

Services across Goulburn area

Service name and contact details	Service offering- what do they do?	Notes
Kids Helpline: 1800 551 800 https://kidshelpline.com.au/		
Parentline: 132289	Statewide telephone counselling and support service for all Victorian parents and carers of children from 0-18 years	
Nurse OnCall: 1300 606 024		
Lifeline:13 11 14		
Salvocare Shepparton: (03) 58208000 Seymour: Ph (03) 5799 2583 https://www.salvationarmy.org.au/shepparton/what-we-offer/	- Emergency relief services - Case management - Crisis and supported accommodation	Closed door service, no direct client contact.
FamilyCare (ChildFIRST)	Family support	Office is closed

ChildFIRST Shepparton: 1300 854 944 ChildFIRST Seymour: 1800 663 107 https://familycare.net.au/	• Carer support • Disability support • Child first-family services and other community supports for vulnerable children and their families	No non-essential travel, home visits ongoing but likely to change shortly. Group work being cancelled for next term. Providing face to face support only in a crisis situation
Child Protection East Division intake: 1300 360 391 After hours intake: 131278	• Child Protection intake • Investigation and response Case Management	Changes have been introduced in how child protection workers do their job. Face to face contact with families will occur only where emergency responses are required. Intake will continue to receive and register reports. CP will be prioritising responses to children at imminent and immediate risk who require an

		emergency statutory response. New approaches to working with families - including online group work, will be developed, in partnership with our community services partners to help families to be resilient and keep their children safe from harm.
Shepparton Foodshare 0432 517 329 http://www.sheppartonfoodshare.org.au/	• Emergency food provision for organisations	Receives requests only from organisations, not individuals
Rumbalara Aboriginal Cooperative 5820 0000 https://www.rumbalara.org.au/	• Health, community and family services	Limited face to face contact with clients RAC aged care facility – no visitors
Primary Care Connect (03) 5823 3200 https://www.primarycareconnect.com.au/	• Primary health care services • Counselling	No changes to normal service delivery

NDIA Intereach 1300 488 226 https://www.intereach.com.au/	• NDIS Local area coordination	No changes to normal service delivery
Goulburn Valley Health – Hospital (includes Headspace and CAMHS) 03 5832 2322 Community Services Corio St 1800 222 582 www.gvhealth.org.au	• Primary health care services • Mental health services • Community health services	No changes to normal service delivery
GV Centre Against Sexual Assault (CASA) 03 5831 2343 http://www.gvcasa.com.au/	• Sexual assault counselling services	No changes to normal service delivery
North East Child and Adolescent Mental Health Services (NECAMHS) (02) 6051 7900. https://www.awh.org.au/services/mental-health/201431832894.asp	• Child and adolescent mental health services	No changes to normal service delivery
Primary School Nursing Program - DET		Remote Service Delivery – utilising online platforms
Secondary School Nursing Program - DET		Remote Service Delivery – utilising online platforms

Seymour Health (03) 5793 6100 http://www.seymourhealth.org.au/	• Primary health care services • Community health services	Suspended Work experience students with the exception of Nursing/Allied Health Suspended face to face training and any non-essential training that is held offsite
The Bridge Youth Service 127 Welsford St, Shepparton (03) 5831 2390 54 Tallarook St, Seymour (03) 5799 1298 https://thebridge.org.au/	• Case management support to young people and Navigator provider	Moved to distance case management approach to maintain contact with clients
Lighthouse Project The Haven Mooroopna Haven 03 5821 9962 http://www.gslp.com.au/	• Community engagement approach to supporting children, young people and their families	Seeking to respond to known and emerging needs in support of vulnerable families and school identified needs
Uniting (Kildonan)	• School Focused Youth Service (SFYS) • EAL and Refugee programs	Reviewing program delivery options

Neami National YFLEX		Still providing face to face sessions with the consideration of verbal phone screen prior to meeting in person. Face to face meetings onsite – not at schools Not attending face to face care team meetings
Be You - Headspace		No longer face to face support or meetings with clients Keeping current & future appointments with schools teams but are working from home – utilising online platforms
SSS Goulburn		Principals have been informed of Key Contact Details
Goulburn VT		VT's are working remotely. Can be contacted for advice or secondary consultation

KESO	Cultural and engagement support to Koorie Families	
Education Justice Program	Support to YP engaged in the justice system to engage with school	
Navigator	Support to YP to engage with school	
Berry Street	• SFYS provider in Southern Goulburn • Case management support to young people • Navigator provider	• Reviewing program delivery options • Moved to distance case management approach to maintain contact with clients

**** As to be expected Organisations' service delivery plans are subject to change****