

# Veteran Welfare Information Session

## Online resources

This is an interactive document that provides weblinks to services and online resources mentioned at the Veteran Welfare Information Session on Thursday 13 June 2019. Simply ctrl+ click on the blue highlighted lines in the below table to open the weblinks automatically in your web browser.

For more information about the **Victorian Veterans portfolio**, please visit <https://www.vic.gov.au/about-victorian-veterans-portfolio> or contact us via email at [veterans@dpc.vic.gov.au](mailto:veterans@dpc.vic.gov.au) or telephone: (03) 9651 5111. If you experience any issues using this document, please contact us at [veterans@dpc.vic.gov.au](mailto:veterans@dpc.vic.gov.au).

Area(s)	Organisation	Resources available <i>To open weblinks below, press Ctrl button on keyboard + click link.</i>
<b>Employment</b>	<a href="#">JVEN – Jobs Victoria Employment Network</a> Tailored employment support programs for veterans and their families.	JVEN Telephone: 1300 208 575 Email address: <a href="mailto:jobs@ecodev.vic.gov.au">jobs@ecodev.vic.gov.au</a> <ul style="list-style-type: none"> <li>• <a href="#">JVEN homepage</a>: Services include youth cadetships, training and upskilling, career coaching, resume writing and job placement.</li> </ul>
<b>Mental health</b>	<a href="#">Vic Gov Health</a> <a href="http://www2.health.vic.gov.au/mental-health">www2.health.vic.gov.au/mental-health</a>	Directory: <a href="#">Victoria's Mental Health Services</a> – search function <ul style="list-style-type: none"> <li>• <a href="#">Rights and advocacy</a></li> <li>• <a href="#">Mental Health Complaints Commissioner</a></li> <li>• <a href="#">Alcohol and other drug support – health.vic</a></li> </ul>
	<a href="#">Beyond Blue</a> <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>	Beyond Blue Telephone: 1300 224 636 (Available 24/7) <ul style="list-style-type: none"> <li>• Directory: <a href="#">Find a professional</a></li> <li>• <a href="#">National helplines and websites</a></li> <li>• <a href="#">Online chat</a></li> <li>• <a href="#">Beyond Now- Suicide safety planning App for your mobile phone</a></li> </ul>
	<a href="#">Life Line</a> <a href="http://www.lifeline.org.au">www.lifeline.org.au</a>	Life Line Telephone: 13 11 14 (Available 24/7) <ul style="list-style-type: none"> <li>• <a href="#">Facts and information</a></li> <li>• Directory: <a href="#">Service Finder</a> – map and search function showing free to low cost health and community services across Australia.</li> <li>• <a href="#">Holding on to Hope Podcast</a> – stories from people who have overcome suicidality with the aim of helping those who are struggling.</li> </ul>
	<a href="#">Suicide Call Back Line</a> <a href="http://www.suicidecallbackservice.org.au">www.suicidecallbackservice.org.au</a>	Suicide Call Back Telephone: 1300 659 467 (Available 24/7) <ul style="list-style-type: none"> <li>• <a href="#">Phone and online counselling</a></li> <li>• <a href="#">Supporting someone else who has suicidal ideation</a></li> </ul>
	<a href="#">Headspace</a> <a href="http://www.headspace.org.au">www.headspace.org.au</a> Headspace provides tailored and holistic mental health support to 16-25-year-old people.	Kids Helpline Telephone: 1800 551 800 <ul style="list-style-type: none"> <li>• <a href="#">Headspace centres in Victoria</a></li> <li>• <a href="#">eHeadspace</a> – online 1 on 1 chat, group chat and FAQs for young people.</li> <li>• <a href="#">Supporting young people with mental health issues</a></li> </ul>
	<a href="#">Centenary of Anzac Centre</a> <a href="http://www.anzaccentre.org.au">www.anzaccentre.org.au</a>	Centenary of Anzac Centre Telephone: 1800 VET 777 <ul style="list-style-type: none"> <li>• <a href="#">Working with veterans with mental health issues</a></li> <li>• <a href="#">Understanding and treating trauma</a></li> <li>• <a href="#">General mental health resources</a></li> </ul>
	<a href="#">Phoenix Australia</a> <a href="http://www.phoenixaustralia.org">www.phoenixaustralia.org</a>	<ul style="list-style-type: none"> <li>• <a href="#">Training programs for support workers</a></li> <li>• <a href="#">Supporting people suffering post-traumatic stress</a></li> <li>• <a href="#">Current treatment trials</a></li> </ul>
	<a href="#">Counselling ONLINE</a> <a href="http://www.counsellingonline.org.au">www.counsellingonline.org.au</a>	<ul style="list-style-type: none"> <li>• <a href="#">Email a counsellor</a></li> <li>• <a href="#">Online live chat to a counsellor</a></li> </ul>
	<a href="#">Murray PHN</a> <a href="http://www.murrayphn.org.au">www.murrayphn.org.au</a>	<ul style="list-style-type: none"> <li>• Directory: <a href="#">Find a health service</a></li> <li>• <a href="#">Contact Us</a> – map of regional locations across Victoria, operating in Mildura in the North West, to Woodend in the south, across to Seymour and up to Albury.</li> </ul>
<b>Mental health organisations that provide workplace training</b>	<a href="#">Tandem</a> <a href="http://www.tandemcarers.org.au">www.tandemcarers.org.au</a> Victorian peak body representing family and friends supporting people living with mental health issues.	<ul style="list-style-type: none"> <li>• <a href="#">Useful information</a></li> <li>• <a href="#">Help line phone numbers</a></li> <li>• <a href="#">Support for carers and welfare officers</a></li> <li>• <a href="#">Royal Commission into Victoria's Mental Health System</a></li> </ul>
	<a href="#">VMIAC - The Victorian Mental Illness Awareness Council (VMIAC)</a> <a href="http://www.vmiac.org.au">www.vmiac.org.au</a>	VMIAC Telephone: 03 9380 3900 <ul style="list-style-type: none"> <li>• <a href="#">Resources</a></li> <li>• <a href="#">Services</a></li> </ul>
	<a href="#">Centre for Mental Health Learning Victoria</a> <a href="http://www.cmhl.org.au">www.cmhl.org.au</a>	<ul style="list-style-type: none"> <li>• <a href="#">Workshop and event search</a></li> <li>• <a href="#">Learning Hub</a></li> <li>• <a href="#">Resource Hub</a></li> </ul>

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## Online resources continued...

Area(s)	Organisation	Resources available <i>To open weblinks below, press Ctrl button on keyboard + click link.</i>
Substance misuse support	<b>Turning Point</b> <a href="http://www.turningpoint.org.au">www.turningpoint.org.au</a>	<ul style="list-style-type: none"> <li><a href="#">Treatment and support</a></li> <li><a href="#">How to help someone else</a></li> </ul> <a href="#">Inner East &amp; Eastern Alcohol and Drug Services (ECADS)</a>
	<b>Direct Line</b> <a href="http://www.directline.org.au">www.directline.org.au</a>	Direct Line Telephone: 1800 888 236 <ul style="list-style-type: none"> <li><a href="#">Service finder directory</a></li> <li><a href="#">Client self-assessment</a></li> </ul>
	<b>AOD Pathways</b> <a href="http://www.directline.org.au/aod-pathways">www.directline.org.au/aod-pathways</a>	AOD Pathways Telephone: 1800 319 619 <ul style="list-style-type: none"> <li><a href="#">Alcohol and Other Drug (AOD) Pathways</a></li> </ul>
Family violence prevention	<b>VicGov – Family Violence Reform</b>	<ul style="list-style-type: none"> <li><a href="#">How to get help – list of VicGov supported services</a></li> <li><a href="#">Identifying family violence</a></li> </ul>
	<b>Safe Steps</b> <a href="http://www.safesteps.org.au">www.safesteps.org.au</a>	Safe Steps Telephone: 1800 015 188 (Available 24/7 to speak with a Safe Steps support worker) <ul style="list-style-type: none"> <li><a href="#">Information on types of abuse</a></li> <li><a href="#">24/7 support information and steps towards safety</a></li> </ul>
	<b>The LookOut</b> <a href="http://www.thelookout.org.au">www.thelookout.org.au</a>	<ul style="list-style-type: none"> <li><a href="#">Tips for engaging men on their use of family violence</a></li> <li><a href="#">Fact sheets for printing</a></li> <li><a href="#">Working with perpetrators</a></li> <li><a href="#">Self-care information for welfare officers and professionals</a></li> </ul>
	<b>The Orange Door</b> <a href="http://www.orangedoor.vic.gov.au">www.orangedoor.vic.gov.au</a>	The Orange Door Telephone: 1800 319 355 (Available 24/7) <ul style="list-style-type: none"> <li>Directory: <a href="#">Find a service near you</a></li> </ul>
	<b>Domestic Violence Resource Centre</b> <a href="http://www.training.dvrcv.org.au">www.training.dvrcv.org.au</a>	<ul style="list-style-type: none"> <li><a href="#">Prevention and response training</a></li> </ul>
	<b>No To Violence</b> <a href="http://www.ntv.org.au">www.ntv.org.au</a>	<b>No To Violence</b> – training and courses available for support workers: <ul style="list-style-type: none"> <li><a href="#">Introduction to working safely with men who use family violence – 2-day training.</a></li> </ul>
	<b>Child Protection Services</b> <a href="http://www.services.dhhs.vic.gov.au/child-protection-contacts">www.services.dhhs.vic.gov.au/child-protection-contacts</a>	<ul style="list-style-type: none"> <li><a href="#">Child Protection Telephone: Contacts across Victoria</a></li> <li><a href="#">Reporting child abuse</a></li> </ul>
Financial counselling	<b>Money Smart</b> <a href="http://www.moneysmart.gov.au">www.moneysmart.gov.au</a>	National Debt Helpline Telephone: 1800 007 007 <ul style="list-style-type: none"> <li><a href="#">How to find a financial counsellor</a></li> </ul>
	<b>National Debt Helpline</b> <a href="http://www.ndh.org.au">www.ndh.org.au</a>	National Debt Helpline Telephone: 1800 007 007 <ul style="list-style-type: none"> <li><a href="#">Talk to a financial counsellor</a></li> </ul>
	<b>Financial Consumer Rights Council</b> <a href="http://www.fcrc.org.au">www.fcrc.org.au</a>	Financial Consumer Rights Council Telephone: 03 9663 2000
Legal aid	<b>Victoria Legal Aid</b> <a href="http://www.legalaid.vic.gov.au">www.legalaid.vic.gov.au</a> 'About Legal Aid' video – <a href="#">click here to watch.</a>	Victoria Legal Aid Telephone: 1300 792 387 ( <i>press 2' for direct access to the 'Workers Line' for shorter wait time</i> ) <ul style="list-style-type: none"> <li><a href="#">Contact information</a></li> <li><a href="#">Resources and publications for order or download</a></li> </ul>
Disability support	<b>NDIS</b> National Disability Insurance Scheme <a href="http://www.ndis.gov.au">www.ndis.gov.au</a>	NDIS Telephone: 1800 800 110 (8am – 8pm AEST) or email <a href="mailto:enquiries@ndis.gov.au">enquiries@ndis.gov.au</a>
Housing and homelessness support	<b>Department of Health and Human Services (DHHS)</b> <a href="http://www.dhhs.vic.gov.au/housing-and-homelessness">www.dhhs.vic.gov.au/housing-and-homelessness</a>	HousingVic Telephone: 1300 650 172 (Vic number only, business hours) Homelessness Urgent Help Telephone: 1800 825 955 (Available 24/7) <ul style="list-style-type: none"> <li><a href="#">Getting help</a> - list of regional services</li> <li><a href="#">DHHS - Help with housing</a></li> <li><a href="#">Housing options finder</a></li> </ul>
	<b>Frontyard</b> <a href="http://www.frontyard.org.au">www.frontyard.org.au</a>	Frontyard Telephone: 9977 0077 (Mon – Fri 9.00am – 8.00pm, Sat – Sun 10.00am – 6.00pm) Out of Hours Telephone: 1800 627 727 <ul style="list-style-type: none"> <li><a href="#">Frontyard Youth Advocacy Committee</a></li> <li><a href="#">Youth Homelessness Fact Sheet</a></li> <li>Melbourne City Mission – <a href="#">Services search function</a></li> </ul>
Gambling support	<b>Gamblers Help</b> <a href="http://www.gamblershelp.org.au">www.gamblershelp.org.au</a>	Gamblers Help Telephone: 1800 858 858 (Available 24/7) <ul style="list-style-type: none"> <li>Directory: <a href="#">Find support</a></li> <li><a href="#">Practical ways to support someone with a gambling addiction</a></li> </ul>