LIMESTONE COAST

Community Services

Directory

2014/2015
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ac.care

Homelessness Service
Based at the Mount Gambier Community Centre and offering outreach services across the Limestone Coast
- Crisis Accommodation in times of emergency
- Intensive Tenancy Support helps to prevent eviction
- Outreach support
- Early intervention advice and information
- Youth Resilience Scholarships, donor funded educational support for youth
- ac.care housing association affordable - rental accommodation

Financial Inclusion Services
Based at the Mount Gambier Community Centre and providing outreach to Millicent and other areas
- Financial Counselling
- No Interest Loan Scheme (NILS), a community-based program offering people no interest loans to people who are on a low income. These loans are up to the value $1,200 for essential household goods and services.
- Emergency Relief - Financial help and food in a crisis in Mt Gambier, Millicent and Kingston.
- Home Energy Saver Scheme (HESS), provides support to people regarding their utility usage and bills etc.

Families & Children
Based at the Family Relationship Centre phone 8721 3500 / 1800 880 913 and provides regular appointments to Naracoorte, Millicent and Bordertown.
- Children's Contact Service - child focused - a safe neutral place to changeover custody visits. Children’s Contact Centres located in our offices at Mount Gambier, Millicent and Naracoorte
- Counselling for individuals and couples
- Family Dispute Resolution - child focused service assisting separating or separated couples to develop parenting plans
- Family Support, workers based in Millicent, Naracoorte, and Mount Gambier provide in home support for parents
- Parenting after separation workshops and case management support.
- Parenting workshops - parenting teenagers and Bringing Up Great Kids
- Personal Success Coaching - changing “I Can’t” to “I Can"
- Children's counselling - for children aged 4-18 whose parents have separated

Mount Gambier Community Centre
phone 8723 0540
ac.care’s Mount Gambier Community Centres provide visitors with a welcome, safe, friendly environment to participate in adult learning opportunities which include computing, craft and other free or low cost activities.
  The centre also has the following services located within it:-
  - ac.care’s Financial Inclusion services including financial counselling, No Interest Loans, Emergency Relief, Home Energy Savers Scheme.
  - ac.care’s Homelessness team providing Crisis Accommodation, outreach support, intensive tenancy support, early intervention support.

Millicent Service Centre
phone 8733 4720
- Centrelink agency
- Service SA
- ac.care’s Family and Children services including Children’s Contact Centre, Family Support, Flying Start and Relationship Counselling
• Financial Inclusion services including financial counselling, No Interest Loans, Emergency Relief, Home Energy Savers Scheme.
• Visiting services such as job-network providers utilise the centre.

**Naracoorte Office**

phone 8762 3086

• ac.care’s Family and Children services including Children’s Contact Centre, Family Support, Flying Start and Relationship Counselling
• Community Referral Worker available to undertake initial assessments and provide information and referrals to ac.care services and other services within the region.
• ac.care’s Homelessness team providing Crisis Accommodation, outreach support, intensive tenancy support, early intervention support.

**Out of home Care**

phone 8724 9211

Based at White Avenue Mount Gambier

• Emergency Foster Care
• Long Term Care
• Respite Care
• Temporary /Short Term Care
• Reunification services
• Therapeutic Care Homes

**Service area:** South East of SA, Murraylands and Riverland  
**NGO/Gov:** NGO  
**Funding Source:** State & Federal Gov, donations  
**Client age range:** Individuals, families and children of all ages

**Address:**  
Head Office: White Avenue/PO Box 1842 Mount Gambier SA 5290
**Phone:** (08) 8724 9211  
**Fax:** (08) 8725 5087  
**Email:** care@accare.org.au  
**Website:** www.accare.org.au

**Anglican Church**

Emergency assistance to those in need via food parcels, available: 10.30am-1.00pm Thursdays

**Service area:** South East of SA  
**NGO/Gov:** Church  
**Funding Source:** Church  
**Client age range:** 18+

**Address:** Anglican Church Bay Road Mount Gambier SA 5290  
**Contact:** Ginny Glover and Lynn Fisher  
**Phone:** (08) 8723 1353  
**Fax:** (08) 8723 1353  
**Email:** churchan@bigpond.net.au  
**Website:**

**Anxiety Disorders Association South East Inc. (ADASE)**

**A Great Step Forward Program:**
The power of the A Great Step Forward program is the group dynamics, however in saying that we are not a support group, clients are not required discuss their personal issues within the program.

• Part 1: Clients can attend A Great Step Forward Basic program with a support person this program costs $30.00 Concession $25.00.
• Part 2 A Great Step Forward Mind Over Mood program which is for consumers only, this program runs for 11 weeks at a cost of $300.00.

• A Great Step Forward program is a skills based program, the client will learn to apply Cognitive Behaviour therapy skills to help the client to regain control over their anxiety & depression symptoms.

Phone: 08 87239400
Fax: 08 87239400
Post Office Box 8130
Mt Gambier East SA 5290
Email: adasese@bigpond.com
Website: www.anxietymtgambier.org.au

Australian Red Cross: South East Regional Transport Service

• The Australian Red Cross is committed to helping those in need in our communities across the Limestone Coast.
• Operates Telecross a daily reassurance call service and Telechat which matches isolated clients & callers
• The Community Passenger Network Transport Service enables people, who are socially, financially or transport disadvantaged, to attend appointments and social events

The service is specifically designed for clients who are not able to access any other means of transport, including public transport.

Registrations for the service can be made over the telephone either by the client, a carer, social worker, doctor, family member or friend. Bookings must be requested at least 48 hours in advance.

Please contact our Regional Office for more information

Service area: South East of SA
NGO/Gov: NGO
Funding Source: Fund raising, fee for service & government funding
Client age range: Teenagers to seniors

Address: 18 Ferrers Street Mount Gambier SA 5290
Contact: Steve Bain, Regional Co-ordinator
Phone: (08) 8725 3622 or Free call 1300 851 898
Fax: (08) 8723 9045
Email: sbain@redcross.org.au
Website: www.redcross.org.au

Baptist Care (SA)

Tumbelin Program

Intervention programs for young people to reduce harm associated with substance use, via Adventure Therapy and Group Work program or one-on-one counselling and a family conference service. Initial 6 week group work or one-on-one work is followed by individual case management for up to 12 months.

Service area: South East of SA
NGO/Gov: NGO
Funding Source: Federal Govt
Client age range: 13-18 youth

Address: 159 Commercial Street East, Mount Gambier SA 5290
Contact: Leonie McEwen
Phone: (08) 8723 1456
Email: lmcewen@baptistcaresa.org.au
Website: www.baptistcaresa.org.au
Complex Case Support

Service that provides those people who have a Refugee or Humanitarian Visa and who have complex issues and high needs. A Case Manager is employed to provide information in relation to relevant community services and advocate on behalf of the client.

Service area: South East of SA
NGO/Gov: NGO
Funding Source: Federal Govt
Client age range: People with a Refugee of Humanitarian Visa

Address: 159 Commercial Street East, Mount Gambier SA 5290
Contact: Susan Chadwick
Phone: (08) 8723 1445
Email: schadwick@baptistcaresa.org.au
Website: www.baptistcaresa.org.au

Community Support Service

An intervention program whereby people who have a mental illness or a disability as a result of a mental illness may receive support to allow them to remain in their own homes. Referrals must be made from staff at the Government Community Health Services office.

Service area: South East of SA
NGO/Gov: NGO
Funding Source: Federal Govt
Client age range: From 18 years on

Address: 159 Commercial Street East, Mount Gambier SA 5290
Contact: Ann Briggs
Phone: (08) 8723 1445
Email: abriggs@baptistcaresa.org.au
Website: www.baptistcaresa.org.au

Bedford South East

Bedford has been operating in Mount Gambier for 2 years after merging with Gambier Contracts and Millicent Work Options. Bedford is a South Australian charity creating a brighter future for people with a disability or disadvantage by offering employment, recreational and day activities, training, life skills, community housing and support services. Bedford offers a range of services to the Mount Gambier and Millicent communities through: salvage and recycling - collection and sales; contract cleaning - commercial and domestic; grounds maintenance; horticulture; lawn mowing - commercial and domestic; landscaping; plant nursery; packaging and mailing; light assembly; collation and sorting; firewood - production and sales; and a laundry service for public and commercial use. Employees gain valuable on-job skills and have the opportunity to undertake nationally recognised TAFE qualifications, ensuring both work satisfaction and a quality service.

Service area: Mount Gambier and Millicent
NGO/Gov: NGO
Funding Source: Gov
Client age range: 16+

Mount Gambier:
Address: 38 Attamurra Road Worrolong SA 5291, PO Box 802 Mount Gambier SA 5290
Contact: Patrick Golding, Personnel officer
Phone: (08) 87256088
Fax: (08) 8725 9250
Burrandies Aboriginal Corporation

**Indigenous Community Links**

Burrandies provide a support service to link indigenous community members with other services as required. Computers with internet access, fax machines, photocopier & phones are all made available for use. If community members need assistance with finding services, making appointments or an advocate to attend appointments please contact us.

**Nunga Home Work Centre**

This is offered for all indigenous school students of all ages to attend. The centre operates on Mondays and Thursdays after school. Students are collected from school and dropped home at the conclusion of the session (approx. 5.30). For further information or enrolment packs please contact us.

**Boandik Language Revival Program**

Burrandies has been funded by the Office for the Arts (OFTA) to coordinate and manage the Boandik Language Reclamation Project. The aims of the project are to reclaim the Boandik Language of the South East Region so it may be learnt and taught to all members of the community. This project is currently funded until October 30th 2016.

**Arts & Craft Group**

Burrandies provide a space for a range of activities such as art/painting/sewing/limestone sculpture/possum skin cloak making. Please contact us for further details.

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**Centacare Catholic Family Services**

Centacare’s services include counselling for adults, children and families regarding relationships, parenting, personal issues, grief and loss; mediation in the form of family dispute resolution and developing parenting and financial agreements. Mediation can include a child consultation process where suitable.
Centacare Limestone Coast Domestic Violence Service

Working with women and children who are victims of domestic violence, the service provides counselling, case management, accommodation, crisis support, an outreach service, information and referral, assistance with legal issues, family court support, assistance with parenting, exploration of options, reconnection with community, and support groups for empowerment/personal growth for both women and children.

Service area: Limestone Coast
NGO/Gov: NGO
Funding Source: State & Fed Gov funding via the National Affordable Housing Agreement
Client age range: Women and accompanying children

Address: PO Box 1682 Mount Gambier SA 5290
Contact: Susie Smith
Phone: (08) 8723 1385
Fax: (08) 8723 1524
Email: lcdvs@centacare.org.au
Website: www.centacare.org.au

Centrelink

Centrelink is an Australian Government Statutory Agency, responsible for providing social security payments within Australia, assisting people to become self-sufficient and supporting those in need.

Service area: South East of SA
NGO/Gov: Government agency
Funding Source: Federal Gov
Client age range: 15+
Website: www.humanservices.gov.au

For all general enquiries including payment related queries please use the website or phone

Older Australians 132300
Disability Sickness and Carers 132717
Employment Services 132850
Families and Parents 136150
Youth and Students 132490

For stakeholder/interagency contacts

Contact: Vinny Cutting, Manager
Phone: 08 87260906
Email: vinny.cutting@humanservices.gov.au

For customers in crisis e.g. domestic violence, at risk of suicide, in extreme financial hardship, or unsupported young people under 15

Contact: Susan Thorne, Social Worker (Monday – Thursday)
Phone: (08) 8726 0973
Fax: (08) 8726 0999
Email: susan.thorne@humanservices.gov.au

Child and Adolescent Mental Health Service
CAMHS provides a range of therapeutic counselling services for children and adolescents between birth and 18 years of age and their families. Services include: consultation and assessment; individual and family counselling; and liaison with other service agencies and schools. Issues addressed include mental health, parenting, social, peer pressure, school drug and alcohol; GOM, biological and foster family support.

Service area: South East of SA
NGO/Gov: State Gov
Funding Source: State Gov
Client age range: 0-18

Address: 2 Crouch Street North/PO Box 642 Mount Gambier SA 5290
Contact: Cathy Walmsley, Manager
Phone: (08) 8724 7055
Fax: (08) 8723 2610
Email: cathy.walmsley@health.sa.gov.au
Website: www.health.sa.gov.au

Child and Family Health Service
A range of allied health and support services to children and their families. The service aims to promote children’s positive development, intervene early to address child developmental problems and support parent’s active participation in their child’s early learning and development.

Service area: South East of SA
NGO/Gov: Gov
Funding Source: State Gov
Client age range: 0-5

Address: 5 Herriot Street/PO Box 1206 Mount Gambier SA 5290
Contact: Wendy Stratford, Administration Officer
Phone: (08) 8725 0705
Fax: (08) 8723 1955
Email: wendy.stratford@health.sa.gov.au
Website: www.cyh.com

Child Support Agency
The Child Support Agency is part of the Department of Human Services and is responsible for the administration, assessment and collection of child support payments.

Service area: South East of SA
NGO/Gov: Fed Gov- Dept of Human Services
Funding Source: Fed Gov
Client age range: 18+

Contact Child Support
Phone: 131 272
Website: www.humanservices.gov.au

Country South SA Medicare Local
The programs provide early intervention mental health support and psychological therapies free to consumers and are recovery focussed. These services are not for crisis or acute care
Access is predominately via GP referral on a booked appointment basis.
Consumers attend voluntarily and are required to be willingly and actively engage in their recovery.

**Service Area:** South East of SA  
**NGO/Gov:** NGO  
**Funding Source:** State & Federal Gov  
**Client Age Range:** All GP clients 7+  
**Address:** PO Box 333 Mount Gambier  
**Contact:** Vicki Fabris, Primary Health Care Coordinator  
**Phone:** (08) 8726 3800  
**Fax:** (08) 8723 6067  
**Email:** Vicki.fabris@cssaml.org.au  
**Website:** www.cssaml.org.au

**Commonwealth Respite and Carelink Centre**

The Centre’s clients are people who provide care and support for a parent, child or friend who has a disability, is frail aged, or who has a chronic mental or physical illness. This includes caring for someone who requires palliative care. The Centre provides short term and emergency respite for carers by helping them to access other agencies and services. In consultation with both the carer and the person receiving the care, the Centre’s staff plan the most suitable way of meeting respite requirements. Clients are seen in the office or their own homes, and outreach services are provided in Naracoorte, Bordertown, Kingston and Keith.

**Service area:** South East of SA  
**NGO/Gov:** NGO  
**Funding Source:** Federal Gov  
**Client age range:** 18+  
**Address:** 20 Percy Street/PO Box 145 Mount Gambier SA 5290  
**Contacts:** Reception  
**Phone:** (08) 8724 8700; Free call: 1800 052 222 (from a landline)  
**Fax:** (08) 8724 8744  
**Email:** respite@carers-sa.asn.au  
**Website:** www.carers-sa.asn.au

**Country Health SA Local Health Network Mental Health Services**

Services for people living with mental illness are provided by a multidisciplinary team of: mental health nurses, social workers, occupational therapists, paramedical aid and a clinical psychologist.

The team offers:- assessment; care coordination; consumer advocacy; liaison with GP’s and psychiatrists; consultancy; information & education; health promotion; linking with appropriate services e.g.: Aboriginal health, aged care; visiting psychiatrists; teleconferencing; intake/duty worker during office hours; Access to Psycho-social rehabilitation services via Uniting Care Wesley and MIND.

Hospital liaison nurses assisting staff in regional hospitals with managing mental health patients presenting at hospital emergency departments or admitted.

Intermediate care service for short term intensive community follow-up preventing hospital admission or reducing length of stay.

**Service area:** South East of SA  
**NGO/Gov:** State Gov  
**Funding Source:** State Gov  
**Client age range:** 16+  
**Address:** 267-300 Wehl Street North Mount Gambier SA 5290  
**Phone:** (08) 8721 1507  
**Fax:** (08) 8721 1508
Community Mental Health Rehabilitation Service

10 bed facility assisting clients living with mental illness regaining independent living skills

Service area: South East of SA  
NGO/Gov: Gov  
Funding Source: Federal Gov  
Client age range: 16+

Address: 13A Sturt Street Mount Gambier SA 5290  
Phone: (08) 8724 6100

Department for Education and Child Development, Limestone Coast Support Services

The DECD Regional Support Services provide a range of services to school sites, learners, families and the community. Services include Aboriginal inclusion and education officers, attendance counsellors, behaviour management coordinators, disability coordinators, educational psychologists, hearing impairment coordinators, social worker and speech pathologists. The social work service provides support to all school sites within the Limestone Coast region and assists site staff such as leaders, teachers and school counsellors, supports learners in areas of social and emotional wellbeing, linkages to community support services and provision of information, resources and training for sites as required.

Service area: Limestone Coast  
NGO/Gov: Gov  
Funding Source: State Gov  
Client age range: 2-18

Address: DECS Limestone Coast Regional Office  
64 Commercial St West Mount Gambier SA 5290  
Contact: Michael Mahony, Manager Regional Support Services, Limestone Coast  
Phone: (08) 8724 5331  
Fax: (08) 8725 7575  
Email: michael.mahony@sa.gov.au

Contact: Mary Castignani, Social Worker, Support Services, Limestone Coast  
Phone: (08) 8724 5315  
Fax: (08) 8725 7575  
Email: Mary.Castignani@sa.gov.au  
Website: www.decs.sa.gov.au/limestonecoast

Limestone Coast ICAN Management Committee

The Limestone Coast ICAN Management Committee is made up of community stakeholders with a strategic focus on youth at risk. It is the committee’s role to foster innovative partnerships and work with existing initiatives and services that engage young people in care and education particularly through strategies that improve health and wellbeing and family engagement.

DECD (Department for Education & Child Development) has provided Innovative Community Action Network (ICAN) schools with the Flexible Learning Option (FLO) enrolment strategy that offers a flexible enrolment resource to primary and secondary schools to support the re-engagement in learning and transitions for previously disengaged young people (year 6–19 years of age). FLO is defined as an ‘approved learning program’ by the Education Act and for Centrelink purposes. This flexible enrolment resource enables at-risk young people to access more flexible learning options, whilst being supported within a specific framework of case management for engagement, learning and transition to further education training or earning.

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Within the context of case management for learning, case managers in partnerships with schools, family and community, broker learning solutions for young people. These learning solutions are tailored and individualised to meet the needs of the young people and to access a range of community resources. Local ICAN community partnerships provide for a ‘joined up’ approach to meet the engagement-in-learning needs for young people identified for a FLO enrolment.

**Service area:** Limestone Coast  
**NGO/Gov:** State Gov  
**Funding Source:** State Gov  
**Client age range:** Year 6-19 years of age  

**Address:** DECD Regional Office 64 Commercial St West Mount Gambier 5290  
**Contacts:** Caroline Hill, Limestone Coast ICAN Program Manager  
**Email:** caroline.hill2@sa.gov.au  
**Phone:** (08) 8721 1005  
**Fax:** (08) 8723 1394

**Department of State Development**

The Department of State Development works with business, the education sector, community and other partners to create and build industry and employment opportunities across the state. Services include funding for Skills. Initiatives include Skills for All, Skills for All in Regions (programs aimed at increasing participation in the labour market in the Limestone Coast) and Adult Community Education. Skills for All in Regions programs are reviewed annually and created based on local information from community service agencies and industry. Regional Development Australia Limestone Coast is a key partner in this program.

**Service area:** Limestone Coast  
**NGO/Gov:** Gov  
**Funding Source:** State  
**Client age range:** 17+  

**Address:** Old Town Hall Commercial Street East Mount Gambier SA 5290  
**Contact:** David Hill, DSD Regional Manager, Limestone Coast  
**Phone:** (08) 8723 1057  
**Fax:** (08) 8723 1286  
**Email:** david.hill3@sa.gov.au

**Contact:** Mae Steele, Project Officer for Employment and Training Programs, Regional Development Australia Limestone Coast  
**Ph:** (08) 8723 1057  
**Fax:** (08) 8723 1286  
**Email:** poetp@rdalimestonecoast.org.au  
**Website:** www.skills.sa.gov.au

**Disability Services, Community and Home Support SA, Department of Community and Social Inclusion**

DSA assist people with disabilities and their families to access the services they need to live independently in the community, by providing or funding disability services through South Australia. DSA recognises that people with disability have the right to the same opportunities as other community members and to participate in all facets of community life. DSA provides information about services and aims to ensure the person’s story is only told once and seek views on how to best assist in meeting needs.

**Service area:** South East of SA  
**NGO/Gov:** State Gov  
**Funding Source:** State Gov
Drug and Alcohol Services SA (DASSA)

The DASSA Country Community Service provides a free, confidential service to any person experiencing drug or alcohol problems and/or their friends or family. Services include:

- Assessment, counselling and referral
- Drug information and self-help materials
- Home visiting in some circumstances
- Teleconferencing available Bordertown, Keith and Kingston
- Telephone counselling for people living in isolated areas
- Home-based withdrawal

Drug & Alcohol clinic

- Naracoorte: Monday fortnightly at (Mcmillan Ward) Naracoorte Hospital
- Millicent: (alternating) Tuesday fortnightly at the Millicent Community Health Service.
- Mount Gambier: (alternating) Tuesday fortnightly at Pangula Mannamurna

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<thead>
<tr>
<th>Service area:</th>
<th>South East of SA</th>
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<tbody>
<tr>
<td>NGO/Gov:</td>
<td>State Gov</td>
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<tr>
<td>Funding Source:</td>
<td>State Gov</td>
</tr>
<tr>
<td>Client age range:</td>
<td>10+</td>
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</tbody>
</table>

Contact: Jean Kerslake, counsellor
Phone: (08) 8721 1507
Fax: (08) 8721 1508
Email: jean.kerslake@health.sa.gov.au

Families SA

Families SA is a division of the Department for Education and Child Development. Its primary area of concern is the protection of children – "keeping them safe", which is one of the Department's strategic objectives. Within this context Families SA works in the following areas: protecting children from abuse and harm; supporting families to reduce risk to children; providing alternative care for children and young people when home is no longer an option and caring for refugee children at risk. Families SA is committed to reconciliation and providing culturally appropriate services.

<table>
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<tr>
<th>Service Area:</th>
<th>South East of SA</th>
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<td>NGO/Gov:</td>
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<tr>
<td>Funding Source:</td>
<td>Gov</td>
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<td>Client Age Range:</td>
<td>0-18</td>
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</tbody>
</table>

Address: 9 Elizabeth Street/ PO Box 1160 Mount Gambier SA 5290

Manager: Allen March
Intake and Assessment Team: Lisa Ransom, Supervisor
Reunification Team: Leesa Scanlon, Supervisor
Connected Care Team A: Krystal Polak, Supervisor
Connected Care Team B: Mary-Ann Pittard, Supervisor
Business Support Team: Tania Harrap, Business Manager
Financial Counselling and Support Program: Suzanne Roberts, Senior Financial Counsellor
Relative Care Support Workers: Nadine Serdarovic, Lisa Wheeler
Phone: (08) 8735 1700
Fax: (08) 8735 1755
Toll Free: 1800 800 747
Website: www.families.sa.gov.au

Family Relationship Centre (FRC)
The Mount Gambier Family Relationship Centre is run by ac.care and provides Family Dispute Resolution services to the South East of South Australia and is co-located with other ac.care programs with a view to strengthening family relationships.

The FRC offers a free assessment and referral service with trained Community Referral Workers who can determine client’s needs and refer clients to the most appropriate in-house (ac.care) services and also other community organisations that may be helpful for their situation. Appointments can be offered in both Mount Gambier and Naracoorte.

ac.care Services co-located at the FRC
Other services also available from the same location are:

- Post Separation Cooperative Parenting helping separated families through the issues of separation providing support and skills training through the Parenting after Separation workshop.
- Parenting and relationship strengthening programs including: Parenting Teenagers and Bringing up Great Kids
- Children’s Contact Service helping families by providing a safe, neutral and caring place for children and their parents can change over or have supervised access.
- Counselling for individuals, couples or teenagers with their parents helping people with relationship difficulties better manage personal or interpersonal issues.
- Personal Success Coaching service compliments our Counselling services and strengthening communities focus by helping clients to gain clarity and take action to achieve the results they want in their lives.
- Family Support and Flying Start programs provide in home support to families to help them build on their relationships and their strengths, to help with parenting, budgeting and establishing household routines.

Most services provided by the FRC and ac.care can be accessed in outreach areas. We have offices in Millicent, Naracoorte and Bordertown.

Service area: South East of SA
NGO/Gov: NGO
Funding Source: State & Federal Gov
Client age range: 18+ (Individuals with family difficulties)
Address: 1 Helen Street Cnr Bay Road and Helen Street/PO Box 1842, Mount Gambier SA 5290
Phone: (08) 8721 3500; Toll Free: 1800 880 913
Fax: (08) 8723 5124
Email: mountgambierfrc@accare.org.au
Website: www.familyrelationships.gov.au

Family Violence Action Group
The Limestone Coast Family Violence Action Group is made up of interested government, non-government service providers and members of the public interested in raising awareness about the effects of domestic
violence in the Limestone Coast. The group meets every 4th WEDNESDAY of the month at 12.00 p.m. at the Shared Services Building at 1 Elizabeth Street MOUNT GAMBIER. New members welcome.

Service area: Limestone Coast Region
NGO/Gov: Not for profit
Funding Source: Not for profit
Address: Mount Gambier Police Station 42 Bay Road Mount Gambier
Contact: Jane Smith
Phone: (08) 8735 1031
Fax: (08) 8735 1008
Email: limestonecoastfamilyviolenceactiongroup@gmail.com
Website: www.limstonecoastfamilyviolenceactiongroup.org.au

Housing SA
Housing SA connects people to place through a range of services including:
• public housing rental program, incorporating Aboriginal housing
• financial assistance with private rental bonds and rent
• Private Rental Liaison Service, providing advocacy and assistance into private rental, and support early in the tenancy
• Referral to support services and specialist housing programs, including Homelessness Supportive Housing, and Intensive Tenancy Support
• Partnership with the community in placemaking activities

Service area: Limestone Coast Region
NGO/Gov: Gov (Department of Communities and Social Inclusion)
Funding Source: State Gov
Client age range: 16+ with independent income
Address: 9 Elizabeth Street/PO Box 405 Mount Gambier SA 5290
Phone: 131299
Fax: (08) 8735 1733
Contact: Le-Anne Thomson, Operations Manager
Email: le-anne.thomson@dcsi.sa.gov.au
Website: www.sa.gov.au/housing

Independent Learning Centre (ILC)
The ILC provides a flexible learning option for identified disengaged high school students, with support to engage young people aged between 16 & 19 in schooling or on a learning pathway. The staff works with students in relation to issues including depression, anger management, grief and loss, sexuality, self harm, mental health, and support for families. They also liaise with schools in relation to suicide post intervention, reengagement into education and counselling. The ILC supports, and advocates on behalf of, homeless students.

Service area: Lower Limestone Coast
NGO/Gov: State Gov
Funding Source: State Gov
Client age range: 16-19
Address: 5 Percy Street Mount Gambier SA 5290
Contacts: David Burt, Manager
          Christine Hart, Youth Services Manager
Email: lcabroker@gmail.com
       ilc.christinehart@gmail.com
Phone: (08) 8723 0121
Fax: (08) 8723 3522
Interwork
A not-for-profit community based **specialist employment services provider** with offices across metropolitan and country South Australia and south-western Victoria. Interwork offers flexible and innovative employment programs, and training programs through our registered training organisation **Interskills**. Interwork offers both Disability Management Services and Employment Support Services programs locally and is consistently rated by the commonwealth government as a 5 star provider. Our professionally trained staff works with jobseekers to prepare for, engage in and sustain employment. We tailor job-search planning to individual job seeker needs and address vocational and non-vocational needs. We assist with pre-employment training, workplace clothing and safety equipment, workplace modifications if needed, and post-placement mentoring and coaching.

We provide employers with easy no-cost access to a skilled but under-utilised workforce of people who have experienced barriers to employment. We can assist employers by carrying the insurance risk for work trials, providing financial support with wage subsidies and ensuring new employees are appropriately prepared and presented from the first day of employment. Our commitment to ongoing professional relationships ensures that any emerging employment issues are dealt with early and efficiently.

Interwork has close professional working relationships with all levels of government including Australian Apprenticeship Centres, councils, local industry and enterprises, community sectors, training organisations and stakeholders such as chambers of commerce and employer associations.

We are an outreach service to Keith, Bordertown, Naracoorte, Millicent, Kingston and Robe.

**Address:**
5 Percy St Mt Gambier

**Contact:**
Tracey Richardson, Manager

**Phone:**
08 87253525

**Email:**
traceyr@interwork.com.au

Junction (The)

The South East Junction, Mental Health Activity and Resource Centre Inc. is a not for profit non-government organisation, dedicated to supporting people with mental health issues, and their concerned others, in the Limestone Coast Region.

Registered as a Charitable Organisation and Gift Deductible Recipient.

The Junction is supported by CHSA Local Health Network Mental Health Services, SE Regional Community Health Services, Councils and other government, non-government and community organisations, service clubs and businesses with an interest in the support of people with mental health issues. The Mental Health Support Groups in Penola and Millicent are members of the Junction.

People may refer themselves or be referred by concerned others, health organisations, GP’s etc.

The Junction’s goal is to provide a range of services, experiences and opportunities to support people experiencing mental health issues or recovering from mental illness. Mental health is promoted by encouraging attendees (both consumers and carers) to take responsibility for their own well-being, and take an active role in the day to day operation of the Centre. This is done by providing a safe and supportive environment, which fosters attendees’ independence, self-worth, confidence, and self-esteem, with support provided by the coordinator and several volunteers and professional workers. Should an attendee require treatment, they must consult with their case manager, GP or other health professional, as the Junction is not a treatment facility.

Activities include educational sessions, art and craft, cooking, guided tours around Mount Gambier to familiarise attendees with the city and discover what it has to offer, guest speakers, interactions with various organisations, exercise, music and assisting in the Junction’s daily management.

**Opening times:**
Mount Gambier: Tuesday 10am – 3pm, Thursday 10am – 1.30pm.
Service area: The Lower South East of South Australia; Mount Gambier, Millicent and Penola
NGO/Gov: NGO
Funding Source: None
Client age range: 18+

Address: 19 Ferrers Street/PO Box 267 Mount Gambier SA 5290
Contact: Nel Jans, coordinator
Phone: (08)8724 5250 or 04-77886450
Fax: N/A
Email: junctioncoord@gmail.com
Website: www.thesoutheastjunction.org.au (under construction) and www.onevoicenetwork.websyte.com.au

Life Without Barriers

Drug and Alcohol Service
Life Without Barriers Drug and Alcohol Counselling Service is based in central Mount Gambier. The service offers a free, confidential counselling service which aims to support individuals and their family members who have been affected by alcohol and other drug use.

The Drug and Alcohol Counselling Service is available to individuals and their family members who are 16 years of age and over. All consumers must be voluntary. The service does not provide progress reports or information for court ordered drug and alcohol counselling. This service is based in Mount Gambier but can be accessed by those who live in the South-East region. Telephone counselling can be provided to those who do not have access to transport to the Mount Gambier central area.

Individuals can self-refer by contacting the number below or alternatively can be referred by their GP, Community Health Centre and local service providers.

Service area: Mount Gambier
NGO/Gov: Life Without Barriers
Funding Source: Department of Health
Client age range: 16+

Address: 11 Wehl Street South, Mount Gambier
Contact: Lois Rose-Smith
Phone: (08) 8725 8081, 0447 490 572
Fax: (08) 8725 8072
Email: lois.rosesmith@lwb.org.au
Website: www.lwb.org.au

Lifeline South East (SA) Inc.

Limestone Coast Regional Gambling Help Services
Therapeutic and Financial Counselling
Referrals to State-Wide Gambling Therapy Service
Facilitation of Independent Gambling Authority Barrings / SATAB Barrings /Tatts Lotteries self-exclusion
Resources / Information / Support for anyone affected by Problem Gambling
Funding Source: Gamblers Rehabilitation Fund - State Government, AHA SA, Clubs SA, Skycity
Service Area: Limestone Coast Region
**Financial Counselling Services**

Commonwealth Financial Counselling / Emergency Relief / Low Income Support Program


Funding Source: State Government (LISP), Federal Gov – Department of Families, Housing, Community Services & Indigenous Affairs (CFC & ER)

Service Area: Mount Gambier and Grant Regions

**Care Ring**

Daily telephone support for elderly or isolated people

Funding Source: Gambier City and Grant District Councils

Service Area: Lower South East SA

**Suicide Bereavement Support Group**

A safe and confidential opportunity for people to talk about their grief, to gain an understanding, and to learn from others. *There is also a monthly newsletter

Funding Source: Gambier City and Grant District Councils

**24hr Telephone Crisis Support 13 11 14**

Crisis support, information and referral service at the cost of a local call or free from mobiles

**Limestone Coast Migrant Resource Centre (LCMRC)**

The Migrant Resource Centre of South Australia (MRCSA) is an independent, non-government peak settlement agency responsible for the settlement and participation of migrants and refugee entrants across all of South Australia. The MRCSA provides a broad range of settlement services to migrant and refugee new arrivals, most of who are in their first five years of settlement. These are aimed at assisting them to adjust to life in Australia, to link and engage with available services and supports to further their independence and participation in all spheres of community life. The Limestone Coast Migrant Resource Centre (LCMRC) delivers three main programs HSS, SGP and CAS/ASAS to assist settlement, alongside various support programs, enhancing settlement outcomes.

HSS: Pre-arrival coordination; on arrival reception, initial information and orientation; accommodation and household support; case coordination, information and referral; health referral and advocacy – focusing on early intervention; short term torture and trauma counselling; volunteer support.

SGP: Front counter services; youth specific services and support; women specific services and support; men specific services and support; seniors specific services and support; case work and case coordination and referral to other specialist MRCSA programs and external services; complex case work in partnership with other services for people at risk; free migration services; multilingual resource materials; group information sessions supporting client integration to Australian systems.

CAS/ASAS: The CAS and ASAS programs provide assistance to those on a bridging (or other) visa, living in the Australian community, who are currently in the process of having their visa status resolved. These programs facilitate services to these applicants through case worker assistance, provided by Migrant Resource Centre of SA (MRCSA), appointed by DIBP on behalf of the Australian Government.
Service Area: Limestone Coast, Mount Gambier, Naracoorte and Bordertown
NGO/Gov: NGO
Funding Source: Commonwealth/State
Client Age Range: 0-90 years

Address: 13 Eleanor Street Mount Gambier SA 5290
Contact: Angela Malpas Limestone Coast Regional Manager
Phone: (08) 8725 2753
Fax: (08) 8725 1031
Email: limestonecoast@mrcsa.com.au, angela@mrcsa.com.au
Website: www.mrcsa.com.au

Migrant Services

Ferrers Medical Clinic
provides primary health care doctor consultations, supported by nurse led clinics, including asthma, chronic
diseases, diabetes and immunisation. Appointments can be made by contacting the Clinic.

Address: 2-4 Wehl Street North Mount Gambier
Phone: 87254261 Mon to Sat after 8am; Sun & Public Holidays after 9.30am.

Weekend consultations are for urgent matters only and can only be made on the day.

Hours:
- Monday to Friday 8-30am to 6-30pm
- Saturday 8-30am to 11-30am
- Sunday & Public Holidays 10am to 12-30pm.

Doctors are available Monday to Friday from 8-30am to 6-30pm subject to the availability of
appointments. A duty doctor is available at the clinic for emergencies from Monday to Friday until 6-
30pm. After 6-30pm and on weekends the duty doctor can be contacted by calling 0417863508.

Limestone Coast Volunteer Services
provides a referral service to Volunteer Organisations with current volunteer vacancies-- including Migrant
support programs. We also provide Free Volunteer training workshops, resources , advocacy and support.
Organisations requiring volunteers need to complete a current vacancy application form and return to the
centre. These are available from the office or from the web-site

Address: Naracoorte Council Office, Degaris Place Naracoorte
Phone: (08)8760 1100
Fax: (08)8762 3139
Mobile: 0408 836 307
Email: jan.bittner@nlc.sa.gov.au
Website: www.volunteeringlimestonecaost.com.au
Hours: Monday to Thursday 9am-5:30pm.

Community Centre
We are offering weekly (Thursday) classes 'Integrating Migrants into our Community' where we offer
classes in English, cooking, art as well as excursions into the community.
It's simply, just call the Mt Gambier Community Centre.

Address: 22 Ferrers Street Mount Gambier
Contact: Viv Wilson
Phone: (08) 8723 0540 office hours 9am - 5pm Monday – Friday
**Bordertown Public Library**

Free access to Public Computers; Free WiFi; Photocopying - small charge; Scanning documents to email - 50c/page; Adult and Children’s Book and DVD loans - please show proof of current address to register as a borrower;
Rhyme time - Free for 0-3 year olds and their parents Tuesdays 11am
Story time - Free for 2-3 year olds and their parents Fridays 11am

Visit the Library during opening hours
Monday 9.30am - 5.30pm; Tuesday 9.30am-5.30pm; Wednesday 9.30am-6pm; Thursday 9.30am-6pm;
Friday 9.30am-5.30pm; Saturday 9.30am-11.30am; Closed Sunday and Public Holidays

Address: Woolshed Street, Bordertown
Phone: (08) 8752 1473
Email: library@tatiara.sa.gov.au

**English Conversation Classes**

St. Andrews Presbyterian Church Hall.
1.00-3 00pm Sunday
Address: 6 Church Street Naracoorte 527
Contact: Mrs. Patricia Leitch
Email: pat.leitch@bigpond.com
Phone: 0408 853 441

Migrantsconnections@gmail.com
Mount Gambier Library on Mondays 10.30-11.30am and Wednesdays 9.30-10.30am.
Also possibilities in Millicent.

**Australian Migration Options (AMO)**

is a migration agent consultancy firm assisting visa applicants/sponsors and proposers with visa applications or appeals to the Review Tribunal. We assist with family visas, refugee visas, protection visas, skilled and employer visas.

We are a commercial company but grew out of a community based consultancy and continue to work closely with community and ethnic organisations and groups like torture and trauma counsellors, Red Cross etc. We have Government funding under IAAAS to provide free information sessions to community groups and free one off advice (limited funding for the latter).
Referrals can be made by email or by phone. Please ensure email makes it clear that the inquiry is from Naracoorte/Mt Gambier region

Requests for free community information sessions can be made the same way; we change the content of the sessions to be relevant to the particular group/ethnic background; we can also provide information sessions for BVE clients who arrived in Australia by boat.

We have offices in Adelaide, Salisbury, Marion Bay (York Peninsula) and Wagga Wagga. We plan to start monthly or bimonthly visits to Mt Gambier starting in June 2014

Address: Head office; Australian Migration Options
Level 3/345 King William St Adelaide SA 5000
Mt Gambier address to be notified.
Contact: Libby Hogarth
Sarah Hogarth
Cath Lester
Phone: 08 8410 1248
Email: migration@migrationoptions.com.au
Tenison Catholic School

English Language Programs from Early Learning to Adults in a Catholic School setting:
- Migrant Adult Program: Work Ready English Tuition for adults who have completed AMEP and require support for English Development.
- Intensive English Language Program (IELP) for new arrival school students, reception to young adults including mainstream transition.
- Flexible Learning Program: Assisting IELP students to transition to further learning and work.

Contact: School Enrolment Officer who will direct enquiry to relevant staff 8.30am 4.30pm
Tracey Davey Enrolment Registrar/Office Manager
Address: Shepherdson Road Mount Gambier SA
Phone: (08) 8724 4641
Fax: (08) 8724 9303
Email: davet@tenison.catholic.edu.au
Website: www.tenison.catholic.edu.au

Baptist Care

Complex Case Support
Service that provides those people who have a Refugee or Humanitarian Visa and who have complex issues and high needs. A Case Manager is employed to provide information in relation to relevant community services and advocate on behalf of the client.

Service area: South East of SA
NGO/Gov: NGO
Funding Source: FederalGovt
Client age range: People with a Refugee of Humanitarian Visa

Address: 159 Commercial Street East, Mount Gambier SA 5290
Contact: Susan Chadwick
Phone: (08) 8723 1445
Email: schadwick@baptistcaresa.org.au
Website: www.baptistcaresa.org.au

Centrelink Office Bordertown

Open Monday to Thursday 10am-12pm 1pm until 4.30 pm

Address: 63 Farquhar Street Bordertown SA 5268
Contact: Kelly Symonds co-ordinator

Uniting Care Wesley Port Adelaide

Enrolment support and ongoing inclusion support to access childcare including long day care, family day care and out-of-school-hours care. Contact via the childcare centre or direct to Inclusive Directions via phone, email or website. Weekdays 9.00am-5.00pm

Address: 71 Suttontown Rd Mt Gambier SA 5290
Phone: (08)8725 0211 or (08)8752 2569
Email: info@directions.org.au
Website: www.directions.org.au

Kingston Supported Employment Service

Uniting Care Wesley; Port Adelaide: Wesley Social Enterprises Inc: Australian Disability Enterprises (ADE); (supported disability employment): Disability Day Options & Accommodation Support Programs. Self Referral, Centrelink Referral, Dept for Communities & Social Inclusion Referral. Monday - Friday 8.30am - 4.30pm
Mental Illness Fellowship of South Australia (MIFSA)

The Personal Helpers and Mentors (PHaMs) Program at MIFSA supports people whose lives are severely affected by mental illness. The program offers: support to manage and organise daily tasks, assistance with parenting and relationship issues; accessing community recreational activities; support with accessing housing; connecting with other services; and accessing appropriate clinical support.

- **Service area:** South East of SA
- **NGO/Gov:** NGO
- **Funding Source:** Gov
- **Client age range:** 16+

Mind Australia

Mind Australia is a leading provider of community mental health services. Mind supports clients to live independent, productive and purposeful lives. Underpinning the work is a belief that it is possible for everyone to have a full and meaningful life, including people with severe and persistent mental health issues. For further information about Mind and its services, see contact details below.

**Family Mental Health Support service (FMHSS):**

The FMHSS provides a range of services to families, children and young people affected by mental illness. FMHSS aims to provide early intervention and prevention of mental health issues. The service provides an outreach whole-of-family approach and offers a range of interventions to minimise the impact of mental illness on the family unit.

Children, young people and adults who are at risk of developing or have a diagnosed mental illness, carers and families of people who are affected by mental illness are eligible for the service. Priority access is given to those most disadvantaged within the community, including Indigenous Australians, people from culturally and linguistically diverse backgrounds and young people. FMHSS provides a broad range of services focused on early intervention and prevention of mental health issues.

**Individual Psychosocial Rehabilitation and Support services (IPRSS):**

IPRSS is a recovery oriented rehabilitation and support service for people living with a mental illness. It is provided on a one-on-one basis in a person's home and local community. Support is tailored to suit the individual consumer and will increase or decrease in response to changing needs.

IPRSS is aimed at helping consumers of public mental health services who would like support to build the skills and confidence needed to live independently in the community. Support will vary according to the aims and needs of the consumer. IPRSS can provide assistance in the following areas:

- accessing suitable housing
- moving into accommodation
• developing daily living skills such as organising daily routine; cleaning and maintaining the home; managing finances and budgeting; shopping, meal planning and cooking
• accessing social and recreational activities in the community
• accessing education, training, or vocational activities including volunteer work
• accessing and gaining confidence using public transport
• support in developing a healthier lifestyle
• support in accessing any further assistance that may be required

Intensive Home Based Support service (IHBSS):
IHBSS is a partnership service between government mental health services and Mind Australia to provide individually tailored short-term (up to three months) psychosocial support which focuses on maximising the resilience and protective factors which could avert a crisis, prevent relapse, promote recovery and enable the consumer to return to their usual wellness state and living environment. IHBSS is a recovery oriented rehabilitation and support service for people living with a mental illness. It is provided one-on-one in a person’s home and local community. Support is tailored to suit the individual consumer and will increase or decrease in response to changing needs.

The IHBSS service is targeted to people who are exiting acute care or at risk of entering acute care without support. Support can be structured as needed for the client between the hours of 8am-8pm seven days a week. The focus of the support is to prevent admission or readmission into acute care, assist people to re-engage with social networks, re-establish a state of wellness, engage people with other ongoing services as required, assist people to take ownership of their own recovery, develops skills and confidence in community living, develop resilience and improve independence.

To participate in the IHBSS, consumers need to have a case coordinator or key worker in a government mental health service who will assess needs and make a referral to a Sub-Acute Coordinator (SAC) to determine eligibility.

This service is not a crisis response service therefore if an individual is at imminent risk Mental Health Triage should be contacted on 13 14 65.

GPs and health professionals within the SE country areas are able to refer their patients to Mind services by faxing the referral to Mind on (08) 7200 3085. Practices will then receive a confirmation fax and an appointment will be made with the client directly. GPs will receive patient assessments and progress notes ensuring good collaborative care.

For further information about Mind and referrals contact:
Mind Connect 1300 286 463 (1300 AT MIND)
Or email: mindconnect@mindaustralia.org.au
Or Fax: Referral to Mind Connect Secure Fax (08) 7200 3085

Service area: Adelaide, Mount Gambier
NGO/Gov: NGO
Funding Source: Gov
Client age range: IPRSS – 18+, FMHSS – No limit

Address: 210 Greenhill Road, Eastwood SA 5063
16a Crouch Street, Mount Gambier SA 5290
Phone: (08) 8724 7193, 1300 286 463
Fax: (08) 8723 9304
Email: admin@mindaustralia.org.au
Website: www.mindaustralia.org.au
Mount Gambier Child Care Centre
Child care services.

Service area: Mount Gambier & District
NGO/Gov: NGO - Community based Incorporated Organisation
Funding Source: Fees
Client age range: Six weeks – six years.

Address: 3 Derrington Street Mount Gambier SA 5290
Contact: Fiona Paltridge, Director
Phone: (08) 8725 1133
Fax: (08) 8725 2812
Email: mgccc@bigpond.com
Website: www.mountgambierccc.com.au

Mount Gambier City Council
The City of Mount Gambier is responsible for providing a wide and diverse range of facilities and services, including recreational and cultural facilities, providing opportunities for residents to fully participate in the community.

NGO/Gov: Local Government
Address: 10 Watson Terrace/PO Box 56 Mount Gambier SA 5290
Phone: (08) 8721 2555
The Library: (08) 8721 2540
Main Corner Complex: (08) 8723 9566
The Lady Nelson Visitor Centre: (08) 8724 9750
Fax: (08) 8724 9791
Email: city@mountgambier.sa.gov.au
Website: www.mountgambier.sa.gov.au

Mount Gambier Community Centre
The Mount Gambier Community Centre is a multi-function Centre providing a range of ac.care services including educational and recreational activities and some emergency relief programs. Other organisations also use the room hire facilities of the Centre to run their programs.

A number of programs and classes are provided daily that work to equip people with the skills and confidence required to enter or return to the workforce.

Services:
• Emergency accommodation
• Emergency relief
• Information and referral
• Room hire
• Financial Inclusion Services

Community Education:
• Art classes
• Budget cooking
• Child Safe Environments training
• Community classes from beginners to intermediate
• IT Skills for Employment
• Learning to Work programme
• Money Matters
• Money Minded
• Pathways to Employment
Mount Gambier Community Services Directory

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Mount Gambier Community Services Directory

The Junction, Mental Health Activity and Resource Centre Inc.

August 2014

- Positive Ageing programme
- Scrapbooking

Rooms are available to local community and service clubs and groups to conduct meetings or activities. Booking can be made by contacting the Centre.

Monday, 9.30 – 11.30: 5 appointments. Clients please phone 8723 0540 from 9.00am Monday morning.

Uniting Church, now from 11.00 am – 2.00pm: appointments must be made by phoning 8725 5377.

Address: 2-24 Ferrers Street Mount Gambier SA 5290
Phone: (08) 8723 0540

Mount Gambier Jubilee Community Care Inc.

As an initiative of Jubilee Christian Centre, we are committed to supporting, encouraging and building into the lives of those in our community.

At times situations arise which appear out of control, and often impact many areas of life. We offer a variety of services to help alleviate immediate distress as well as life skill programs to empower, bring fresh perspective and hope in seemingly hopeless situations. Free blankets and prescriptions for people on low income.

For information on any of the programs, contact our friendly team on (08) 8723 3823. Outside office hours (Tuesday & Wednesday, 10am-2pm), leave a message or visit our website.

Service area: South East of SA, but mainly Mount Gambier and districts
NGO/Gov: NGO
Funding Source: Jubilee Christian Centre
Client age range: all ages

Address: Cnr Hawkins Road and Jubilee Highway East (opposite Blue Lake Sports Park),
Mount Gambier SA 5290
Contact: Vonnie Douglas, Director
Phone: (08) 8723 3823
Fax: (08) 8723 1448
Email: care@jccare.org.au
Website: www.jccare.org.au

OARS Community Transitions

Ex Custodial Specialist Homeless Service

Service area: South East of SA
NGO/Gov: NGO
Funding Source: Commonwealth/State joint government funding
Client age range: Men over 18 years

Address: 33 Percy Street Mount Gambier SA 5290
Contact: Glenn Matthews Senior Case Worker
Phone: (08) 8723 1844
Fax: (08) 8725 4707
Email: gmatthews@communitytransitions.com.au
Website: www.oars.org.au

Pangula Mannamurna Inc.

Pangula means medicine man, and Mannamurna means the joining of hands, or coming together. Pangula Mannamurna Inc. (PMI) is an Aboriginal Community-Controlled Health Service that is committed to
empowering Aboriginal and Torres Strait Islander people to make informed decisions in regards to their physical, social, and emotional health and wellbeing. Pangula also works in partnership with other relevant stakeholders in the community to close the gap and inequities in health and quality of life. PMI employs Aboriginal Health Workers, medical and nursing professionals, and provides health services that include chronic disease management (diabetes, hypertension) antenatal care, immunisations, counselling for drug and alcohol, mental health, social and emotion wellbeing support, advocacy, health education and referrals to other health services including dental, podiatry and eye clinics. PMI also provides Outreach health services to Bordertown, Millicent, Kingston and Naracoorte.

The service also provides broader programs to tackle the social determinants of health for youth, gym classes, strong fathers – men's group, sisters healing together – women's group, healing circles, early childhood workers – nunga playgroup, bringing them home program provides services and support to people affected by the Stolen Generation Policies.

The service is open Monday to Friday 9am – 4:30pm. Medical clinics are conducted daily, an afternoon clinic is available on Wednesdays, and outreach clinic is scheduled for Thursdays. Appointments can be booked for both doctor and nurse reviews.

Service area: South East of SA
NGO/Gov: Federal Gov
Funding Source: NGO
Client age range: Birth+

Address: 191 Commercial Street West/ PO Box 942, Mt Gambier SA 5290.
Contacts: Karen Glover, CEO
Bec Harvey, Client Services Manager
Ph: (08) 8724 7270
Fax: (08) 8724 7378
Email: reception@pangula.org.au
Website: www.pangula.org.au

Regional Development Australia, Regional Employment Program

The Regional Employment Program is an initiative which contributes to the South Australia Governments priority to create more jobs, prioritise training and employment for the unemployed and support vulnerable workers as the State’s economy changes.

Service area: Limestone Coast
NGO/Gov: Gov
Funding Source: State Government (DFEEST)
Client age range: 16-65+

Address: Old Town Hall Building Commercial Street East Mount Gambier SA 5290
Contact: Mae Steele
Phone: (08) 8723 1057
Fax: (08) 8723 1286
Email: poetp@rdalimestonecoast.org.au
Website: www.skills.sa.gov.au

Rural and Remote Distance Consultation and Emergency Triage and Liaison Service

The Rural and Remote Service (based at Glenside Campus) provides inpatient care and distance support for country people and mental health service providers.

The Rural and Remote Distance Consultation and Emergency Triage and Liaison Service is available 24 hours a day, seven days a week on 13 14 65. It is available to:

- community members
primary care providers (such as community health, pharmacists)
• acute inpatient units
• non-government organisations
• general practitioners
• regional hospitals.

This service is staffed by mental health clinicians who triage admissions to the inpatient service and provide a comprehensive range of advice and support including access to psychiatrists. The Rural and Remote Service also incorporates a telepsychiatry service which uses video conferencing to enable a person to remain in or close to their own community while receiving psychiatric consultations for initial assessment, discharge planning and ongoing treatment.

**NGO/Gov:** State Gov  
**Funding Source:** State Gov  
**Address:** Adelaide  
**Phone:**  
(08) 8303 1139 (Rural and Remote Inpatient Unit)  
(08) 8303 1348 (Telemedicine/Telepsychiatry Unit)  
131465 (Emergency Triage and Liaison Service)

**Salvation Army**

The Salvation Army provides assistance during the following times:
- Tuesdays: 9am-3pm (not between 12.30-1.00)
- Wednesdays: 9am-12 noon
- Thursdays: 9am-3pm (not between 12.30-1.00)

Assistance is in the form of food parcels and vouchers, shoes (Spend Less Shoes), and vouchers for clothing and furniture at the Salvos Stores.

**Service Area:** Mount Gambier and Districts  
**NGO/Gov:** NGO  
**Funding Source:** Church & Gov  
**Client Age Range:** All ages  
**Address:** Cnr Wyatt & Gray Streets Mount Gambier SA 5290  
**Contact:** Bev Wright, Administration Officer  
**Phone:** (08) 8725 9900  
**Fax:** (08) 8723 1383  
**Email:** bev.wright@aus.salvationarmy.org  
**Website:** www.salvationarmy.org.au

**South Australia Police (SAPOL)**

**Crime Prevention, Youth**

Working with youth, providing drug and alcohol education, strategies for youth at risk, gay and lesbian liaison, crime prevention strategies, and networking with other community services.

**Service area:** Limestone Coast  
**NGO/Gov:** State Gov  
**Funding Source:** State Gov  
**Client age range:** All ages, but primarily 10-25  
**Address:** 42 Bay Road Mount Gambier  
**Contact:** Norm Elliott & Paul Scicluna  
**Phone:** (08) 8735 1049  
**Fax:** (08) 8735 1008  
**Email:** norman.elliott@police.sa.gov.au
Family Violence, Sexual Violence and Child Abuse Investigation and Support

Family violence investigators, investigating sexual violence and child abuse

Service area: Limestone Coast
NGO/Gov: State Gov
Funding Source: State Gov
Client age range: Families, women & children of all ages
Address: 42 Bay Road Mount Gambier
Contacts: Jane Smith
Phone: (08) 8735 1031
Fax: (08) 8735 1008
Email: jane.smith@police.sa.gov.au

Blue Light

The Noorla Yo-Long Blue Light Outdoor Adventure Program incorporates Youth Life Skill Development Programs & Adult development learning programs

Service Area: South Australia & Western Victoria
NGO/Gov: Gov. and Community
Funding Source: User pays fee for service
Client Age Range: Primary school children to adults
Address: Fosters Road, Rendelsham
Contact: Senior Constable Des Noll, Program Manager
Phone: (08) 8735 4337 or Mob 0408 899 396
Fax: (08) 8735 4329
Email: bluelight@activ8.net.au
Website: www.noorlayo-long.com.au

South East Community Legal Service (SECLS)

The South East Community Legal Service Inc. (SECLS) provides free legal advice, referral, information and assistance to disadvantaged residents of the South East of South Australia. Areas of law that SECLS provides advice on include: administrative law, bankruptcy, Centrelink matters, consumer credit, dealing with government departments, debts & debt collectors, discrimination, family law, motor vehicle accidents, police matters, police complaints, guardianship issues, tenancy for tenants and unfair dismissals for employees.

SECLS hours are 9.00am to 5.00 pm Monday, Wednesday, Thursday & Friday and Tuesdays from 9.00am to 1.00pm. Telephone appointments are available for clients who are unable to attend the Mt Gambier office or an outreach venue.

SECLS also has a legal education program for service providers and for clients. Please contact us if you would like us to present legal information for your group.

Service area: South East of SA. office in Mount Gambier. Outreach to Millicent, Naracoorte Mt Gambier Prison fortnightly.
NGO/Gov: NGO
Funding Source: Federal – Attorney General’s Department
Client age range: All
Address: 9 Penola Road Mount Gambier SA 5290
Phone: (08) 8723 6236 or 1300 369 236
Fax: (08) 8723 6232
Email: southeast.sa@clc.net.au
Website: www.secls.org
South East Disability Advocacy Service (SEDAS)

Advocacy – promotes needs and rights of people with a disability
– Referrals to other organisations

Service area: South East
NGO/Gov: NGO
Funding Source: Department of Families, Housing, Community Services and Indigenous Affairs
Client age range: Any

Address: 71 Suttontown Road/PO Box 1210 Mount Gambier SA 5290
Contact: David Shipton
Phone: (08) 8723 6002
Fax: (08) 8725 8009
Email: dshipton@dras.org.au
Website: www.sedas.org.au

South East Regional Community Health Service (SERCHS)

South East Regional Community Health Service provides allied health services, community nursing, aged care services, children's health and development services, chronic conditions programs and home support including equipment loan for the people of the South East covering the South East Health Service Region.

Staff provide a wide range of direct care services, practical, educational and group programs designed to promote wellness; support those with acute, severe, chronic or life limiting conditions; assist the elderly and disabled and provide rehabilitative and restorative services to patients admitted to hospital, following admission to hospital, and designed to prevent hospital admission or reduce length of stay.

Through a primary health care philosophy and approach, its services are provided across the lifespan and across the continuum of health and community care, at the individual and community level, aiming to enhance health and promote independence and thus improve social inclusion and economic participation. Addressing the particular health needs of local Aboriginal and Torres Strait Islander people and new arrivals and resettled refugees is an ongoing priority as is the development and maintenance of partnerships and collaborative investment for better health and health care

Service area: South East of SA
NGO/Gov: State Gov
Funding Source: State Gov
Client age range: All ages

Address: 276 – 300 Wehl Street North PO Box 267 Mount Gambier
Phone: (08) 8721 1460
Fax: (08) 8721 1461
Email: CHSAMtGambierSERCHSAdministration@health.sa.gov.au

Southern Region Community Corrections

Work to securely and humanely manage people ordered by the courts to serve a community based sanction and to provide them with opportunities to lead law-abiding and productive lives. The service aims to create a safer community by protecting the public and reducing re-offending. All clients are involuntary, and linked with the courts’ correctional system through being on parole, home detention, community service, bonds or bail conditions. Correctional Services’ workers engage with clients to ensure that court conditions are adhered to and goals completed within required time frames.

Service area: Lower South East of SA
NGO/Gov: State Gov
Funding Source: State Gov
Client age range: 18+ offenders
St Vincent de Paul
Selling pre-loved clothes, furniture and bedding.
Food parcels on Wednesdays. Occasionally provide supermarket voucher. Christmas hampers.

- **Service Area:** Mount Gambier & District
- **NGO/Gov:** NGO
- **Funding Source:** Catholic Church
- **Client Age Range:** 0+

**Address:** 2 Crouch Street South Mount Gambier SA 5290
**Contact:** Carol Thompson
**Phone:** (08) 8724 9322
**Fax:** (08) 8725 6608

TAFE
Education and training.

- **Service area:** TAFE Regional
- **NGO/Gov:** GOV
- **Funding Source:** Government and student payments
- **Client age range:** 16+

**Address:** Wireless Road West/PO Box 1425 Mount Gambier SA 5290
**Contact:** Duty Worker
**Phone:** (08) 8735 1555
**Fax:** (08) 8735 1400
**Website:** www.tafesa.edu.au

Uniting Care Mount Gambier
As an outreach service of the Mount Gambier Uniting Church, Uniting Care works towards relieving poverty, suffering and other difficulties for people in Mount Gambier and surrounding areas. Services include an emergency assistance program, operating Mondays 11.00am – 2.30pm and Friday 1.30pm to 3.00pm, providing food parcels, vouchers, Christmas hampers and pre-prepared meals with the assistance of local community stores and food outlets; financial assistance in the purchasing of prescriptions.

- **Service area:** Mount Gambier & Districts
- **NGO/Gov:** NGO
- **Funding Source:** Church/Government/Local Community/Local Businesses
- **Client age range:** All

**Address:** 26 Elizabeth Street PO Box 1119 Mount Gambier SA 5290
**Contact:** Beth McKay, Coordinator
**Phone:** (08) 8725 5377
**Fax:** (08) 8725 1062
**Email:** unitingcare_mtg@bigpond.com, ucamtg_lorraine@bigpond.com
Uniting Care Wesley Port Adelaide – South East Community Living

Mental Health programs supporting people to self-manage mental health conditions and live well in the community.

Service area: Limestone Coast region
NGO/Gov: NGO
Funding Source: Country Health SA
Client age range: 18-65

Address: 11 Wehl Street South Mount Gambier SA 5290
Contact: Allison Thomson and Sarah Lynn, Coordinators
Phone: (08) 8723 8600
Email: athomson@ucwpa.org.au
slynn@ucwpa.org.au
Website: www.ucwpa.org.au

Uniting Communities

Uniting Communities offers a range of services within the Lower Limestone Coast Region.
At present we have 10 staff located in Mount Gambier including Counsellors, Coordinators, Drug and Alcohol Workers and Youth Workers.

Family counselling
Rhett and Sophie work to resolve conflict between a young person 12-17 years old and their parent/s or caregivers which has led to the young person being at risk of leaving home prematurely or having left home. If the young person has left home, we can also work with the family to re-establish a positive, supportive relationship even if the young person is not going to return to reside in the family home.

We often find the young person is reluctant to engage at first, or sometimes at all, in these situations we are able to work just with the parent/s or other family members.

Rubys Reunification Program
Tasja is the Co-ordinator of Rubys which helps to resolve conflict between a young person and their parent/s or caregivers which has led to the young person leaving home prematurely, becoming homeless or being at imminent risk of becoming homeless.

Rubys enables the young person to reside some nights at our staffed house and some nights at home, whilst the family engages in counselling. Rubys staff assists young people with a range of independent living skills as well as working with them on the issues being addressed in counselling.

Drug and alcohol counselling
As part of our Streetlink Youth Health Service, Sophie offers free alcohol and other drug counselling for young people 12-25 years old, their accompanying children and families. These services are for young people who are either homeless or at imminent risk of homelessness, socially isolated, users of illicit substances or are deemed ‘at risk’.

Services include assessment, case management, counselling and family counselling, comorbidity, withdrawal and relapse prevention and education.

Sexual abuse counselling
Rhett provides a counselling, support and information service that works with young people 12-25 years old who are homeless or at risk of homelessness and are dealing with the effects of sexual abuse or sexual assault.

Service area: Limestone Coast region
NGO/Gov: NGO
StandBy Response Service

StandBy is a suicide bereavement response service that provides a 24-hour coordinated community crisis response to families, friends, associates, witnesses, schools, workplaces, groups and individuals, emergency and community responders and whole communities affected by suicide. Uniting Communities provides this national, federally funded, service developed by United Synergies (Queensland) to the whole of SA Country South incorporating the Riverland, Murraylands and Limestone Coast.

This service is available to people bereaved by a recent or past suicide. Because people grieve in very different ways, support services may not be required for many weeks, months or even years in some cases. Whenever help is needed StandBy will be there to provide telephone support and information or the specialist crisis team can meet with you in person at a time and place most suitable for you.

Tracey Wanganeen is the Coordinator and can be contacted 24/7 on 0437 752 458 or via email standby@unitingcommunities.org

Aboriginal Community Connect

Aboriginal Community Connect is a service providing a selection of treatment programs including counselling, case management, group therapies, outreach support and community based residential rehabilitation treatment for Aboriginal men and women 21 years of age and over who are experiencing significant Alcohol and Other Drug issues. Aboriginal Community Connect has a ‘No Wrong Door’ policy.

Any person contacting the service will be provided with information and support.

University of South Australia

The University of South Australia at its Mount Gambier Regional Centre offers the following programs for study. Study can be undertaken either full time or part time. Materials that students study at the regional centre is equivalent to city based programs. Students undertake the same assignments and exams, at the same time as city based students.

Foundation Studies:
- One year fulltime (can be undertaken part time) fee free program;
- Provides an alternative method of entry into undergraduate degree programs for people 18 and over
- Prepares students for tertiary study
- Builds on existing knowledge and skills.

Social Work:
- Bachelor of Social Work (4 years full time);
- Also available for external study;
- Prepares students for entry-level professional practice in social work;
- Provides a sound knowledge of the political, behavioural and social sciences;
• Prepares students for a range of professional social work job opportunities.

**Nursing:**
• Bachelor of Nursing (pre-registration, 3 years full time);
• Provides students with extensive clinical practice opportunities in a variety of health care settings;
• Assists students to engage with contemporary nursing theory, research and evidence based practice;
• Graduates satisfy the academic requirements for registration with the Nursing and Midwifery Board of Australia.

**Education:**
• Bachelor of Education (Primary) or (Early Childhood) (4 years full time);
• Prepares generalist primary teachers to teach across the core curriculum learning areas in schools from Reception to Year Seven; or from Birth to Year two.
• Graduates are able to apply for teacher registration in South Australia, interstate and in some overseas countries.

**Service area:** Australia wide, but mainly the Limestone Coast
**NGO/Gov:** Gov
**Funding Source:** Gov
**Client age range:** 17+

**Address:** Wireless Road West Mount Gambier SA 5290

**Contact:** Mount Gambier Enquiries

**Phone:** (08) 8721 8900
**Fax:** (08) 8721 8951
**Email:** mountgambier.enquiries@unisa.edu.au
**Website:** www.unisa.edu.au/mountgambier

**Victim Support Service**
Victim Support Service Inc. (VSS) is a community based, not-for-profit organisation operating from eight offices across South Australia. Qualified professional staff provide a comprehensive range of services to individual victims of crime, their families, friends and the wider community. Services provided include: counselling; advocacy; information about Victims of Crime Compensation; court support; assistance and support for people who are engaging with the Royal Commission into Institutional Responses to Child Sexual Abuse; Staying Home Staying Safe a security upgrade program for women and children who have been affected by domestic or family violence; support groups; training and consultancy; and community education.

**Service area:** South East of SA, with a focus on Mount Gambier
**NGO/Gov:** NGO
**Funding Source:** Gov (Attorney General’s Department), Donations & Bequests
**Client age range:** 18+

**Address:** 41 Bay Road (Court House building) Mount Gambier SA 5290
**Contact:** Virginia Hill, Victim Support Coordinator
**Phone:** (08) 8723 2968; Free call: 1800 182 368
**Fax:** (08) 8723 1700
**Email:** southeast@victimsa.org
**Website:** www.victimsa.org

**WiseExpressions**
Private Practice; Generalist Social Work; Counsellor:
Sandra Seymour is a Social Worker with 14 years’ experience and owner of WiseExpressions. She works with people on the issues that are pressing in their lives using evidence based practice techniques including Acceptance and Commitment Therapy, Reflective Practice and Mindfulness
**Vision statement:** Mental fitness through Mindfulness, Resilience, Courage and Compassion for yourself and others.

**Mission statement**
WiseExpressions seeks to skill individuals, groups and organisation to achieving mental fitness to live well using current evidence based practice strategies of counselling.
Increasingly people are seeking skills and knowledge on ways to improve their mental fitness and by extension the quality of their lives. Contemporary Australian society, cultural norms and mores, economic and social pressures place huge demands on individuals, professionals and organisations.

Seeking counselling is now seen as a strength in maintaining mental fitness. WiseExpressions provides counselling to individuals, professionals, groups and organisations on the Limestone Coast of South Australia to enhance mental fitness.

**Contact:** Sandi Seymour
**Address:** Mount Gambier and Penola
**Phone:** 0467 064 242
**Website:** www.wisewxpressions.net