

Emergency phone numbers

Police, Fire, and Ambulance: 000

Poisons Information line: 13 11 26

Child Protection (West Division): 1300 664 977

Child Protection (after hours): 13 12 78

Lifeline: 13 11 14

Parentline Victoria: 13 22 89

Kids Helpline: 1800 551 800

NURSE-ON-CALL: 1300 606 024

Mental health crisis assessment teams

Youth: 1800 888 320

Adults Brimbank: 1300 874 243

Adults Wyndham and Hobsons Bay: 1300 657 259

Hospitals

Royal Children's Hospital: 9345 5522

Werribee Mercy Hospital: 8754 3000

Sunshine Hospital: 8345 1333

Western Hospital (Footscray): 8345 6666

Williamstown Hospital: 9393 0100



IPC Health acknowledges the support of the Victorian Government.

IPC Health Corporate Office

106 Station Road
Deer Park VIC 3023
PO Box 171 Deer Park VIC 3023

ACN 136 685 151
ABN 68 846 923 225

Deer Park

106 Station Road
Deer Park 3023

St Albans

1 Andrea Street
St Albans 3021

Sunshine

Level 1, 499 Ballarat Road
Sunshine 3020

Altona Meadows

330 Queen Street
Altona Meadows 3028

Hoppers Crossing

117–129 Warringa Crescent
Hoppers Crossing 3029

Wyndham Vale

510 Ballan Road
Wyndham Vale 3024

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Family Services



What does Family Services do?

This program is for families who want help with:

- parenting
- balancing time with their children and the demands of everyday life
- children's or teenagers' behaviours, health, social lives or safety
- overcoming family conflict or family violence
- experiences of trauma
- special health needs
- housing issues, including homelessness risk
- experiencing grief and/or loss
- money problems

How can Family Services help?

The Family Services team:

- works with your family in your home or where you feel safe and comfortable to receive our service
- helps you see your family's strengths and use them to learn new skills
- helps your family remember that things can get better
- helps your family to be connected with services in your community
- helps coordinate services working with your family

Who can use this service?

Families who live in Brimbank, Melton, Hobsons Bay and Wyndham, with children aged 17 or younger.

Does my family have to work with this program?

Your family does not have to work with this program. However, it might be worth giving it a try first.

How can my family get help?

If you live in Brimbank or Melton call:

Brimbank Melton Orange Door

1800 271 046

If you live in Hobsons Bay or Wyndham call:

Western Orange Door

1800 271 045

How do I book an appointment?

Contact your nearest IPC Health campus. You might have to wait before an appointment becomes available.



Is there a fee?

This service is free.

Can I have an interpreter?

Yes. Ask us if you need an interpreter. Interpreters are free.

