koorang Road to Graceburn Avenue, Carnegie

✉ [camindxb@hotmail.com](mailto:camindxb@hotmail.com)

🌐 [www.facebook.com/CarnegieLaneway](https://www.facebook.com/CarnegieLaneway)

(You can also make contact through the fairy note box in the laneway!)

### **Caulfield South Community House and Garden**

See listing under community and neighbourhood houses.

### **East Bentleigh Village Garden**

An inclusive and welcoming gardening community.

90–92 Bignell Road, Bentleigh East (rear of Moorleigh Community Village)

☎ 0484 131 708

✉ [info@ebvg.org.au](mailto:info@ebvg.org.au)

🌐 [www.ebvg.org.au](http://www.ebvg.org.au)

## **Murrumbeena Community Garden**

Gardeners can meet with the community and build friendships with people who share the garden space.

117 Murrumbeena Road, Murrumbeena (rear of Murrumbeena Uniting Church)

✉ [murrumbeenagarden@bigpond.com](mailto:murrumbeenagarden@bigpond.com)

🌐 [www.communitygarden.org.au/listing/murrumbeena-community-garden](http://www.communitygarden.org.au/listing/murrumbeena-community-garden)

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## **Libraries**

### **Glen Eira Libraries**

Providing access to collections of books, talking books, magazines, newspapers, DVDs and games, as well as a range of live programming and events for all ages. Glen Eira Libraries also have wifi, public computers and printing facilities, and space for meetings, private work or study. Online services include e-audiobooks, e-books and magazines, movies, language resources, and a wide range of events for children and adults.

☎ 9524 3700

✉ [gelis@gleneira.vic.gov.au](mailto:gelis@gleneira.vic.gov.au)

🌐 [library.gleneira.vic.gov.au](http://library.gleneira.vic.gov.au)

### **Bentleigh Library and Youth Hub**

161 Jasper Road, Bentleigh

### **Carnegie Library**

7 Shepparson Avenue, Carnegie

### **Caulfield Library**

Corner Glen Eira and Hawthorn Roads, Caulfield

### **Elsternwick Library**

4 Staniland Grove, Elsternwick



# GLEN ELLEN LIBRARIES



**Home library visits**

Brings books (and other materials) right to your front door: for those experiencing frailty, older people and people with disabilities who can't visit the library. Contact the home library service co-ordinator.

☎ 9524 3700  
✉ [HomeLibraryService@gleneira.vic.gov.au](mailto:HomeLibraryService@gleneira.vic.gov.au)

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**Glen Eira Gallery**

Presents high quality curated exhibitions with works from established and emerging Australian artists and public programs for all ages.

Monday to Friday, 10am–5pm  
Saturday to Sunday, 1pm–5pm  
Closed all public holidays.

Corner Glen Eira and Hawthorn Roads, Caulfield  
☎ 9524 3333

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**Volunteering**

**Volunteering opportunities**

Glen Eira has volunteering opportunities to suit a range of interests and abilities.

✉ [volunteering@gleneira.vic.gov.au](mailto:volunteering@gleneira.vic.gov.au)  
🌐 [www.gleneira.vic.gov.au/get-involved/volunteering](http://www.gleneira.vic.gov.au/get-involved/volunteering)

**Volunteers of Glen Eira**

Community Information and Support Victoria delivers volunteer support services in and around the Glen Eira municipality and can assist individuals to find suitable volunteering opportunities.

☎ 03 9571 7644  
✉ [volresources@cisgleneira.org.au](mailto:volresources@cisgleneira.org.au)  
🌐 [www.cisvic.org.au/VolunteersofGlenEira](http://www.cisvic.org.au/VolunteersofGlenEira)

**Volunteer Community Support**

Volunteer visitor service in the home for social interaction and companionship.

☎ Over 65: My Aged Care on 1800 200 422  
[www.myagedcare.gov.au](http://www.myagedcare.gov.au)

☎ Under 65: contact Service Centre on 03 9524 3333

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**Sustainability**

It's important that we all live more sustainably to protect and care for our environment. There's a lot you can do to live more sustainably and simply. Council has a range of information, free programs and resources to help you become greener at home, work and school.

🌐 [www.gleneira.vic.gov.au/services/sustainable-living](http://www.gleneira.vic.gov.au/services/sustainable-living)

Discover sustainable and environmental community groups that are active in Glen Eira:

🌐 [www.gleneira.vic.gov.au/sustainabilitygroups](http://www.gleneira.vic.gov.au/sustainabilitygroups)

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**Heritage centres**

**Labassa Estate**

🌐 [www.nationaltrust.org.au/places/labassa](http://www.nationaltrust.org.au/places/labassa)

**Ripponlea Estate**

🌐 [www.ripponleaestate.com.au](http://www.ripponleaestate.com.au)

## SPORT AND RECREATION


Connecting with your community through physical activity or sport has benefits for both your physical and mental wellbeing. Glen Eira has a range of accessible options for all members of the community.

### Cycling

Bike paths are available across the City, including the historic Rosstown Rail Trail and Elster Creek Trail.

 [www.gleneira.vic.gov.au/our-city/getting-around/cycling-in-glen-eira](http://www.gleneira.vic.gov.au/our-city/getting-around/cycling-in-glen-eira)

### Dog walking and off-leash areas

 [www.gleneira.vic.gov.au/services/pets-and-animals/dog-walking-and-off-leash-areas](http://www.gleneira.vic.gov.au/services/pets-and-animals/dog-walking-and-off-leash-areas)

### Glen Eira Leisure

 [www.geleisure.com.au](http://www.geleisure.com.au)

Caulfield Recreation Centre  
6 Maple Street, Caulfield South

Glen Eira Sports and Aquatic Centre (GESAC)  
200 East Boundary Road, Bentleigh East

Carnegie Memorial Swimming Pool (under construction)  
Koornang Park, Moira Avenue, Carnegie  
Construction scheduled to conclude in late 2024.

### Glen Eira self-guided walking tours

 [www.gleneira.vic.gov.au/our-city/sports-and-leisure/self-guided-walking-tours](http://www.gleneira.vic.gov.au/our-city/sports-and-leisure/self-guided-walking-tours)

### Parks and playgrounds

 [www.gleneira.vic.gov.au/our-city/parks-and-playgrounds](http://www.gleneira.vic.gov.au/our-city/parks-and-playgrounds)


### Sports clubs

Glen Eira has a thriving sporting community with more than 60 sporting clubs. There are plenty of opportunities to become involved in different sports such as football, cricket, soccer, baseball, softball, lacrosse, tennis, lawn bowls, croquet, netball, basketball and athletics.

 [www.gleneira.vic.gov.au/our-city/sports-and-leisure/sport-clubs](http://www.gleneira.vic.gov.au/our-city/sports-and-leisure/sport-clubs)



## Sports for people with disabilities

 [www.gleneira.vic.gov.au/our-city/sports-and-leisure/sports-for-people-with-disabilities](http://www.gleneira.vic.gov.au/our-city/sports-and-leisure/sports-for-people-with-disabilities)

**MACCABI (listing under Disability and carer support)**



# CHILDREN, YOUTH AND FAMILY SUPPORT

## Children

Glen Eira City Council offers a range of direct services and programs to support the wellbeing of children and families, including guidance around immunisation, enrolling in kindergarten, and finding childcare.

 [www.gleneira.vic.gov.au/services/family-and-children](http://www.gleneira.vic.gov.au/services/family-and-children)

## Glen Eira Maternal and Child Health

Our maternal and child health service provides free guidance, support and practical information in parenting, maternal health and family wellbeing to Glen Eira families with children from birth to school age. Monday to Friday, 9am–5pm

 9524 3403

 [www.gleneira.vic.gov.au/services/family-and-children/maternal-and-child-health](http://www.gleneira.vic.gov.au/services/family-and-children/maternal-and-child-health)



## Playgroup Victoria

Playgroups bring young children, parents, families and communities together to learn and develop through informal play activities and social interaction. Any child from newborn to five can join.

☎ 1800 171 882

🌐 [www.playgroup.org.au](http://www.playgroup.org.au)

## Toy libraries

At a toy library, you can borrow well-made toys that have been designed to support your child's skill development and imagination. Toy libraries enable families to connect with one another through volunteering and events, and encourage children of all ages and abilities to enjoy learning through play.

### Carnegie Toy Library

12 Munro Avenue, Carnegie

☎ 0448 770 142

✉ [hello@carnegietoylibrary.com](mailto:hello@carnegietoylibrary.com)

🌐 [www.carnegietoylibrary.com](http://www.carnegietoylibrary.com)

### Moorabbin Area Toy Library

Moorleigh Community Village

90–92 Bignell Road, Bentleigh East

☎ 9570 3590

✉ [moortoylib@gmail.com](mailto:moortoylib@gmail.com)

🌐 [www.moorabbinareatoylibrary.com](http://www.moorabbinareatoylibrary.com)

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## Young people

### Centre for Multicultural Youth

A not-for-profit organisation based in Victoria, providing specialist knowledge and support to young people from migrant and refugee backgrounds.

☎ 9340 3700

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



## **Glen Eira Youth Services**

Council offers a range of events, programs and support services for young people to maintain their health and wellbeing and help connect with the community.

☎ 9524 3676

✉ [youthservices@gleneira.vic.gov.au](mailto:youthservices@gleneira.vic.gov.au)

🌐 [www.gleneira.vic.gov.au/services/youth](http://www.gleneira.vic.gov.au/services/youth)

## **H Headspace**

Headspace supports young people with mental health, physical health (including sexual health), alcohol and other drug services, as well as work and study support.

### **Headspace Bentleigh**

Ground Floor, 973 Nepean Highway, Bentleigh, Victoria 3204

☎ 9076 9400

✉ [headspacebentleigh@alfred.org.au](mailto:headspacebentleigh@alfred.org.au)

### **Headspace Elsternwick**

319–321 Glenhuntly Road, Elsternwick, Victoria 3185

☎ 9076 7500

✉ [headspaceelsternwick@alfred.org.au](mailto:headspaceelsternwick@alfred.org.au)

## **Kids Helpline**

Kids Helpline is a 24-hour telephone service that is available for young people (aged between five and 25) who need advice, counselling or just someone to talk to.

☎ 1800 551 800 (24 hours)

🌐 [www.kidshelpline.com.au](http://www.kidshelpline.com.au)

## **Minus18 (see listing under LGBTQIA+ support)**




## SENIORS/OLDER ADULTS

### My Aged Care

All people aged 65 or older (50 years or older for Aboriginal or Torres Strait Islander people) need to contact My Aged Care for an assessment in order to access support services. My Aged Care is the starting point for accessing Federal Government-funded services.

After you register, My Aged Care will refer you to either the Regional Assessment Service (RAS) or the Aged Care Assessment Service (ACAS). They will conduct an assessment with you in your home, discuss what you can manage independently and what assistance you may need.

If you're eligible for assistance, RAS or ACAS will refer you to your preferred service providers who will contact you to discuss the type of services you need and associated costs.

 1800 200 422 (Monday to Friday, 8am–8pm and Saturday, 10am–2pm)


 [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

### Glen Eira City Council Aged Care Services

Council provides a range of services to support older people experiencing frailty and their carers to live independently in our community including:

- Domestic assistance
- Home maintenance
- Personal care
- Social support programs

Contact My Aged Care to arrange a referral to our aged care services.

 1800 200 422 (Monday to Friday, 8am–8pm and Saturday, 10am–2pm)

 [www.myagedcare.gov.au](http://www.myagedcare.gov.au)






## **Caulfield Community Health Service**

Access and support service for over 65s.

Gate 2, Ashley Ricketson Centre (Building 22) 260–264 Kooyong Road,  
Caulfield VIC 3162

 9076 6776

 [gcgmcaccess@alfred.org.au](mailto:gcgmcaccess@alfred.org.au)


 [www.alfredhealth.org.au/services/caulfield-community-health-service](http://www.alfredhealth.org.au/services/caulfield-community-health-service)

## **Connect Local**

Connect Local is free program run by Connecting Communities to Care to promote wellbeing through social connection for people aged 65 and over. You can find a community directory on their website.


 1800 929 022


 [enquiries@connectlocal.org.au](mailto:enquiries@connectlocal.org.au)

 [www.connectlocal.org.au](http://www.connectlocal.org.au)

## **COTA Vic**

Council on the Ageing (COTA) is an advocacy organisation which lobbies for action at a national level on issues affecting seniors.

 1300 135 090

 [www.cotavic.org.au](http://www.cotavic.org.au)

## **Dementia Support Australia**

Supports people with dementia and their care network. Phone support available 24 hours a day, seven days a week.

 1800 699 799

 [www.dementia.com.au](http://www.dementia.com.au)

## **Older Persons Advocacy Network (OPAN)**

Help for older people to understand and exercise their aged care rights, seek aged care services that suit their needs and find solutions to issues they may be experiencing with their aged care provider.

 1800 700 600 (Monday to Friday, 8am–8pm, Saturday, 10am–4pm)

 [www.opan.org.au](http://www.opan.org.au)

## Probus

Probus clubs offer a range of social activities, outings and guest speakers and are open to anyone who is retired or semi-retired. Local clubs include Glen Eira, Moorleigh and Sandbelt Ladies.

☎ 1300 630 488

🌐 [probussouthpacific.org](http://probussouthpacific.org)

## Senior Citizens Centres and Clubs

Senior Citizens Centres provide a friendly and welcoming environment for residents aged over 60. There are six Senior Citizens Centres in Glen Eira, all of them are meeting places for local clubs and support groups with a variety of cultural backgrounds and interests.

☎ 9524 3333 contact Healthy Ageing Officer, Diversity and Inclusion Team

🌐 [www.gleneira.vic.gov.au/services/seniors/health-and-wellbeing/senior-citizen-centres](http://www.gleneira.vic.gov.au/services/seniors/health-and-wellbeing/senior-citizen-centres)

## Seniors Rights Victoria

Information, support, advice and education to help prevent elder abuse.

☎ 1300 368 821 (Monday to Friday, 10am–5pm)

🌐 [seniorsrights.org.au](http://seniorsrights.org.au)

## University of the Third Age (U3A)

U3A is a worldwide movement catering to those in the ‘third’ or ‘golden age’ of life. They are volunteer cooperatives of older people who share many educational, creative and leisure activities.

- **Glen Eira U3A**

1151 Glen Huntly Road, Glen Huntly

Office Hours: Monday to Friday, 9.30am to 3pm

☎ 9572 0571

✉ [enquiries@gleneirau3a.org.au](mailto:enquiries@gleneirau3a.org.au)

🌐 [www.gleneirau3a.org.au](http://www.gleneirau3a.org.au)

- **U3A Bentleigh**

92 Bignell Road, Bentleigh East

☎ 9570 3929

✉ [office@u3abentleigh.org.au](mailto:office@u3abentleigh.org.au)

🌐 [u3abentleigh.org.au](http://u3abentleigh.org.au)

# ABORIGINAL AND TORRES STRAIT ISLANDER GROUPS AND SUPPORT

## **Boonwurrung Land and Sea Council**

Represents the traditional people and custodians of the lands from the Werribee River to Wilson Promontory and are proud members of the Kulin People — the Boonwurrung and Woiwurrung.

208–220 Bank Street, South Melbourne

☎ 9537 2222

✉ info@blsc.org.au

🌐 [www.blsc.org.au](http://www.blsc.org.au)

## **Bunurong Land Council**

Traditional Owner organisation that represents the Bunurong people of the South-Eastern Kulin Nation. They aim to preserve and protect the sacred lands and waterways of their ancestors, their places, traditional cultural practices, and stories.

336–340 Nepean Hwy, Frankston

☎ 9770 1273

🌐 [www.bunuronglc.org](http://www.bunuronglc.org)

## **Wurundjeri Woi-wurrung Cultural Heritage Aboriginal Corporation**

Aboriginal cultural heritage work, cultural and educational services, and land management.

☎ 9416 2905

✉ reception@wurundjeri.com.au

🌐 [www.wurundjeri.com.au](http://www.wurundjeri.com.au)

## **Aboriginal Housing Victoria (AHV)**

The lead agency for Victoria's Aboriginal housing and homelessness policy, responsible for managing more than 1,500 rental properties for Aboriginal and/or Torres Strait Islander people living in Victoria.

☎ 1800 248 842

🌐 [www.ahvic.org.au](http://www.ahvic.org.au)



## **Connect Health and Community (Better Health Network)**

Culturally safe health service.

☎ 9575 5333

🌐 [www.connecthealth.org.au](http://www.connecthealth.org.au)

🌐 [www.bhn.org.au](http://www.bhn.org.au)

## **Culture is Life**

Aboriginal-led not-for-profit organisation supporting First Nation's young people.

🌐 [www.cultureislife.org](http://www.cultureislife.org)

## **Derrimut Weelam Gathering Place**

Cultural and social hub for First Nations people.

☎ 0418 132 796

🌐 [www.facebook.com/derrimutweelamgatheringplace](https://www.facebook.com/derrimutweelamgatheringplace)

## **Mallanbool Reserve**

Beautiful open space with a cultural and botanical trail on the history of the Kulin Nation.

Corner Leila and Murrumbeena Roads, Murrumbeena

🌐 [www.gleneira.vic.gov.au/our-city/parks-and-playgrounds/mallanbool-reserve](http://www.gleneira.vic.gov.au/our-city/parks-and-playgrounds/mallanbool-reserve)

## **Star Health (Better Health Network)**

Health and social services available for First Nations people.

☎ 9525 1300

🌐 [www.starhealth.org.au/services-2/aboriginal-health/](http://www.starhealth.org.au/services-2/aboriginal-health/)

## **Victorian Aboriginal Child Care Agency (VACCA)**

Supports culturally strong, safe and thriving Aboriginal communities, with youth services, justice support and cultural strengthening programs.

☎ 9287 8800

🌐 [www.vacca.org](http://www.vacca.org)

## Victorian Aboriginal Health Service (VAHS)

Addresses the specific medical needs of Victorian Indigenous communities.

☎ 1800 959 563

🌐 [www.vahs.org.au](http://www.vahs.org.au)




## MULTICULTURAL SUPPORT

### **Asylum Seeker Resource Centre**

Information and support services for refugees and people seeking asylum.

 8772 1380

 [www.asrc.org.au](http://www.asrc.org.au)

### **Bayside Refugee Advocacy and Support Association**

Independent community group raising awareness of the issues faced by asylum-seekers in Australia and its overseas detention centres in Nauru and Papua New Guinea.

 [www.baysiderefugeesupport.org](http://www.baysiderefugeesupport.org)

### **Ethnic Communities' Council of Victoria**

The peak body for migrant and refugee communities in Victoria working with more than 220 member organisations, including ethnic associations, multicultural service providers, and eight regional ethnic communities' councils.

 9354 9555

 [www.eccv.org.au](http://www.eccv.org.au)

### **Glen Eira Adult Learning Centre**

See listing under community and neighbourhood houses.

### **MiCare**

A range of services for culturally and linguistically diverse members of our community.

Moorleigh Multicultural Seniors Centre, North Wing, 92 Bignell Road, Bentleigh East

 1800 642 273

 [moorleigh@micare.com.au](mailto:moorleigh@micare.com.au)

 [www.micare.com.au](http://www.micare.com.au)

## **Translating and Interpreting Service**

An interpreting service provided by the Department of Home Affairs for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.

☎ 131 450

🌐 [www.tisnational.gov.au](http://www.tisnational.gov.au)

## **Victorian Multicultural Commission**

Main link between communities and the Victorian Government, the Victorian Multicultural Commission engages with multicultural and multifaith groups to understand the issues they face.

🌐 [www.multiculturalcommission.vic.gov.au](http://www.multiculturalcommission.vic.gov.au)



## DISABILITY AND CARERS SUPPORT

### **ACCESS Inc.**

Programs for young adults with disabilities, working in a Jewish cultural context.

304 Hawthorn Road, Caulfield South

☎ 9272 5603

✉ admin@accessinc.org.au

🌐 [www.accessinc.org.au](http://www.accessinc.org.au)

### **Action on Disability within Ethnic Communities (ADEC)**

ADEC's advocacy program assists people living with a disability, their carers and family members to understand their rights, access information and services, and to speak up for what is needed to improve their situation.

☎ 9480 7000

✉ info@adec.org.au

🌐 [www.adec.org.au/advocacy-support](http://www.adec.org.au/advocacy-support)

### **Chat n' Chuckle**

A fortnightly discussion group for anyone with an acquired brain injury to meet others, share news and views, discuss ideas and have fun. You don't have to live in Glen Eira to participate.

For further information or to register, contact Council's Service Centre on 9524 3333 or email [accessandinclusion@gleneira.vic.gov.au](mailto:accessandinclusion@gleneira.vic.gov.au)

Godfrey Street Community House, 9 Godfrey Street, Bentleigh and online.

### **Companion Card**

A card for people with significant and permanent disability who have a lifelong need for a high level of support to participate in community events and activities. The card allows a person's carer free entry into participating venues and events.

☎ 1800 650 611 (Monday to Friday, 10am–2pm)

🌐 [www.companioncard.vic.gov.au](http://www.companioncard.vic.gov.au)

## Disability Gateway

Information and services to help people with disability, their family, friends and carers, to find the support they need in Australia.

📞 1800 643 787 (Monday to Friday, 8am–8pm)

🌐 [www.disabilitygateway.gov.au](http://www.disabilitygateway.gov.au)

## Disability Services Directory

The online directory lists around 30 local disability services providers, as well as their contact details and an overview of how they can help you.

🌐 [www.gleneira.vic.gov.au/services/disability-and-accessibility/find-a-service/disability-services-directory](http://www.gleneira.vic.gov.au/services/disability-and-accessibility/find-a-service/disability-services-directory)

## Home and Community Care Program

If you're under 65, you may be eligible to access services through the Home and Community Care Program for Younger People (HACC-PYP). This program aims to help you live at home as independently as possible by providing assistance with daily activities, including personal care, dressing, preparing meals, house cleaning, property maintenance, community access and using public transport. For help accessing the HACC-PYP, call our In-Home Support team on 9524 3333.

🌐 [www.health.vic.gov.au/home-and-community-care/hacc-program-for-younger-people](http://www.health.vic.gov.au/home-and-community-care/hacc-program-for-younger-people)

## MACCABI

Connecting the Jewish community through sports and wellbeing.

1/115 Hawthorn Road, Caulfield North

📞 9563 5865

✉ [enquiries@maccabi.com.au](mailto:enquiries@maccabi.com.au)

🌐 [www.maccabi.com.au](http://www.maccabi.com.au)

## Marriott Support Service

Programs and services for adults with disability.

15a/56 Keys Road, Cheltenham

📞 9555 0777

✉ [info@marriott.org.au](mailto:info@marriott.org.au)

🌐 [www.marriott.org.au](http://www.marriott.org.au)



## National Disability Insurance Scheme (NDIS)

The NDIS provides Australians under the age of 65 who have a permanent and significant disability with support they need in their homes, workplaces, schools and community activities.

☎ 1800 800 110

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

## Southern Disability Advocacy

Free and independent service that advocates for the rights and interests of people with a disability on issues such as National Disability Insurance Scheme, housing and services.

PO Box 161 Bentleigh 3204

Office: 2/128 Balcombe Road, Mentone

☎ 9553 5977

✉ [info@southernda.org.au](mailto:info@southernda.org.au)

🌐 [www.southernda.org.au](http://www.southernda.org.au)

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## Carers support

Are you caring for someone in your family or maybe a friend or neighbour?

There are a range of support services, activities, training and events available to carers from government, service providers and community organisations.

🌐 [www.gleneira.vic.gov.au/services/disability-and-accessibility/for-carers](http://www.gleneira.vic.gov.au/services/disability-and-accessibility/for-carers)

## Alfred Health Carer Services

An advisory and support service for carers located in Melbourne's south.

☎ 1800 512 121

🌐 [www.carersouth.org.au](http://www.carersouth.org.au)

## Carer Card

The Victorian Carer Card recognises the significant contribution carers make to the lives of people they care for and the communities in which they live. The card provides discounts and benefits to carers at various venues including Glen Eira Leisure.

☎ 1800 901 958

🌐 [www.carercard.vic.gov.au](http://www.carercard.vic.gov.au)





### **Carer Gateway**

An Australian government program providing free services and support for carers.

 1800 422 737 (Monday to Friday, 8am–5pm)

 [www.carergateway.gov.au](http://www.carergateway.gov.au)

### **Carers Victoria**

The statewide voice for family carers, representing and providing support to carers in Victoria.

 1800 514 845 (Monday to Friday, 8.30am–5pm)

 [www.carersvictoria.org.au](http://www.carersvictoria.org.au)

### **Little Dreamers Australia**

Supporting young carers.

 1800 717 515

 [www.littledreamers.org.au](http://www.littledreamers.org.au)

# LGBTIQA+ SUPPORT

## Youth specific

### Glen Eira Pride

Aims to bring LGBTIQA+ young people and their communities together. Glen Eira Pride holds different events and activities on a term-based basis, each term having a different focus area.

 [www.gleneira.vic.gov.au/services/youth/youth-programs/your-event](http://www.gleneira.vic.gov.au/services/youth/youth-programs/your-event)

### Minus18

Provides social connection and events for young people. Provides training for workplaces and schools.

 [www.minus18.org.au](http://www.minus18.org.au)

### PRISM

A pride space/peer support group facilitated by and for young people aged 16 to 25, a safe place to chat about gender, sexuality or queer things, and connect with other young people, on Thursday afternoons during school term. Call Headspace Bentleigh to get involved.

 9076 9400

 [www.rainbownetwork.com.au/directory/prism](http://www.rainbownetwork.com.au/directory/prism)

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## Resources and directories

### LGBTIQ+ Liaison Officers — Victoria Police

Victoria Police has more than 450 LGBTIQ+ liaison officers (LLOs), serving as contact points for the lesbian, gay, bisexual, transgender, intersex and queer community.

 [www.police.vic.gov.au/LGBTIQ-liaison-officers#contact-an-llo](http://www.police.vic.gov.au/LGBTIQ-liaison-officers#contact-an-llo)

or contact your local police station.

**QLife**

Provides a free and anonymous peer support and referral service for LGBTIQ+ people.

☎ 1800 184 527 (seven days a week, 3pm–midnight)

🌐 [www.qlife.org.au](http://www qlife.org.au)

**Rainbow Door**

A free support service for the LGBTIQ+ community.

☎ 1800 729 367 (10am–5pm)

✉ [support@rainbowdoor.org](mailto:support@rainbowdoor.org)

🌐 [www.rainbowdoor.org.au](http://www.rainbowdoor.org.au)

**Transcend Australia**

Provides information, support and connection for trans and gender diverse children, their families and carers.

🌐 [www.transcend.org.au](http://www.transcend.org.au)

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**Social and support**

**Aleph Melbourne**

A social, support and advocacy group for same-sex attracted, trans and gender diverse, and intersex people (and allies) who have a Jewish heritage, living in Melbourne, Australia

☎ 0417 595 541

✉ [contact@aleph.org.au](mailto:contact@aleph.org.au)

🌐 [www.aleph.org.au](http://www.aleph.org.au)

**Rainbow Network Directory**

Search the Rainbow Network Directory to find LGBTIQ+ groups and services all over Victoria.

🌐 [www.rainbownetwork.com.au/directory](http://www.rainbownetwork.com.au/directory)

## **The Victorian Pride Centre**

Home to various LGBTIQ+ resident organisations, spaces for hire, a theatrette and gallery.

79–81 Fitzroy Street, St Kilda

☎ 7035 3592

✉ [contact@pridecentre.org.au](mailto:contact@pridecentre.org.au)

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

## **Transfamily**

A peer support group for parents, siblings, extended family and friends of a trans and gender diverse person.

🌐 [www.transfamily.org.au/contact](http://www.transfamily.org.au/contact)



# COMMUNITY TRANSPORT

## Australian Red Cross Transport Service

Provides a door-to-door transport to assist you to attend non-emergency medical appointments.

☎ 1800 131 701

🌐 [www.redcross.org.au/services/patient-transport-services-non-emergency](http://www.redcross.org.au/services/patient-transport-services-non-emergency)

## Better Health Network (Connect Health and Community)

Community transport aims to assist people who are unable to use private or public transport to get out and about. Individual and group transport provided by volunteers.

☎ 9575 5386

🌐 [www.connecthealth.org.au](http://www.connecthealth.org.au)

🌐 [www.bhn.org.au](http://www.bhn.org.au)

## Multi Purpose Taxi Program (MPTP)

The MPTP assists with the travel needs of people with accessibility and mobility needs who also experience financial hardship by offering subsidised commercial taxi fares.

☎ 1800 638 802

🌐 [www.cpv.vic.gov.au/passengers/mptp](http://www.cpv.vic.gov.au/passengers/mptp)



Glen Eira City Council  
Corner Glen Eira and Hawthorn Roads, Caulfield  
Mail address: PO Box 42  
Caulfield South, 3162  
Phone: (03) 9524 3333  
Fax: (03) 9523 0339  
mail@gleneira.vic.gov.au  
www.gleneira.vic.gov.au



GLEN EIRA  
CITY COUNCIL

### **National Relay Service**

If you are deaf, hearing-impaired, or speech-impaired, we ask that you call us via the National Relay Service and then ask for (03) 9524 3333.

Online: <https://internet-relay.nrscall.gov.au>

Teletypewriter (TTY): 13 36 77

Speak and Listen: 1300 555 727

### **Social media**

#### **Glen Eira City Council:**

[www.facebook.com/GlenEiraCityCouncil](https://www.facebook.com/GlenEiraCityCouncil)

#### **@cityofgleneira:**

[www.instagram.com/cityofgleneira](https://www.instagram.com/cityofgleneira)

#### **Glen Eira arts, gallery and events:**

[www.facebook.com/gleneiraarts](https://www.facebook.com/gleneiraarts)

#### **Glen Eira Leisure:**

[www.facebook.com/GESACOnline](https://www.facebook.com/GESACOnline)

<https://www.instagram.com/gleneiraleisure>

#### **Glen Eira Libraries and Learning Centres:**

[www.facebook.com/GlenEiraLibraries](https://www.facebook.com/GlenEiraLibraries)

<https://www.instagram.com/gleneiralibraries>

#### **Glen Eira Maternal and Child Health:**

[www.facebook.com/GlenEiraMaternalandChildHealth](https://www.facebook.com/GlenEiraMaternalandChildHealth)

#### **Glen Eira sustainable living:**

[www.facebook.com/sustainablelivinggleneira](https://www.facebook.com/sustainablelivinggleneira)

#### **Glen Eira Youth Services:**

[www.facebook.com/GlenEiraYouthServices](https://www.facebook.com/GlenEiraYouthServices)

[www.instagram.com/gleneirayouthservices](https://www.instagram.com/gleneirayouthservices)

