

Ballarat Health and Wellbeing quick list for COVID-19

Mental health and well being

Mental Health Care Plan

A Mental Health Care Plan is able to be provided through your GP for 10 sessions with a bulk billing mental health provider (psychologist, mental health occupational therapist, mental health social worker). You will require Medicare card. These sessions will be delivered by phone or telehealth due to social distancing requirements for COVID-19.

Ballarat Community Health (BCH) - (03) 5338 4500

Counselling - phone or telehealth.

Connecting 2 Community - 6 sessions with a peer worker. This program is focused on creating social connection for people who are isolated in the community - phone or telehealth.

Healthy Minds - 8 sessions presented by mental health clinicians and lived experienced clinicians to promote independence, empowerment and increase knowledge for overall wellbeing. - phone or telehealth

AOD support and counselling services - phone or telehealth.

Referral via ACSO **1300 022 760** if over 25yrs.

Young people 0-25yrs call BCH directly.

Making a Change (MAC) - drug and alcohol rehabilitation program (3 sessions a week for 7wks), call BCH directly.

Ballarat and District Aboriginal Co-operative (BADAC) - (03) 5331 5344

Offers health, social, welfare, community development to local indigenous community members. BADAC offers GP appointments, AOD services, counselling services and psychology services for mental health care plans or PHN funding. Appointments are generally offered by phone. Medical appointments are able to be attended in person.

Centacare - (03) 5337 8999

Programs to support mental health, employment, homelessness, community advocacy and family, child and youth services. Family and relationships counselling available.

No mental health care plans required.

Accepts self-referral. - Phone and telehealth.

Headspace - (03) 5304 4777

Provide free support to young people aged 12-25years All appointments and assessments are phone or teleconference. Call to make a 'call back' appointment.

Pomegranate House - (03) 5320 2260

Offers psychotherapy for adults, adolescents and families from lower income and disadvantaged households in the Grampians region. Referral to services requires a mental health care plan.

Appointments - phone.

Raphael House - (03) 5320 2016

Pregnancy and parenthood counselling service for perinatal and babies up 4 years old. Referral to their services requires a mental health care plan.

appointments are currently via phone and telehealth.

Uniting Ballarat - (03) 5332 1286

Mental Health Clinic is offering support via phone and telehealth for those with or without a mental health care plan during COVID-19.

Services and Treatment for Enduring and Persistent Mental Illness (STEMPI)

Referral needs to be made by your GP to Uniting Intake team. Assessments for new referrals are completed via phone with current clients receiving support via phone and telehealth.

AOD assessments for new referrals - phone

Current clients - phone or telehealth.

Referral via ACSO **1300 022 760** if over 25yrs.

Young people 0-25yrs call Uniting directly.

Emergency Housing- Intake Assessment and Planning is providing housing assessments via phone. *face to face appointments for those who do not have access to a phone.

Street to Home provide support to rough sleepers via phone where possible.

Centre Against Sexual Assault (CASA) - (03) 5320 3933

Free and confidential counselling and support for people who have experienced sexual assault. CASA are continuing to provide support to all age groups via phone appointments or telehealth.

After hours assistance to those who have been recently sexually assaulted is provided via phone.

ChildFIRST - (03) 5337 3388

A referral services to support and to connect vulnerable children (under 17yrs) and families with community supports to protect and promote healthy development.

Online and Telephone Supports

Headspace <https://headspace.org.au/headspace>

Free online and telephone support counselling for young people aged 12-25years and for families.

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

Provides information to help any young person who visits the online service they will be guided to practical tools designed just for their needs, even when they don't know what they're looking for.

Beyond Blue - 1300 22 4636

www.beyondblue.org.au

Online chat for information about depression and anxiety:

Kids Helpline - 1800 55 1800

<https://kidshelpline.com.au>

Phone counselling or online chat service accessible 24/7 for young people aged 5-25years old.

Lifeline - 13 11 14 - 24/7 crisis phone support.

Directline - 1800 888 236

Confidential drug and alcohol counselling and referral in Victoria.

Social Connection

The Y Ballarat YMCA

Barkly Square 25 - 39 Barkly Street, Ballarat
(03) 4311 1500 ballarat@ymca.org.au

Keeping Youth in the Loop access the latest news and free opportunities for young people to stay engaged, connected, active, informed and feel supported during COVID-19 and beyond.

<https://linktr.ee/ballaratyouthservices>

Girl Space- Centre for Multicultural Youth (CMY) and City of Ballarat Youth Services

<https://www.facebook.com/groups/175523252932646>

For young women and gender diverse to connect in a safe, social and inclusive environment

Family Violence Supports

Safe Steps -1800 015 188 www.safesteps.org.au

Family violence - Crisis support, information and emergency accommodation.

1800 Respect - 1800 737 732

www.1800respect.org.au

National sexual assault, domestic and family violence counselling service.

Sexual Assault Crisis Line - 1800 806 292

www.sacl.com.au

A central coordination centre for all recent sexual assaults providing immediate crisis responses

Berry Street - (03) 5331 3558

Provides family violence supports.

Emergency Relief/Community Meals

Victorian Government- emergency relief packages

To support people in mandatory self-isolation, who have little or no food. Eligible households will receive a two-week supply of essential goods.

Additional items may also be provided depending on the household needs, such as nappies or formula.

The packages will be delivered door-to-door.

The emergency relief program for those in mandatory self-isolation only

Packages can be accessed by calling Victoria's

Coronavirus hot-line on 1800 675 398

Salvation Army - food and vouchers

102 Eureka Street, Ballarat

Emergency Relief- phone (03) 53370600 to arrange a phone assessment Mon – Fri 9:15am – 2:15pm.

Bread and fruit able to be collected at the front of Reception Mon – Fri 9:15am -2:15pm

Café 102 – Hot takeaway main meal to be collected outside at the front of the Reception area.

102 Eureka Street, Ballarat, Tuesdays & Thursdays 12noon

Uniting Ballarat - food and vouchers

105 Dana Street, Ballarat

Emergency Relief for those on low income or immediate financial crisis.

Book by phone (03) 5332 1286 (appointments fill fast)

Available Monday, Tuesday, Thursday and Friday

BreezeWay Meals Program – for collection of a take away hot meal and sandwich/cold packs

105 Dana Street, Ballarat

7 days a week 11.30 to 1pm. One of each per person.

St Vinnies - food and vouchers and funding for medical scripts and MYKI top-ups

To organise assistance call and leave a message on (03) 5334 2844 someone will contact you.

Ballarat Neighbourhood Centre

11 Tuppen Drive, Sebastopol

Fridays - Take away meals, Fruit, Bread & Vegies

Tuesdays & Thursday - Bread

Must call to book an appointment for all food collection (03) 5329 3273

Anglicare Victoria- take away community breakfast

49 Lydiard Street South, Ballarat

Monday – Friday 8.30am - 10am

Emergency Relief - food and vouchers

14 Victoria Street, Bakery Hill.

Monday – Thursday 10.30am –Midday

Please phone for assistance. (03) 5333 0600

The Seventh Day Adventist Good Samaritan Centre

- food pantry

Cnr Learmouth & Grevillea Road, Wendouree

Thursdays 12pm -1pm

\$5 donation for a bag of groceries (pantry staples and fresh food) no registration required

Food with Thought - Home cooked, frozen meals

Peel St Nth, Black Hill

Catering for families and individuals in Ballarat and District 7 days a week.

Pick up can be weekly, fortnightly or monthly. To order meals and all enquiries contact Tina - 0427 844 312

Ballarat On Track Foundation Soup Bus

- free hot dinner (reduced hours)

124 Armstrong St South, Ballarat. (Cameron's)

Mon – Thurs 7.30pm-8.30pm Sun 5pm – 7.30pm

Other information

Department of Education and Training (DET)

- **1800 338 663**

DET will provide IT equipment and internet access where needed to all government school students.

<https://www.education.vic.gov.au/parents/learning/Pages/home-learning.aspx>

Contact your school for assistance

Call **1800 338 663** for parents who have queries regarding COVID-19 or learning from home

Better Health Channel

<https://www.betterhealth.vic.gov.au> provide health and

medical information to improve the health and

wellbeing of people and the communities they live in.

The information aims to help people understand and

manage their health and medical conditions. It does

not replace care provided by medical practitioners and other qualified health professionals.

Pharmacies and medication delivery

Most Ballarat pharmacies provide medication home

delivery. (Some are free of charge, others charge a

delivery fee and some only deliver in their local area)

Contact your preferred pharmacy to find out details.

Victoria's Coronavirus hot-line - 1800 675 398

Concerns questions and advice about Coronavirus