

Have you heard of
Ask Izzy??

A simple tool to help with
contact details for support services

<https://askizzy.org.au>



Supported by the Crown through the
Department of Communities



10 Morris Avenue
Devonport, Tasmania 7310
Phone: 6424 7060
Email: devhouse@internode.on.net



Community Services Directory 2022-2023

**A comprehensive list
of services for the
Devonport community**

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1800 171 233 for all assessments

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What Does The Community House Offer You?

- Opportunities to meet others
- Fun learning sessions with regular classes and groups for everyone
- Office facilities for a small charge (photocopying)
- Meeting rooms for hire with off-street parking, kitchen facilities & child friendly rooms
- Health & Wellbeing Library (where you can borrow books free of charge)
- NILS Outlet (No Interest Loans Scheme) for people on Government Benefits
- Support & Referral service
- Devonport Community Garden
- The Community Shed for everyone
- The Food Shed offers fresh fruit and vegetables (some free, some cost) and free day-old bread
- The Playhouse for parents & children under 5 - drop in anytime between 9.30 & 12.30pm school days



SOME OF THE SERVICES OFFERED AT THE PLAYHOUSE

Party Room - Hire the perfect place for children's birthday parties!
Reference Books & Magazines - Borrow a book or magazine free!
Book Club sales - Fabulous books at low prices for adults and children!
Special events/opportunities to be involved - lots of fun and celebration weeks to participate in on a regular basis - check out our Newsletter
Playhouse Purchases - small canteen with goodies for the children and you!
Support us! - We are run by volunteers & rely on YOU to stay open.. Tell your family, friends and workmates and volunteer if you can!

Ph: (03) 6424 7060

Email: devhouse@internode.on.net

Web: devonportcommunityhouse.com.au

INDEX - Agencies

Youth Services

Girl Guides

Life skills, decision making & leadership training for girls 5-17.

Address: 56a Forbes St, Devonport
Telephone: 1300 447 548

Headspace (see Mental Health)

Kids Helpline

A free, private and confidential telephone and online counselling service specifically for children & young people 5 - 25 years.

Telephone: 1800 551 800

Scouts Tasmania

Life skills education for young people.

Address: Mersey Rd, Spreyton
Telephone: 1800 726 887

Taz Kids (See Mental Health)

The Junction (YFCC)

Services for 12-25 y/o; info, referral, legal advice, counselling.

Address: 64 Stewart St, Dev
Telephone: 6423 4099

Time Out House

In Launceston for 14-28 y/o youth at risk. Weekends Fri - Sun

Telephone: 0407 102 104

TILA - Transition to Independent Living (DHHS)

Help to 15-25 y/o with upfront cost of accommodation etc.

Telephone: 1300 761 961

Whitelion

Support for youth at risk of offending.

Telephone: 6420 7711

YFCC (previously YaFF) (see Accommodation)

Youth Health Services

Info, education, support, referral & counselling for 12 - 24 y/o.

Telephone: 6440 7140

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Transport Services cont.

Patient Travel Assistance Scheme

Provides financial assistance with travel and/or accommodation costs for health procedures.

Telephone: Devonport 6421 7797

Taxi Combined Service

A regular taxi service, servicing Devonport & surrounds.

Address: 123 Don Rd, Dev
Telephone: 6424 1431 / 6424 7519 - FAX

Transport Services North West

Provides non-emergency transport to hospitals & nursing homes.

Telephone: 1800 008 008

Red Cross (Transport)

Provides transport to and from medical appointments.

Telephone: 1300 557 549

Women's Services

Oakleigh House

Oakleigh House provides short to medium term accommodation for women & children escaping domestic violence situations.

Address: 24 View Rd, Burnie
Telephone: 6431 5791 / 6432 1145 - FAX

Warrawee Women's Shelter

Provides shelter for emergency accommodation for women escaping domestic violence.

Telephone: 6425 1382 **Email:** warraweeinc@bigpond.com

Women's Health Access Program North West

The program aims to maximise women's access to information & to increase options & choices around their health & wellbeing.

Address: 5thF Parkside, Burnie
Telephone: 6440 7173 / 6434 4169 - FAX

Women's Midlife Service North West

Provides information & support to everyone on midlife issues.

Address: 5th Floor Parkside, Burnie
Telephone: 6440 7173 / 6434 4169 - FAX **35.**

Transport Services

Community Transport Services Tasmania (CTST)

CHSP/HACC clients with statewide door-to-door transport service. For the aged, people with disabilities & disadvantaged members of our community. Transport is provided for shopping, bill paying, social outings and non urgent medical appointments. Fee for service.

Address 15 - 27 Murray St, East Dev
Telephone: 6421 8706 / 1800 781 033
Website: www.ctst.org.au **Email:** info@ctst.org.au

Devonport Airport & Spirit Shuttle Service

Pick up and drop off for the Cradle Country area.

Telephone: 1300 659 878

Easy P's - Devonport Chaplaincy

Provides driving tuition for learner drivers in the Devonport area.

Telephone: 6420 7575

First Gear

LINC statewide help with studying for and obtaining L's license.

Telephone: Devonport 6478 4236

Mersey Community Care

Provides an extensive transport service with cars & busses equipped with wheel chair hoists & staffed by volunteers to assist.

Address: 167 Steele St, Dev
Telephone: 6424 8883 / 6424 8719 - FAX
Email: mcca@bigpond.com.au

Merseylink

Devonport based bus service which operates locally Mon-Sat.

Address: 134 Don Rd, Dev
Telephone: 6423 3231 / 6423 4223 - FAX
Website: www.merseylink.com.au

Migrant Resource Centre (License help)

Help to obtain a license for those who have lived in Australia less than five years.

Telephone: 6421 0999

Emergency & 24 Hour Numbers

If you have an emergency and require Police, Fire or Ambulance
Dial 000 Or 112 for Mobiles

24 Hour Services

Aboriginal Housing Services	1800 752 292
AIDS/HIV	1800 005 900
Alcohol & Drug Information	1800 811 994
Cancer Helpline	131 120
Child Abuse Prevention	1800 688 009
Crisis Accommodation	1800 800 588
Community Corrections Dev	6478 4343
Disability	1800 799 530
Domestic Violence	1800 200 526
Eating Disorders	1800 675 028
Family Drug Support	1300 368 186
Family Planning	1800 007 119
Foster Care Helpline	0437 006 876
Family Violence Response	1800 633 937
Gambling Helpline TAS	1800 000 973
Kids Helpline	1800 551 800
Legal Aid Telephone Service	1300 366 611
Lifeline Crisis	131 114
Life Link Samaritans	1300 364 566
Mensline Australia	1300 789 978
Mental Health	1800 332 388
NWRH-Emergency Department	6430 6666
Parent Telephone Information Service	1800 808 178
Poisons Information	131 126
Public and Environment Health service	1800 671 738
Sexual Assault	6431 9711
Sexual Health	1800 675 859
StandBy Suicide Bereavement Service	0439 556 660
Suicide Call Back Service (10am-8.30pm)	1300 659 467
Suicide Helpline	1300 651 251
Women's Health	1800 675 028
Victims of Crime Services	1300 300 238

Aboriginal Services

Aboriginal Centre Tasmania

Provides state-wide services to Aboriginal people including: language, legal, health care, aged care, family & children.

Address: 53 Alexander Street
Burnie TAS 7320

Telephone: 6431 3289
6431 8363 FAX

Aboriginal Housing Services Tasmania

Provides information & assistance to Aboriginal people to access appropriate rental housing.

Address: Burnie Service Centre
1st Floor Reece House
Burnie TAS 7320

Telephone: 6434 6360

Six Rivers Aboriginal Corp.

Health workers, transport for medical appointments. Community aged care packages.

Address: 26 Gilbert Street
Latrobe TAS 7310

Telephone: 6426 1004

Number 34 Aboriginal Health Service

Provides information, assistance, health and social connection to Aboriginal people.

Address: 34 Alexandra Road
Ulverstone TAS 7315

Telephone: 6425 0850

Aboriginal Elders Council of Tasmania

Provides culturally appropriate day centre activities for Aboriginal Elders, including meals and transport.

Address: 163 St John Street
Launceston TAS 7250

Telephone: 6334 3138

Sexuality cont.

Working It Out (Sexual Identity)

Provides confidential services for those experiencing difficulties with regard to sexuality.

Address: 11 Jones Street
Burnie TAS 7320

Telephone: 6434 6474

Website: www.workingitout.org.au

Email: northwest@workingitout.org.au

Suicide

Choose Life Services (Parakeleo)

Offers free counselling & support services for anyone affected by suicide. Offers hope specifically to those struggling with life issues that may lead to suicidal thoughts and behaviours and to those impacted by suicide.

Address: PO Box 1104, Dev

Telephone: 1300 132 098

CORES

Is a program which educates members of the community how to intervene when somebody in the community is suicidal.

Address: Kentish Regional Clinic
66 High Street, PO Box 285
Sheffield 7306

Telephone: 63911552
1300 079 596

Website: www.cores.org.au

Email: admin@kentishrc.com.au

StandBy Response

Making a positive difference to those impacted by suicide and ensuring they are not alone in dealing with their loss.

Telephone: 0400 183 490

Email: standbytasmania@lifelines Tasmania.org.au

Also see Mental Health Services

Sexual Assault Services cont.

North West Centre Against Sexual Assault (CASA)

Services for men, women & children who have experienced sexual assault or rape. Crisis & long term counselling, advocacy & support, community education & professional training, court support, compensation reports relative to sexual assault complaints, consultancy.

Address: (postal only) **Telephone:**
PO Box 3003MDC 6431 9711
Burnie TAS 7320 **Email:** wcasa@southcom.com.au

RAIN (Relationship Abuse of an Intimate Nature)

Provides free counselling, support & advocacy for people who have experienced or are experiencing intimate relationship abuse.

Address: **Telephone:**
Anglicare Tas 1800 243 232
Devonport 6421 3100 (M,T,F)

Sexual Health Support Service (SASS)

Provides a 24 hour crisis call service. The service has access to interpreters. SASS also sees children from 0-12 years of age.

Website: www.sass.org.au **Telephone:**
Email: admin@sass.org.au 1800 675 859

Survivors Confronting Child Abuse & Rape Inc.

Promotes the protection of children through education, lobbying & political action. Offers friendship, resources & networking for survivors of child abuse & rape.

Address: **Telephone:**
31 Roland Street 6423 2631
Devonport TAS 7310 **Email:** Box-dsl@keypoint.com.au

Sexuality

Sexual Health Service Devonport (Mersey Sexual Health Clinic)

Services include: information on sexually transmitted diseases, safer sex, HIV & hepatitis, sexual health difficulties & contraception.

Address: **Telephone:**
Devonport Community Health Centre 6421 7763
1st Floor, Cnr Steele & McFie Sts
Devonport TAS 7310

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Accommodation

Anglicare Tasmania Inc (incl. ACCESS / Private Rental Support)

Provides rent & bond assistance to people on low incomes. Crisis accommodation for people who are homeless or at risk. Referrals to residential respite care for people with disabilities or suffering from a mental illness. Also provides emergency accommodation & ongoing support for people in crisis.

Address: **Telephone:**
31 King Street 6421 3100
Devonport TAS 7310 1800 243 232
Website: www.anglicare-tas.org.au

Curraghmore (Anglicare)

Provides residential care unit supported accommodation & short term residential respite to people with psychiatric disabilities.

Address: **Telephone:** 6421 7660
3 - 9 Curr Street
Devonport TAS 7310

Crisis Accommodation

Emergency accommodation available through community organisations throughout the state for people who are homeless or at risk.

Telephone: 1800 800 588
Neville Overton Dev Community Church (33 Formby Rd)
(last option for men) 6424 5731

Housing Connect

One stop provider for Housing and support & emergency accommodation for adults on a low income.

Telephone:
1800 800 588

Housing Tasmania

Provides long term housing assistance for people on low incomes or with special needs.

Address: **Telephone:**
23 Steele St 6421 7832
Devonport TAS 7310
General Maintenance 1300 665 663
After Hours emergency 1800 005 588
Customer Service hotline 1800 808 340

5.

Accommodation cont.

Temcare (Glenhaven Family Care)

Provides temporary out of home care for 0-18 year olds, for up to 28 days while the child's family may be experiencing a crisis or in a time of stress. (Referral required & forms to be completed).

Address: 41 Clayton Road
Ulverstone TAS 7315
Telephone: 6425 1144
Email: temcared@southcom.com.au

Youth, Family & Community Connections Inc. (also FOTO)

Provides supported temporary accommodation for young people (aged between 13 & 20) in crisis.

Address: 64 Stewart St
Devonport TAS 7310
176 William St, Dev
Telephone: 6423 6635
6423 6642 - FAX
6424 7375 Shelter
Website: www.yfcc.com.au **Email:** accommodation@yfcc.com.au

Adoption

Adoption & Information Service

Coordinates & manages adoptions in Tasmania, including arrangements for Tasmanian-born & overseas children, step parent & relative adoptions. Also provides information & counselling to adopted people, birth parents, relatives & adoptive parents.

Address: Ground Floor 34 Davey St,
Hobart TAS 7000
Telephone: 6166 0422
Website: www.dhhs.tas.gov.au/adoption
Email: adoption.service@dhhs.tas.gov.au

CatholicCare Family Welfare Services

Offer a wide range of family services. A private adoption agency offering assistance with adoption information for persons who were adopted or relinquished children for adoption.

Address: 85 Best Street
Devonport TAS 7310
Telephone: 6423 6100 or 1800 559 793
6431 8114 - FAX
Email: Centacare.devonport@aohtas.org.au

6.

Respite Services

Commonwealth Respite and Carelink Centre

Auspiced by Family Based Care Association Inc. North West National respite for carer's program, young carer's program, mental health program, severe & profound, palliative care. For people caring for a family member, neighbour or friend who may have a disability, dementia, mental illness, life threatening illness or frail aged.

Address: 192 Wilson Street
South Burnie TAS 7320
Telephone: 6431 6777
1800 052 222

Curraghmore Residential Care Unit

Provides services to people suffering from mental illness. Services include: Support accommodation & short term residential respite.

Address: 3-9 Curr Street
Devonport TAS 7310
Telephone: 6421 7661
6421 7661 - FAX
Website: www.anglicare-tas.org.au
Email: a.dick@anglicare-tas.org.au

Orana Respite Care Centre

Provides day & overnight respite for frail aged & young people with disabilities. Volunteer Day Care, free equipment hire for those in crisis & computer & internet access for people with disabilities.

Address: 31 Murray St
East Devonport TAS 7310
Telephone: 6427 9511
6427 0691 - FAX
Email: orana@karingal.org

Sexual Assault Services

Laurel House

Provides free & confidential counselling and support and 24 hour crisis service for women, men and children who have experienced sexual assault or rape at some time in their life. Community education, debriefing & training available.

Address: PO Box 499
Burnie TAS 7320
Telephone: 6431 9711 (24 hours)
1800 697877 a/hours crisis
Email: counsellors@laurelhousenw.org.au

31.

Migrant Services

Adult Migrant English Service

Teaches English as a second language to newly arrived & permanent migrants registering within 3 months. Classes are held in Devonport on Thursday from 9am-1pm.

Address: 20 Valley Rd
Devonport
Telephone: 6421 7610
Email: vaneysdena@tafe.tas.ed.au

Migrant Resource Centre Inc.

Services for people of diverse cultural/linguistic backgrounds. Professionally accredited interpreters are available. Community Development with clients of non-English speaking backgrounds.

Address: 95 - 99 Cameron St
Launceston
Telephone: 6332 2211
Email: queries@mrcltn.org.au

THO NW Multicultural Liaison Officer

Telephone: 0409 762 030

Pregnancy Counselling

Pregnancy Advice & Testing

Telephone: 6431 7692

Pregnancy Help NW Tasmania

Telephone: 6423 4834

Fertility Control Clinic

Abortion clinic

Address: 9 Main Rd, Moonah
Telephone: 6431 7692

Sudden Infant Death Society State Office

Address: Room 2, 2Spring St, Burnie
Telephone: 6431 7692

Advocacy

Advocacy Tasmania

An independent, non-profit organisation working to assist older people and people with disabilities & their carers to protect & promote their rights & interests. Services are free & confidential.

Telephone: 1800 005 131
Website: www.advocacytasmania.com.au
Email: advocacy@advocacytasmania.com.au

Speak Out Association of Tasmania

An advocacy organisation for people with a disability. Services are free & confidential and include NDIS information & representation.

Address: 2 Spring Street
Burnie TAS 7320
Telephone: 6431 9333
Website: www.speakoutadvocacy.org
Email: burnie@speakoutadvocacy.org

Aged Care

Aged Care Assessment Team (ACAT)

Team consists of health & social workers helping frail, older people and their carers work out what care is required. For people aged 70+ years (50+ Aboriginal) with complex care needs.

Address: 48 Walter Street
Ulverstone TAS 7315
Telephone: 6429 8400
1800 200 422

Aged Care Information Line **1800 500 853**

Anglicare Tas. Disability Support & Aged Care NW

Provides aged care packages, extended aged care at home and Dementia Specific.

Address: 31 King Street
Devonport TAS 7310
Telephone: 6421 3100
1800 243 232
Website: www.anglicare-tas.org.au

Aged Care cont.

Carers Tasmania Inc

Information, referrals, education & counselling for family carers.

Address: 3/15 Wilmot Street
Burnie TAS 7320
Telephone: 6432 1170
1800 242 636
Website: www.carerstas.org

Continence Nurse Advisor

An advisory service to carers, frail aged & people with disabilities.

Address: 23 Steele Street
Devonport TAS 7310
Telephone: 6421 7853
6421 7767 - FAX

Dementia Carer Support Service (see also Dementia/Alzheimers)

An advisory service for carers & family members of people with dementia.

Address: 70 Oldaker Street
Devonport TAS 7310
Telephone: 6424 8461
1800 699 799
Email: admin@fbcnorthwest.org

Devonport Pensioner's Association

The aim of the Devonport Pensioner's Association is to improve the quality of life for its members by voicing their concerns. Monthly meetings include guest speakers. Day bus trips available.

Address: 19 Churchill Avenue
Devonport TAS 7310
Telephone: 6424 5032
Email: devpensioners@tasmail.com

Meals On Wheels

A volunteer based organisation delivering meals to people who, through sickness, age and/or disability cannot help themselves. This service allows people to remain independent in their own homes.

Assessment Officer 6423 4234
Address: PO Box 593
Moonah TAS 7009
Telephone: 6423 3272 - Devonport
6428 2680 - Forth
Email: mowtas@bigpond.com

8.

Mental Health Services Cont.

Richmond Fellowship

Provides rehabilitation & support services to encourage mental health and emotional wellbeing. 24/7 residential rehabilitation recovery program for adults experiencing mental health problems.

Address: 7 - 9 Lugana Cres, Ulverstone
Telephone: 6425 1050

Sage Hill

Focuses on the needs of families and friends caring for people with a mental illness, providing support & information

Telephone: 6431 3772

Social Workers DHHS

Provide confidential help and counselling for individuals/families and can assist community groups. Available for short term counselling in various areas including grief & loss counselling. Self & GP referral. Male counsellor available.

Address: 23 Steele Street
Devonport TAS 7310
Telephone: 6421 7784
Website: www.dhhs.tas.gov.au
Email: dominic.peters@ths.tas.gov.au

Taz Kids Club & Champs Camps (Anglicare)

Support groups & social activities for children whose parent or carer is living with a mental illness

Telephone: 6421 3100

Wellways (MI Fellowship/Aspire)

Provides skills training programs, peer education, peer support, individual placement & support, assists with housing & maintaining tenancy.

Address: 1/41 Mount St
Burnie, TAS 7320
Telephone: 6419 7010
1300 111 400
Website: www.wellways.org
Email: tasmania@wellways.org

29.

Mental Health Services Cont.

OZHELP Foundation

A free workplace based early intervention suicide prevention & social capacity building program. Provides support to members of the building & construction industry.

Address: Suite 16 Kings Court
2 Innocent St
Kings Meadows TAS 7249
Website: www.ozhelp.org.au

Telephone: 6343 3122
1300 694 357

Email: oz.help@bigpond.com

Parakaleo

A community service for assistance to people experiencing suicidal thoughts or tendencies, or who have been confronted with the suicide of a family member or friend. Services include: counselling, support, retreat & information. Counselling services are free.

Address:(postal only)
26 Patawalonga Rd
Mt Roland, via Sheffield
PO Box 1104, Dev 7310

Telephone: 6423 3181
6423 3826 - FAX
1300 132 098

Website: www.parakaleo.org.au
Email: parakaleo@tassie.net.au

Personal Helper & Mentors Program (PHaMS)

Mission Aus service aims to provide increased opportunities for people 16+ years, whose ability to manage their daily activities and to live independently in the community is impacted because of a severe functional limitation resulting from a severe mental illness.

Address: 35 Oldaker St,
Devonport Tas 7310

Telephone: 0429 977 765 - Joyce

Website: www.missionaustralia.com.au
Email: devonport@missionaustralia.com.au

Psychology Caffé

Offers assessment and therapeutic services to everyone.

Address: 120 Gilbert St, Latrobe
Telephone: 6426 3050

Aged Care cont.

Mersey Community Care Association

Various services to the frail aged & people with disabilities including: transport, shopping & visiting service, home maintenance. Aims to provide clients with the ability to live an independent life in their own home & provide opportunities to participate in community life.

Address: 167 Steele Street
Devonport TAS 7310
Website: www.dhhs.tas.gov.au/services

Telephone: 6424 8883
6424 8719 - FAX

Email: mcca@bigpond.com.au

Red Cross

Telephone: 6431 1848

Southern Cross Care - Community Care Devonport

Provides Community aged care packages and Extended care at home dementia packages.

Address: L3 Rooms 29 & 30,
Cnr Rooke & Best Sts
Devonport TAS 7310

Telephone: 6423 4921

Orana (Baptcare) Respite & Social Care Centre

Provides Respite Care, Day Care 24 hours and Dementia care and short term loan for emergency equipment.

Address: 31 Murray St,
East Devonport TAS 7310

Telephone: 6427 9511

Stanhope Healthcare Services Community Care

Private homecare providing quality nursing / domestic care and support services for assistance to remain in home.

Address: 106 Best Street
Devonport TAS 7310

Telephone: 1300 732 370

Alcohol & Drug Services

Al-Anon

Meetings offer support for family & friends of problem drinkers. Weekly meetings held Mon/Wed 7.30pm @ Church of Christ Fridays 12pm Salvation Army Hall William St.

Telephone:

Mondays/Wednesdays Lillian 0438 246 394 George 0447 003 876
Fridays Sally 0419 243 579

Alcohol & Drugs Services for North West Tasmania

Services include: information, support, counselling, assessment, consultancy, education, referral for specific treatment, needle exchange. A free & confidential AOD counselling service for young people concerned about their own AOD use. Individual & group counselling.

Address:

11 Grove Street
Ulverstone TAS 7315

Telephone:

6429 8555

Alcoholics Anonymous

A fellowship to share their experience. Only requirement for membership is the desire to stop drinking. Meetings Wed 8pm.

Meetings held at:

125 William Street
Devonport TAS 7310

Telephone:

6424 8384 (Maggie)

Anglicare Alcohol & Drug programs

Family Support/Care Coordination Service & Kids in Focus

Provides alcohol & drug counselling with individual care plans and support to focus on making positive changes. Free & confidential.

Address:

31 King Street
Devonport TAS 7310

Telephone:

6421 3100
1800 243 232

Devonport Youth Alcohol & Drug Service No longer exists

Provides free & confidential counselling & support to young people aged 10-30 years experiencing problems with alcohol & other drugs. Support worker can work with families on substance misuse/abuse.

Address:

81A Gunn Street
Devonport TAS 7310

Telephone:

6421 7761
6423 3527 - FAX

Email: yffjrockliff@vision.net.au

Mental Health Services Cont.

Club Haven (Anglicare)

A program for people living in Devonport & surrounds aged 18 - 65 who have a mental health condition. Provides a relaxed, flexible & friendly environment where members meet & socialise.

Address:

2 Watkinson St, Dev

Telephone:

6423 6329

Email: clubhaven@anglicare-tas.org.au

Community Mental Health Services

Help line with referral and advice freecall 24 hours

Phone: Statewide Triage 1800 332 388

Phone: Referrals 6233 2388

Curragmore Residential Care Unit (see Respite Services)

GROW

Is a community of people working towards mental health through mutual help & 12 step program of recovery.

Phone: 1800 558 268

Headspace (Cornerstone Youth Services)

Mental health and counselling service for youth between 12 - 25.

Phone: 6424 2144

M.A.T.E.S. (Red Cross)

Program with trained volunteers as friends for adults with a diagnosed mental illness & socially isolated. Referrals required (psychiatric team, GP or private) & services are free of charge.

Address:

16 Alexander St, Burnie

Telephone:

6431 1848 / 6431 9826 - FAX

Website: www.redcross.org.au

Email: shouse@vision.net.au

Older Persons Mental Health Service

Free & confidential service to assist over 65's with a mental illness and/or impaired cognitive functioning with challenging behavior.

Telephone:

6434 4003

Mental Health Services

Acute Inpatient Services (Spencer Clinic)

Is attached to the NW Regional Hospital Burnie providing acute psychiatric inpatient assessment & treatment. Operates 24/7

Address: 23 Brickport Rd, Burnie
Telephone: 6430 6575
Email: spencer.admin@dhhs.tas.gov.au

Adult Community Mental Health Service - Oldaker Street Clinic

A community mental health facility providing assessment, diagnosis and treatment for adults suffering from mental disorders & / or mental health problems. 8:30am - 5:00pm Monday - Friday.

Address: 34 Oldaker Street
Devonport TAS 7310
Telephone: 6421 7663
Statewide: 1800 332 388
Email: Oldaker.clinic@dhhs.tas.gov.au

Anglicare Mental Health Services (see Club Haven below)

Various mental health service options for the community
Phone: 1800 243 232

Beyond Blue

Provide Support for depression, anxiety, bipolar disorder, Postnatal depression

Telephone: 1300 224 636
Website: www.beyondblue.org.au

Bipolar Support Group (North West Tasmania)

A support group for those diagnosed with Bipolar, to provide a safe, friendly, welcoming environment.

Telephone: 6432 1440
Website: www.gpnw.com.au
Email: scarr@gpnw.com.au

Child & Adolescent Mental Health Services (CAMHS)

Available to people under 18 who require assistance in managing emotional, social and behavioural difficulties

Telephone: 6434 7280

Alcohol & Drug Services cont.

Drug Education Network (DEN)

Statewide organisation operating within harm reduction principles. Services are available to everyone.

Address: 34a Goldie Street
Wynyard TAS 7325
Telephone: 6443 8250

Missiondale

Supported accommodation for those affected by alcohol & drugs.

Address: 75 Leighlands Road
Evandale TAS 7212
Telephone: 6391 8013

Salvation Army Bridge Program

Drug & alcohol rehabilitation programs for adults with day program to 8 weeks designed to assist in gaining necessary skills to decrease the impact of drug and alcohol use in their lives.

Address: View Road
Burnie TAS 7320
Telephone: 6431 5791

Serenity Lodge Sulphur Creek

Run by City Mission, the unit allows people affected by d&a to sober up in a safe non-judgmental environment. Gives time-out for people going through withdrawals that are non-medical. Up to 2 weeks stay.

Address: 354 Preservation Drive
Sulphur Creek TAS 7320
Telephone: 6435 4654 (24 hour)

Youth, Family & Community Connections (previously YaFF)

24 hour alcohol & drug information & referral service, family adolescent mediation service & peer group drug education program. Needle syringe program & youth accommodation service available.

Address: 64 Stewart Street
Devonport TAS 7310
64 Stewart Street (Youth)
Website: www.yfcc.com.au
Telephone: 6423 6635
1800 351 498
6424 7353
Email: reception@yfcc.com.au

Children's Services

Catholicare Children's Counselling Program

Age appropriate expressive therapies to support children in addressing a wide range of issues.

Address: 85 Best Street
Devonport TAS 7310

Telephone: 6423 6100

Child & Adolescent Mental Health Service

A free service available to children & adolescents up to 18 years of age who require assistance in managing emotional, social & behavioural difficulties.

Address: 5th Floor Reece House
46 Mount Street
Burnie TAS 7320

Telephone: 6434 7280
1800 675 859

Child & Family Centre East Devonport

A place for families living in East Devonport to access services open from 8.30am - 4pm.

Address: 40 Drew St PO Box 301E
East Devonport TAS 7310

Telephone: 6478 4337 or 6478 4336
0408 997 413

Website: www.education.tas.gov.au/childandfamily

Child Health & Parenting Service

Nurses assist parents of newborns with parenting issues.

Telephone: 1300 808 178

Child Support Agency

CSA is responsible for administering the scheme supporting separated parents to transfer payments for the benefit of their children.

Telephone: 131 272 General enquiries
131 919 Complaints

Child Safety Services (Child Protection)

Notifications to Child Protection regarding concerns about a child's safety or wellbeing.

Telephone: 1300 737 639 / 1800 001 219
Devonport 6478 4336

Legal Services cont.

Legal Aid Commission

Free legal advice is available to anyone through a telephone advice service. Clinic Advice Service enables discussion with a lawyer regarding criminal or family law matters. Duty Solicitor may be able to help with information on court procedures, bail applications, pleas & penalties & holds Primary Dispute Resolution Conferences for people involved in family law disputes. Legal representation available if legal aid is granted.

Address: 8 Griffith St, Dev

W: www.legalaid.tas.gov.au

Telephone: 6421 7870 / 6421 7871 - FAX

E: info@legalaid.tas.gov.au

North West Community Legal Centre

Offers free legal advice & referral & conducts law reform work & community legal education (no court representation).

Address: 62 Stewart St, Dev

Telephone: 6424 8720 / 6424 4604 - FAX

Email: nwclc@bigpond.net.au

Public Trustees

Estate and Trust administration

Address: Cnr Edward & Best Sts, Dev

Telephone: 6420 7589

Victims of Crime Support

Provides support & counselling to victims of crime by appointment or a 24/7 phone service. Assistance with criminal injuries compensation & victim impact statement. Also a police liaison is available.

Address: 102 Best St, Dev

Telephone: 6424 9377 / 1300 300 238 - 24hrs

Website: www.voc.lifelinetasmania.com.au

Email: vocnwd@lifelinetasmania.com.au

Women's Legal Service Tas Inc.

Free & confidential legal advice for women via phone & face-to-face

Phone: 1800 682 468

Youth Justice

Phone: 1800 001 219 Devonport: 6421 7803

Health Centres

Community Health Centre

Provides access to confidential services, including a wide range of community & visiting services. Clinics & support groups, community nursing, drug & alcohol services, diabetes education, continence advisor, dental clinic, sexual health clinic, child health clinic.

Address: 23 Steele Street, Dev
Telephone: 6478 6166
W: www.dhhs.tas.gov.au
E: tonibrown@dhhs.tas.gov.au

Hospitals

Mersey Community Hospital

Has approx 100 beds & provides services including: ambulatory & emergency, general adult & paediatric medicine, & surgery including orthopaedic, ear, nose & throat, ophthalmological, certain oncology services, limited rehabilitation services & allied health support.

Address: Bass Highway
Latrobe TAS 7310
Telephone: 6426 5111
Email: mersey@health.gov.au

North West Regional Hospital (NWRH) Burnie

Has 160 beds situated beside a 70 bed private hospital, medical centre provides pathology, pharmacy & imaging services & the University of Tasmania's Rural Clinical School.

Address: 21 Brickport Road
Burnie TAS 7320
Telephone: 6430 6666
6430 6684 - FAX

Legal Services

Community Corrections (Dept. of Justice)

Responsible for managing offenders on probation, parole and community service orders.

Telephone: Devonport 6478 4343; Burnie 6477 7169

Children's Services cont.

HIPPY (Home Interaction Program for Parents & Youngsters)

Home based program for children 3 - 5 years to help prepare them for school. Program runs during school terms for 1-2 years.

Telephone: 6491 1965

KIDS (Kind Individuals Delivering Support) Anglicare

Volunteer family support program for parents with new babies or young children. Volunteers (Community parents) visit in home and assist as needed.

Telephone: 6421 3100

North West Children's Contact Service (Relationships Aust)

Provides safe & positive contact arrangements for children of separated parents. Supervised contact visits & established children's centre with toys, games & equipment. For appointments contact Relationships Australia.

Address: 68 North Fenton Street
Devonport TAS 7310
Telephone: 1800 002 222 - Freecall
6424 4484 - FAX
Website: www.relationships.com.au
Email: admin@reltas.com.au

Parenting Partners Salvation Army

Promotes positive parenting with a range of parenting activities to assist parents to expand their social & community support.

Address: 166 William Street
Devonport TAS 7310
Telephone: 6424 9177

The Playhouse (Devonport Community House)

An inexpensive, relaxing and safe place for parent's/carer's with children 0 - 5 years to meet others, stay and play with their children. Open during school terms 9.30am - 12.30pm.

Address: Cnr Charles & Forbes Sts
Devonport TAS 7310
Telephone: 6424 7060 (Community House)

Temcare (Glenhaven Care) (see listing under Accommodation)

Health & Support Groups

Counselling Services

See Alcohol & Drug Services/Financial Services/Gambling

Anglicare Tasmania Inc. (see listing under Accommodation)

Provides counselling to individuals of all ages as well as families including: financial, relationship, family, gambling & children counselling. Also emergency relief & food vouchers.

Address: 31 King St
Devonport TAS 7310

Telephone: 1800 243 232
6421 3100

Catholicare Family Welfare Services (see also Adoption)

Offer a wide range of family services including: relationship & family counselling, pre-marriage education, unplanned pregnancy counselling, natural family planning information, adoption endeavour family groups, men & relationships (overcoming abusive behaviours), mediation, dispute resolution & personal support.

Address: 85 Best Street
Devonport TAS 7310

Telephone: 6423 6100
6431 8114 - FAX

Email: Centacare.devonport@aohtas.org.au

Heaven's Care (Gateway Church)

Assists families who have lost a child under 20 weeks gestation. Generally available through hospitals—includes immediate needs with memorial ceremony, coffin, care pack.

Telephone:
6423 1594 Leonore Mansour (Coordinator)
0438 670 260 Jen Emmerton

Lifeline North West Tasmania Inc.

Provides a 24 hour telephone service. Other services include: face to face crisis counselling (by appointment), referral service, care ring (calls to lonely/isolated people), community group training including self-awareness, stress, parenting, suicide awareness and interventions, retirement and life review.

Address: (postal only)
PO Box 416
Devonport TAS 7310

Telephone: 131 114 – Phone Counselling
6424 6547

Website: www.lifeline.org.au
Email: info@lifelinetasmania.com.au

Asthma Tasmania Devonport

Provides education & counselling to people who have asthma, their families & the community.

Address: 23 Steele St, Dev

Telephone: 6421 7789 / 6421 7716 - FAX

W: www.asthmatas.org.au **E:** asthmatas@bigpond.com

Cancer Council Tasmania

For anyone needing support or information. A trained volunteer is available to listen, provide emotional support, offer advice & refer people to other Cancer Council programs.

Address: 50 Victoria St, Ulverstone

Telephone: 6419 4207

Website: www.cancertas.org.au
Email: drodgers@cancertas.org.au

Dementia Carer Support Service

Offers information to carers & the wider community about dementia. Other services available are: support & counselling, support groups & educational programs to carers & their families. Referrals made.

Address: 70 Oldaker St, Dev

Telephone: 6424 8461 / 6423 5582 - FAX

Website: www.fbcnorthwest.org **Email:** admin@fbcnorthwest.org

Devonport Prostate Cancer Support Group

Meetings held in Devonport on first Wed of month 6.30 - 8.30pm
Phone Peter 0417 362 129

North West Prostate Cancer Support Group (PCSG)

Group meetings/guests/questions. Membership \$5 + supper plate. Meetings held on the first Tuesday of month from 7pm – 8:30pm.

Address: 48 Water St, Ulverstone

Telephone: 6429 8485 / 6429 8448 FAX

Website: www.prostatehealth.org.au
Email: centralcoast.chc@dchs.tas.gov.au

Office of Health Complaints Commissioner 1800 001 170

Government Departments

Centrelink

Assesses & pays income support & other benefits & allowances. Also provides individualised assistance from a range of services offered by all government levels & community service organisations.

Address: 167 William Street
Devonport TAS 7310

Telephone: 13 1021
6421 4372 - FAX

Website: www.centrelink.gov.au

Commonwealth Carelink Centre North West

Provides a central source of information & links health professionals, general practitioners, service providers, carers & individuals with agencies providing care & support in the North West.

Address: 192 Wilson Street
Burnie TAS 7310

Telephone: 1800 052 222
6431 9085 - FAX

Website: www.commcarelink.health.gov.au

Email: carers@fbcnorthwest.org

Department of Justice - Community Corrections

Community Corrections is to enable people who are found guilty of offences to achieve socially responsible behaviour within the family and community.

Address: 8 Griffiths Street
Devonport TAS 7310
PO Box 634, Burnie 7320

Telephone: 6478 4343
6421 7855 - FAX

Email: susan.jordan@justice.tas.gov.au

Counselling Services cont.

Lifelink Samaritans

A 24 hour befriending service to assist those in crisis & despair. Also a 6 week face-to-face befriending service & support to families whom have experienced suicide.

Address: (postal only)
P O BOX 228
Launceston TAS 7250

Telephone: 6331 3355
1300 364 566 – Freecall

Relationships Australia

Provides family support service to the whole north-west community. Services provided include: family education program, counselling program, separation mediation program, break even gambling program (no fees for this service) & children's contact service.

Address: 68 North Fenton Street
Devonport TAS 7310

Telephone: 1800 002 222
6424 4484 – FAX

Website: www.relationships.com.au

Email: admin@reltas.com.au

Community/Neighbourhood Houses

Devonport Community House

Building capacity through Community Development locally. Services include: Information & referral, small library, NILS agency (Interest free loans for essential household items). Community Garden, Community Shed, Food Shed. The Playhouse drop in centre for parents, carers and children.

Address: 10 Morris Avenue, PO Box 1102
Devonport TAS 7310

Telephone: 6424 7060

Website: wwwdevonportcommunityhouse.com.au

Email: devhouse@internode.on.net

East Community House

The vision is to help build a community that is able to meet the needs of its families, individuals & children. Services include: social groups, NILS, food van, lunches, garden & healthy cooking.

Address: 106 David Street
East Devonport

Telephone: 6427 9985
Email: esch@westnet.com.au

Dementia/Alzheimer's Care

Dementia Care Support Service	6424 8461/0418 545 206
National Dementia Helpline	1800 100 500
Dementia & Memory Centre	6326 3488
Alzheimer's Australia (Tas)	6423 6019

Disability Services

EPIC Assist

Provides a personalised service to assist people with a visible or invisible disability achieve their goals.

Address: Level 1, cnr Edward & Best Sts
Telephone: 6420 7515

Devonport TAS 7310

W: www.epicassist.org.au **E:** info@epicassist.org

Disability Support Services NW

Level 2 Parkside Bldng **Telephone:** 6477 7609
1 Strahan St Burnie 7320

Gateway Services (see Family Services)

Mersey Community Care Association (see also Aged Care)

Provides various services to frail aged & people with disabilities, including: transport, shopping, visiting, home maintenance.

Address: 167 Steele St, Dev **Telephone:** 6424 8883

Website: www.dhhs.tas.gov.au/services **Email:** mcca@bigpond.com.au

Red Cross

Phone service/Community Care/Equipment loans/Personal alarms
Equipment loans 6424 7131
Personal Alarms 6431 1848

Society for Multiple Disabled People of Tas Inc. (Multicap)

Provides a variety of services for people with disabilities - residential support, group homes, & day support assisting people in accessing the community, training in living & social skills & education.

Address: 16 Cattley Street **Telephone:** 6431 3211
PO Box 839, Burnie **Email:** multicap@southcom.com.au

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Family Services cont.

Kentish Family Support

Support service for families in the Sheffield and Kentish area.

Address: 5 Austin Place, Sheffield **Telephone:** 6491 2322

Relationships Aust (see listing under Counselling Services)

Financial Support Services

Anglicare Financial Counselling (see Accommodation)

Food Support Services

See Aged Care for Meals on Wheels

See Community/Neighbourhood Houses

See Gateway Services - Heaven's Kitchen

See Salvation Army

Gambling Services

Break Even Gambling Support (Anglicare)

A free & confidential counselling service for when gambling becomes a problem.

Telephone: 1800 243 232

GABA (Gambling & Betting Addiction)

Telephone: 1800 676 565

Gambling Helpline Tasmania

A free, confidential 24/7 telephone crisis & information service for those experiencing gambling worries, their families & friends, co-workers or even a concerned gambling venue staff member. Crisis counselling and referrals available.

Address: Gambling Support Bureau **Telephone:** 1800 000 973
4th Floor 1800 000 974 – TTY
99 Bathurst Street (for the hearing impaired)
Hobart TAS 7001 1800 858 858 (Qual. counsellor)

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Family Services

Catholic Care Tasmania

Services & support. Family & relationship counselling. DV, adoption, case management, family planning info, unplanned pregnancy.

Address: 85 Best Street, Dev
Telephone: 6423 6100 / 6431 8114 - FAX

W: www.hobart.catholic.org.au

E: Centacare.devonport@aohtas.org.au

Family Based Care Association (NW Inc).

Respite and Personal Care (Dev) **Telephone:** 6424 8461

Family Planning Tasmania Inc.

Provide sexual & reproductive health services through clinic, education and training activities consistent with social justice principles.

Address: 1 Pine Ave, Upper Burnie
Telephone: 6431 7692 / 6431 7643 - FAX

Website: www.fpt.asn.au **Email:** burnie@fpt.asn.au

City Mission

Op shop with affordable clothing, household items and large furniture. Some counselling services available. Open 9-5pm Mon-Fri, 9-4 Sat.

Address: 49 Don Rd, Dev
Telephone: 6423 5984

Grandparents & Relatives Raising Children (Gateway - Mission)

Providing information, advice & referral options to grandparents & relatives who are primary carers of g/children & other related children.

Address: 35 Oldaker Street
Telephone: 6420 6800

Devonport TAS 7310

Gateway Services

Provides information and referrals for families in need. A child safety worker is available in each Gateway Service.

Address: 56-58 Oldaker Street
Telephone: SMS: 0429 566 285
Devonport Gateway: 1800 171 233

Website: missionaustralia.com.au

Email: gatewaynw@missionaustralia.com.au

Domestic/Family Violence

Domestic Violence Crisis Service

Provides information plus community & professional education on domestic violence issues. After hours crisis service is available.

Address: (postal only) PO Box 158
Burnie TAS 7320
Telephone: 6434 6212; 6434 6330 - FAX
1800 001 219

RAIN (See Counselling Services)

Engender - (previously SHE)

Provides specialist counselling services for women who are currently or have experienced family and domestic violence issues. Not a crisis service.

Telephone: 6278 9090 Hobart
NW Coast - Angela 0428 057 415

Warrabee Women's Shelter

Provides shelter for emergency accommodation for women escaping domestic violence.

Telephone: 6425 1382
Email: warrabeeinc@bigpond.com

Education

Adult Education (now LINC)

Offers many and varied courses.

Address: 21 Oldaker St, Dev
Telephone: 6478 4236

Website: www.linc.tas.gov.au

TasTAFE

Offers a range of highly flexible courses in a setting that suits all learning styles in the workplace, classroom or online.

Address: 20-36 Valley Road
Devonport TAS 7310
Telephone: For all enquiries call 1300 655 307
W: www.tastafe.tas.edu.au **E:** enquiries@tastafe.tas.edu.au

Emergency Assistance

Anglicare Tasmania Inc. (see Accommodation Services)

Provides various types of services including: emergency relief & food vouchers.

Telephone: 6421 3100 / 1800 243 232

Gran's Van

Provides free hot meals Monday, Wednesday & Friday nights. Also Sunday nights during winter.

Library carpark 7-7.30pm, 108 Tarleton St East Dev 7.45-8.15pm.

Address: POB 750 Dev **Telephone:** 0408 310 462

Heaven's Kitchen (Gateway Church)

Connects & provides support to families & individuals with low cost meal Thursday nights. Transport available.

Address: **Telephone:** 6424 1636

100 Don Road, Dev

Salvation Army

Provides services that support families in times of crisis. Interview with family support worker to determine available services.

Food offered Mon-Wed-Fri 10am - 12noon

Address: **Telephone:**
166 William Street 6424 9211
Devonport TAS 7310 6423 6739 - FAX

Website: www.salvationarmy.org.au

Email: corps_devonport@aus.salvationarmy.org

St. Vincent De Paul Society

Offers many services to disadvantaged & marginalised people. Clients can phone or visit the office & a home visit may be available. Open 9am - 5pm Mon-Fri, 9am-12pm Sat.

Address: **Telephone:**
58 Stewart Street, Dev 6424 2295

Vinnies East Dev

18 Murray St East Dev 6427 7100

W: www.vinnies.org.au **E:** svdptas@bigpond.net.au

The Junction (see Youth Services)

Youth, Family & Community Connections (see Accomm)

Employment Services & Job Providers

Ability Employment (see listing under Disability Services)

Wise Employment (see listing under Disability Services)

Jobfind Centre

Address: **Telephone:**
43 Best Street 6424 4095
Devonport TAS 7310 6424 4732 - FAX

Website: www.jobfindcentre.com.au

Email: jobfind_devonport@jobfindcentre.com.au

Max Employment

Address: **Telephone:**
165 William St, Dev 6422 6100 / 6422 6199- FAX
Email: devonport@maxemployment.com.au

MyPathway

Address: **Telephone:**
2-3, 69 Best St, Dev 6422 3600
Email: info@mpath.com.au

The Salvation Army Employment Plus

Address: **Telephone:**
33-35 Steele St, Dev 6422 3400 / 136123

Website: www.employmentplus.com.au

Email: info@aep.salvationarmy.org

Vmac Employment Solutions

Address: **Telephone:**
47 Best St, Dev 6311 1799 / 6331 1727 FAX
Email: devonport@maxemployment.com.au

Wise Employment

A not-for-profit helping those with disabilities to gain & maintain employment. Helps clients to identify choices & provides assistance to realise preferred options through skills training, improved attitude & access to support networks.

Address: **Telephone:**
38-40 Formby Rd, Dev 6423 4555 / 6423 4500 – FAX

Website: www.wiseemployment.com.au

Email: Devonport@wiseemployment.com.au