



George Town Health Service Directory

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Support Services

Aboriginal Links Program – Colony 47

Contact: 6324 1910 or
Neighbourhood House on:
6382 3019

Cost: Free Service.

Where: Neighbourhood House
87 Agnes St.,
George Town

Referral Process: Self-referral or
Referral from Professionals.

Availability: Weekly – Thursdays

About Service: Aboriginal Community Links is designed to support Aboriginal community members and their families by providing links and referrals to a range of mainstream and Aboriginal services, such as welfare and social support, employment, family violence, health (including drug and alcohol services, legal, child care and housing). The program also encourages the development and fostering of relationships with other service providers by promoting access and pathways to their services.

Eligibility: Members of the George Town Community who identify as being Aboriginal.

After School Activities – PCYC

Contact: 6382 3019

Cost: Free Service.

Where: Neighbourhood House
187 Agnes St.
George Town

Referral Process: None required.
Open to all families

Availability: Second and fourth
Thursday of every month

3:30pm – 5:00pm

About Service: Provides after school activities for school aged children and families

Eligibility: School aged children and their families

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6 Support Services

Alcohol and Drug Services (DHHS Service)

Contact: 1300 139 641

Cost: Free service

Where: George Town Hospital
and Community Centre
47 Anne St
George Town

Referral Process: Self referral, GP,
health professionals or other service
providers.

Availability: Fortnightly on Thursdays

About Service: Provides treatment and support services in a friendly, supportive confidential and non-judgmental environment to individuals and families affected by alcohol, tobacco and other drug use.

Service offers: A variety of programs, interventions and treatment services are offered including smoking cessation program, inpatient withdrawal management, counselling service for young people, pharmacotherapy support and programs and clinical staff support.

Eligibility: All residents of George Town seeking support for alcohol and drug use related problems.

Alzheimer's Australia Tasmania

Contact: 6326 3488

Cost: Some HACC fees apply; free counselling service

Where: Statewide service;
Launceston office (63-65 Paringa Ave,
Newnham 7248) covers 63 phone
area.

Referral Process: Self referral, Family
or Health professionals

Availability: Monday—Friday plus
Day Club operates Sundays.

Outreach by appointment

About Service: Alzheimer's Australia Tasmania is a statewide organisation providing support, education, advocacy and referral for people living with dementia and their family, carers/friends

Service offers:

Outreach Counselling to the George Town Area

Education: Accredited and community education in a range of programs. Please contact the office to discuss. Plus free education courses for family carers.

Counselling: Free counselling service to family carers, friends and people living with dementia.

Day Club (Based in Launceston):
Respite for family carers while providing stimulating activities for people with dementia

Support Services

In Home Respite: Support for family carers, friends caring for a person living with dementia

HCP L2s: 10 packages (requires referral to ACAT for assessment)

Creative Well: Art therapy group suitable for anyone with dementia

Cognitive Stimulation Group Program: suitable for people with Mild Cognitive Impairment to moderate dementia; criteria apply

Eligibility: People diagnosed with, or seeking a diagnosis of dementia

Website: www.fightdementia.org.au

Baby Rhythm and Rhyme

Contact: 63823627

Cost: Free Service

Where: Wattle Group
160 Agnes St.
George Town

Referral Process: Open to the George Town community

Availability: Thursday mornings

About Service: Music based program for babies 0-18 months stimulating learning, in a fun environment.

Eligibility: Any George Town family with children aged 0-18 months

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8 Support Services

Baptcare- Integrated Family Support Services (IFSS) – Support Worker

Contact: 6323 6700

Cost: Free Service.

Where: Outreach

Referral Process: IFSS can be accessed by families who are referred via Gateway Services .

Availability: Monday-Friday 9:00am-5:00pm

About Service: About Service: Integrated Family Support Services is a voluntary service that families can access via a referral to the Gateway. IFSS works with families to focus on the best interest of children, their safety, needs and development.

IFSS incorporates case management services & facilitates working in collaboration with existing community supports and networks.

Baptcare Gateway Intake services- Family & Disability Services

Contact: 1800171233

Cost: Free

Referrals can be made by contacting the phone number provided

Availability: Monday- Friday 9:00-5:00pm

About Service: Gateway is a single point of contact by phone or visiting for

people with a disability and for families with children aged 0-18 seeking support and services. Gateway provides information, advice, referrals and assessments and assists families and individuals access a service that will meet their needs. Referral can be made by the wider community, families, individuals and service providers who have concerns regarding the well-being of children and or for person's with a disability seeking access to supports.

Eligibility is based upon the intake & assessment process through the Gateway

Support Services

Cancer Council Tasmania

Contact: 6341 8400

Cost: Free Service

Where: Outreach - location by arrangement

Referral Process: Self referral, family, friends or health professionals

Availability: As Required – by appointment.

About Service:

Cancer Council Tasmania's mission is to minimise the incidence and impact of cancer on all Tasmanians. Our support services are available free of charge to all Tasmanians who are impacted by cancer, their carers, families, friends and the general community.

Service offers:

Outreach Support and Information is available to the George Town Area for people unable to access the Launceston Cancer Support Centre.

The Launceston centre offers face to face, phone and email support during business hours. Also access to a range of programs and activities including creative therapies, stress relief, exercise and free wig service. We have a range of evidence based information and booklets as well as an extensive lending library of books, CD's and DVDs.

We offer access to individual support (including counselling), group support, education and information, practical support and support for children, adolescents and young adults.

Cancer Council Helpline for Support and Information at the cost of a local call – 13 11 20 (business hours)

Eligibility: All Tasmanians impacted by Cancer in any way.

Website: www.cancertas.org.au

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Support Services

Dads' Group (CHAT) (Child Health Association of Tasmania)

Contact: 6312 3019

Cost: Free service

Where: Neighbourhood House
187 Agnes St.,
George Town

Referral Process: Self-referral or referral from professionals.

Availability: Weekly – Thursdays from 10am-2pm.

About Service: A group for men who have children, giving them an opportunity to catch up, share stories and learn some new skills.

Eligibility: Men who have children in the George Town Community.

Centacare Integrated Family Support Services (IFSS) – Support Worker.

Contact: Liz Ross – 63320600

Cost: Free Service.

Where: Outreach – Office located in Launceston.

Referral Process: Referrals are received from the Gateway Service and are based on an intake assessment. Referrals to Gateway can be made by members of the wider community who have concerns regarding the well-being of children.

Availability: Available Monday – Thursday, Office located in Launceston

About the service: Support workers work with high needs families who have children aged 0-18, aiming to achieve sustainable futures.

Eligibility: Based on the intake assessment process provided through the Gateway Service.

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Support Services

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Child Minding Service – Neighbourhood House

Contact: 6312 3019

Cost: Free service

Where: Neighbourhood House
187 Agnes St
George Town

Referral Process: Self-referral – Drop in/ Bookings preferred.

Availability: Daily – 10am -2:30pm.

About Service: A daily child minding service between 10am-12:30pm. To give parents an opportunity to have a break at the Neighbourhood House.

Eligibility: Members of the George Town Community with children.

Choose Life Services

Contact: 1300 132 098; email
para@parakaleo.org.au

Cost: Free face to face
counselling for issues of suicidality

Where: As required—Outreach

Referral Process: Self referral

Availability: As required—Outreach

About Service: Choose Life Services (CSL) is a non profit, privately funded non-government community service seeking to offer hope specifically to those struggling with life issues that may lead to suicidal thoughts and behaviours and to those who are impacted by suicide.

Service offers: Free face to face counselling for issues of suicidality, Standby post-vention response, training, employee assistance programs and community education.

Eligibility: Anyone affected by significant life issues that may lead to suicidal ideation

Website: www.chooselifeservices.org.au

Email: para@parakaleo.org.au

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Support Services

Community Garden – Neighbourhood House

Contact: 6312 3019

Cost: Free Service

Where: Neighbourhood House
187 Agnes St
George Town

Referral Process: None required

Availability: Open

About Service: A gardening space open to members of the community to maintain and share in the growth.

Eligibility: Members of the George Town Community.

Community Nursing Services

Home and Community Care – HACC Commonwealth and State / Territory Initiative

Contact: 6380 3645

Cost: \$5 Per Visit, Max \$10 Per Week.

Where: George Town Hospital &
Community Centre.
47 Anne St.,
George Town

Referral Process: Self referral or referral from professionals, followed by assessment.

Availability: Available 5 days per week.

About Service: Provides community care services to the frail aged and younger people with disabilities and their carers. Services include:

- * Nursing care
- * Allied health
- * Home modification and maintenance.
- * Personal care
- * Domestic assistance
- * Assessment.

Eligibility: Frail aged.

Support Services

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Community Options Service

Contact: 6383 8956 or

Mel West on 0407 538512

Email: mel.west@dhhs.tas.gov.au

Cost: Free Service

Where: George Town Hospital & Community Centre
47 Anne St.,
George Town

Referral Process Anyone is able to refer a client for assessment, however the clients consent for referral MUST be obtained prior to referring

Availability: 9-5 Monday – Friday

About Service: The Community Options Services are part of the DHHS. They offer complex case management for the aged, frail aged, people young & old with disabilities, and the carers of all the above. COS collaborate with you by assessing, planning and advocating care needs on an individual basis. COS also advocate for funding and service providers for complex needs cases. Call anytime if you would like to have a chat about options or if you have questions about services, referrals, etc, and our staff will do their best to assist you.

Eligibility: Aged, people with a disability, disadvantaged, carers.

Community Shed

Contact: 6326 8580

Cost: Service fee \$2.00.

Where: Wattle Group
160 Agnes St
George Town

Referral Process: Self referral or referral from professionals, followed by assessment.

Availability: 9am-3pm, Tuesdays and Thursdays

About Service: Projects range from small engine repairs, furniture restoration, wood craft and more. Allowing people to learn new skills and share knowledge

Eligibility: Open to the adult community of George Town.

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Support Services

Community Visitors Scheme — auspiced by Community Care NESB Inc, Launceston

Contact: 6334 0990

Cost: Free Service

Where: Outreach to George Town, and available at Ainslie Aged Care facility, Low Head

Referral Process: Through diversional therapy staff at aged care facilities.

Volunteers are self referred.

Availability: To aged care residents who meet eligibility. Volunteers are being recruited all the time. They are then matched with residents identified by staff at Ainslie Aged Care facility.

About service: The Community Visitors Scheme is an Australian Government initiative that offers aged care residents one on one friendship through trained caring volunteers

Eligibility: To aged care residents who meet eligibility

Website: www.ccneseb.org.au

Email: admin@ccnesb.org.au

Community Visitors Scheme— Red Cross

Contact: 6326 0400 (Northern Regional Co-ordinators)

Cost: Free service

Where: Statewide service including the George Town area.

Referral process: Self referral, or referral from family, friend, community services provider or health professionals.

Availability: Monday—Friday

About service: The Community Visitors Scheme is for residents of aged care homes or those living at home on a home care package who are socially isolated and whose quality of life would be improved by friendship and companionship.

Eligibility: Residents of aged care homes or those living at home on a home care package 65 and older.

Support Services

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Transport Assistance (HACC)

Home and Community Care –
HACC Commonwealth and State/
Territory Initiative

Contact: 1300 369 150

Cost: Fee based service

Where: Wattle Group
160 Agnes St.,
George Town

Referral Process: Self referral or referral
from professionals, followed by
assessment.

Availability: Available 7 days per week.

About Service: Helping people to
maintain independence through
transport assistance.

Eligibility: Frail aged, younger people
with disabilities and their carers

Workshop—Rehab (Launceston) (HACC)

Home and Community Care – HACC
Commonwealth and State/Territory
Initiative:

Contact: 6326 8580

Cost: \$2 Service Fee

Where: Wattle Group Launceston
3 Archer St, Rocherlea

Referral Process: None required,
assessment on first contact

Availability: 9am-3pm Mon-Fri

About Service: Create your own project
in a supportive and friendly
environment. Coffee tables, bird cages
to bookshelves!

Eligibility: People under 65 with a
disability; anyone over 65.

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Support Services

George Town Men's Group – “Just for Men”

Contact: 6382 3627

Cost: Free Service

Where: Wattle Group
160 Agnes St
George Town

Referral Process: No referral required

Availability: Monthly on the last
Thursday of the month

About Service: Provides men within the
community with the opportunity to
meet new people, get out and about,
discuss a range of issues, make new
friends and have a bit of time out.

Eligibility: All men within the George
Town Community.

Kinder Gym

(A Rural Primary Health funded
program run by Wattle Group)

Contact: 6382 3627

Cost: Free service

Where: Graham Fairless Centre
Macquarie St
George Town (next to
Library)

Referral Process: No referral required.

Availability: 9-10.30am Wednesdays

About Service: Active program
designed for children aged 1-5 years;
parent interactive. Opportunity to share
information and discuss issues related to
early learning, provides support for
parents and care givers.

Eligibility: Anyone with a child aged 1-
5, within the George Town Community.

Support Services

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Kids in Focus (KIF)

Contact: Freecall 1800 243 232

Cost: Service is free

Where: Outreach or office based in Northern Tasmania

Referral process: Self referral or referral from other agencies.

Availability: Tuesday, Wednesday & Thursdays 8.30am-4.30pm

About Service: Kids in Focus is for parents with children up to 18 years old who identify as having alcohol or other drug issues. KIF offers support and counselling to families affected by the use of alcohol or other drugs and works with parents to make changes that are positive for them and their children.

Service offers: 12 months access to:

- * Family therapy and support at home or community based.
- * Support developing skills to assist you to deal with substance use issues.
- * Counselling for children and their families.
- * Parenting strategies.
- * Education regarding substance use behaviour.
- * Support to improve social skills and to strengthen your personal and community relationships.
- * Health education.

- * Information about other community support agencies and referrals if needed.
 - * Further support after 12 months if required.
- Eligibility:** Parents with children aged 0-18 who identify as having a substance use concern.
- Website:** www.anglicare-tas.org.au

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Support Services

National Respite for Carers Program

(An Australian Government Initiative—services provided through Wattle Group)

Contact: 6382 3627

Cost: Free Service

Where: Wattle Group
160 Agnes St
George Town

Referral Process: Self referral or referral from health professionals followed by assessment.

Availability: Depends on service required — see below or phone Wattle

About Service: The National Respite for Carers Program (NRCP) is designed to support and assist those relatives and friends caring for people who are unable to care for themselves at home due to frailty or disability.

An array of services are provided including:

- * Day centre activities for those being cared for (Weekly on Mon, Wed, Fri)
- * Befriender service
- * Overnight community services
- * Respite services for employed carers.
- * Carers' Support Group for all carers (Monthly on Thursdays)
- *

Eligibility: Frail aged, younger people with disabilities and their carers.

Partners in Recovery

Contact: 0429 792 806, 1300 827 747

Cost: Free service

Where: Outreach

Referral process: Self referral, family, friends or health professionals

Availability: As required

About service: PIR supports people with severe and persistent mental illness who have complex needs, and their family, to access the supports and services to meet their needs. When working with people, PIR coordinates and improves access to services and supports and facilitates working in a more collaborative, coordinated and integrated way to ensure all services and supports fully meet people's needs.

Eligibility: People who:

- Have a severe and persistent mental illness
- Have multiple needs requiring multiple agencies/supports
- Need support to engage with these services / supports
- Currently have anyone providing case management or coordination support
- Consent to being referred to Partners in Recovery (PIR)

Support Services

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Personal Helpers and Mentors (PHaMs) program - Mission Australia

Contact: 0439 353 431 or 6333 7006

Program Manager

Cost: Free Service

Where: PHaMs is an outreach service that meets participants where they are most comfortable - in their homes, at other services or agencies or out in the community.

Referral Process: There is no need for a formal diagnosis for PHaMs and people are encouraged to self-refer where possible. After receiving the referral a PHaMs worker will contact the participant for an initial visit to discuss the program and the process to commence.

Availability: It is suggested that agencies contact PHaMs to check on available spaces as there is no waiting list.

About Service: PHaMs walks alongside the participant as they identify what recovery means for themselves and then alongside during the journey of recovery.

Eligibility: 16 years plus but are required to be living within postal codes 7252, 7253, 7254 and 7267

Pregnant and Young Parent (PYPS) - UnitingCare Tasmania

Contact: 0407 634 194/ 6336 8000 (Kathryn)

Cost: Free service

Where: Memorial Hall
Macquarie St.,
George Town

Referral Process: Self referral or referral from other services.

Availability: Wednesday afternoons and Thursdays by appointment for individuals. Wednesdays: Group 10.30am -12.30pm with individual support following as required.

About Service: PYPS is a service provided for young pregnant women and young parents (Dads welcome).

PYPS offers support, advocacy & information with parenting, housing, finances/budgeting, children's clothing, education, relationships, personal care and referral to other services.

Weekly parenting and support group for parents and their children.

Individual support offered for parents in their homes on request.

Eligibility: For pregnant women and young parents under the age of 25 years.

Email: pyps@tas.unitingcare.org.au

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Support Services

Private Rental Tenancy Support Service (PRTSS) -

Centacare

Contact: 6332 0600

Cost: Free service

Where: Outreach service through Centacare
201 York Street,
Launceston

Referral Process: Self referral or referral from professionals.

Availability: As required.

About Service: Providing assistance to help clients maintain their tenancy agreements.

Eligibility: Low income

Red Cross - Home Delivered Meals Service

Contact: 1300 663 291

Cost:

- * Three Course meal - \$9.40
- * Two Course meal - \$8.70
- * Main Only - \$8.00

Where: Outreach to George Town Area.

Referral Process: Self referral, or referral from family or health professionals.

Availability: Monday, Tuesday, Wednesday, Friday and Sunday - short or long term basis.

About Service: Provide a nutritious two or three course meal to people of all ages. Meals are prepared on site at George Town Hospital & Community Centre.

Eligibility: People of all ages who are unable to prepare meals or shop for themselves, frail aged, younger people with disabilities and their carers.

Support Services

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Red Cross - FOODcents

Contact: 6326 0400

Cost: Free service

Where: Statewide service including George Town area.

Referral process: Self referral, or referral from family, friend, community service providers or health professionals.

Availability: Monday—Friday

About service: The FOOD cents program provides information to assist people to prepare and cook healthy meals on a budget.

Eligibility: Eligibility is based on need. Participants must meet selection criteria and be able to achieve program goals.

Red Cross - Home Alarms

Contact: 1800 246 850

Cost: Establishment fee: \$400

Quarterly monitoring fee: \$55

Technical fee: approximately \$100 depending on the client's distance from the metro area. This fee is billed separately from the provision of a priority socket and installation of the alarm.

Where: Statewide service, including the George Town area.

Referral process: Self referral, or referral from family, friend, community service provider or health professionals.

Availability: 24 hours a day, 365 days a year.

About service: The Emergency Home Alarm Service is a state wide service that allows individuals to continue living at home with independence and peace of mind.

Eligibility: The service is for people who:

- * Live alone
- * Live with a frail partner
- * May be at risk of accident or illness due to advanced age, ill health or disability.

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Support Services

Red Cross - MATES

Contact: 6326 0400 (Northern Regional Co-ordinator)

Cost: Free service

Where: Statewide service including the George Town area

Referral process: Self referral, or referral from family, friend, community service providers or health professionals.

Availability: Monday—Friday

About service: The MATES program provides friendship and support to those with a diagnosed mental health condition.

Eligibility: This service is for people who have a diagnosed mental health condition and would like to re-establish and maintain connections in the community.

Red Cross - Social Circles Program

Contact: 6326 0400 (Northern Regional Co-ordinator)

Cost: Free service

Where: Statewide service including the George Town area

Referral process: Self referral, or referral from family, friend, community service providers or health professionals.

Availability: Monday—Friday

About service: The Social Circles Program provides a weekly visitor to people who would like more contact with others.

Eligibility: This service is for people 65 years and over, and Aboriginal and Torres Strait Islander peoples aged 50 years and over, who would like to have more contact with others.

It may be helpful for people who:

- * Live alone
- * Find it difficult to get out of the house due to ill health and/or limited mobility
- * Have minimal contact with family, friends or neighbours
- * Live a considerable distance from family/other support
- * Have few opportunities to participate in social activities .

Support Services

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Red Cross - TeleCHAT

Contact: 1300 885 698

Cost: Free service

Where: Statewide service including the George Town area

Referral process: Self referral, or referral from family, friend, community service providers or health professionals.

Availability: Flexible, depending on the volunteer participant is matched with.

About service: TeleCHAT provides a regular telephone call to people who would benefit from a social chat.

Eligibility: This service is for people who would enjoy some social contact via the phone.

It may benefit people who:

- * Live alone
- * Find it difficult to get out of the house
- * Live in a remote location
- * Are living with a disability

Red Cross - Telecross

Contact: 1300 885 698

Where: Statewide service including the George Town area

Referral process: Self referral, or referral from family, friend, community service providers or health professionals.

Availability: Every day including weekends.

About service: Telecross provides daily telephone calls to check on the wellbeing of people who are at risk of an accident or or illness that may go unnoticed, such as falling and being unable to call for help.

Eligibility: People who live alone and are at risk of an accident or illness that may go unnoticed such as :

- * Frail/aged
- * Disability
- * Housebound
- * Recovering from an illness or accident

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Support Services

Red Cross - Transport

Contact: 1300 557 549

Cost: While there is a fee for this service, Red Cross ensures this is kept to a reasonable amount. It is possible to apply for a fee adjustment and individuals will be advised of the cost of transport when making a booking.

Where: Statewide service including the George Town area, mainly for longer distance trips.

Referral process: Self referral, or referral from family, friend, community service providers or health professionals.

Availability: Monday—Friday

About service: Red Cross provides transport to and from non-urgent medical appointments including hospitals, community health centres, rehabilitation services and other specialist medical services.

Red Cross also provides transport to people over the age of 65 to assist them to maintain and foster social connections. This transport can be provided for people to attend social engagements including shopping, meeting friends, visiting family in hospital or residential care and other similar engagements.

Eligibility: This service is for people who:

- * Are frail or have a disability
- * Have advanced age or ill health
- * Are unable to reach non-urgent medical appointments
- * Are over 65 years of age or 50 years of age if they are Aboriginal or Torres Strait Islander
- * Have no other means of transport or support
- * Have no access to public transport

Support Services

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Salvation Army Support Programs – George Town

Contact: Maria and Bob Baker –
6382 1559

Cost: Free Service

Where: 34 Sorrell Street
George Town

Referral Process: Self referral or referral from professionals. Phone Call or Drop-In.

Availability: Currently operating 4 days per week – Open Door Tuesdays from 10am-12pm.

About Service: Supporting those who need assistance within the community for a range of reasons. Support Programs include:

- * Women's and Men's Support Groups.
- * Positive Lifestyle Program: Helping people to understand their personal life strengths and overcome difficulties.
- * The Bridge Program: A distinctive program for the treatment of persons with alcohol, drug and/or other dependencies, and believes in a holistic approach to recovery.

Eligibility: Anyone in need of assistance.

Second Bite – Food for People in Need.

Contact: 1800 263 283 or
Neighbourhood House: 6312 3019

Cost: Free Service.

Where: Neighbourhood House
187 Agnes St.,
George Town

Referral Process: Self-referral or referral from professionals.

Availability: Daily – Based on availability.

About Service: Re-distributing fresh food to people in need.

Eligibility: Members of the community who are in need of food assistance due to a low income or crisis.

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Support Services

StandBy Response Service

Contact: standby@parakaleo.org.au

Response Line: 24/7 0439 556 660

Office: 03 64233181

Cost: Free Service

Where: As Required – Outreach in home or community

Referral Process: Self referral of referral from family or health professionals. Referral process is a verbal consent.

Availability: 24/7 phone support. Outreach and home visits.

About Service: Supporting family, friends and associates bereaved by suicide regardless of when and where the suicide occurred.

Eligibility: Family, friends and associates bereaved by suicide

Website: www.chooselife.org.au

Email: standby@parakaleo.org.au

Tasmanian Acquired Brain Injury Service (TABIS)

Contact: 63262022

Cost: Free service

Where: Outreach Service

Referral Process: Referral and assessment through Bapcare. Referrals through to Bapcare can be:

- Self referral
- Family, friends, support networks
- Professional

Availability: Fortnightly—upon appointment

About service: Assisting and supporting people with an acquired brain injury. TABIS aims to reduce / remove this social isolation by promoting the availability of and assisting people with acquired brain injury to access a diverse range of community options

Eligibility: To be eligible you need to have an acquired brain injury and meet the Bapcare criteria.

Support Services

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TL3 Partnership Brokers

Contact:: Lorraine McNamara
6343 3361

Cost: Dependent on service provided

Where: TL3 is a mobile service with offices in Launceston, Devonport & Burnie

Referral Process: Not required

Availability: As required

About service: Our motivations are simple, we want to see the Tasmanian community prosper. We have a team of innovative and enthusiastic individuals who think outside the square and thrive on a challenge! We have a strong reputation for delivering professional and high quality projects and programs which address industry and community needs within Tasmania and provide opportunities for individuals to develop new skills and knowledge and to access education, employment and life opportunities which help them to reach for their potential. Often organisations can see the gaps for young people achieving their potential, but cannot develop the solution alone. We are an extra set of hands, or flexible resource that can get solutions underway and on-track. Whilst our programs can include older target groups they must include young people, up to 24 years old as a

primary focus group.

TL3 deliver the School Business Community Partnership Brokers (SBCPB) contract for the North and North West of Tasmania which is funded by the Australian Department of Education, The School Business Community Partnership Broker program identifies the roadblocks, gaps or issues that are affecting young peoples' capacity to achieve their full education, training or career potential, and then supports schools, community and business to work in collaboration to address these issues. This program encourages a whole-of-community approach as we work with organisations that help young people realize their maximum potential through making better learning and work choices.

Eligibility: As identified

Website: www.TL3.com.au

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Support Services

Working It Out

Contact: 6334 4013

Cost: Free

Where: 45 Cameron St
Launceston

Referral Process: Self referral

Availability: 2.5 days per week. Contact Office for detail

About service: Working It Out is a state-wide community based organisation providing gender and sexuality support and education. Direct service delivery supports people negotiating their gender, sexuality or intersex status and the wider education and training services aim to support schools, workplaces and communities that can better value and include their lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) members.

Service Offers:

Face to face support for individuals, their families and friends. Provision of information and resources.

Education and training sessions tailored to particular schools, workplaces and community groups.

Eligibility: No requirements

Website: www.workingitout.org.au

yAdas: young Aboriginal drug and alcohol service via Headspace Aboriginal Youth Support Service

Contact: 6335 3100

Cost: Free Service

Where: Cornerstone Youth Services
186 Wellington St,
Launceston,

This is an outreach service or from Port Dalrymple School and Wattle Group

Referral Process: Self referral or referral from professionals or family members

Availability: Mondays & Tuesdays

About Service: yAdas is a program delivered by Cornerstone Youth Services to support Aboriginal youth aged 12-25 years.

yAdas is a free, confidential and culturally aware service with a focus on harm minimisation, education and early intervention around substance use.

The yAdas program is flexible in delivery and continues to evolve to meet the needs of the young Aboriginal Community.

Eligibility: Members within the George Town Community who identify as being Aboriginal.

Counselling Services

29

Mental Illness Fellowship, Aspire Services

Email: aspiretasmania@mifellowship.org

Contact: 6333 3111

Cost: Free

Where: 190 Charles Street,
Launceston

Referral Process: Clinical or self referral of a diagnosed mental illness, mental health and wellbeing issue, Aspergers or Autism Spectrum Disorder and their carers,

About Service: Recovery and Rehabilitation services for people living with a diagnosed mental illness , Aspergers or Autism Spectrum Disorder.

Carers support service to carers of persons with mental illness, Aspergers or Autism Spectrum Disorder.

State-wide outreach services to all rural and remote areas.

Rehabilitation and Recovery Community Care program

Information sessions about the services provided available on request by phoning 63 33 3111

Eligibility: Ages 16-65 with a diagnosed mental illness. Carer support services to carers of persons with a mental illness, Aspergers or Autism Spectrum Disorder.

Eligibility for carer program: 0-110

Website: www.mifellowship.org

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Counselling Services

Centacare—Counselling

Contact: Kat De Bradley - 6332 0600

Cost: Free service

Where: George Town Hospital &
Community Centre
47 Anne St.
George Town

Referral Process: Referrals can come from health professionals (GPs, social and support workers etc), community organisations, as well as self referral.

Availability: 4 Days per week

Other Info: This is also a referral service, to ensure the best quality service provision.

About Service: A confidential counselling service that provides assistance to individuals, couples, families and children.

Through the provision of therapeutic counselling services and group programs this service aims to enhance all family members' abilities to resolve difficulties, 'grow' through life's transition periods and have nourishing relationships whatever one's life circumstances are.

Eligibility: Anyone in the George Town Community in need of a counselling service.

Centacare – Counselling

Contact: Peter Ross - 6332 0600

Cost: Free Service

Where: George Town Hospital &
Community Centre
47 Anne St.
George Town

Referral Process: Referrals can come from health professionals (GPs, Social and support workers etc), community organisations, as well as self referral.

Availability: Weekly – Mondays.

Other Info: This is also a referral service, to ensure the best quality service provision.

Counselling Services

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Centacare - Counselling

Contact: Marilyn Briggs - 0407 515 453

Cost: Free Service

Where: George Town Hospital & Community Centre
47 Anne St.
George Town

Referral Process: Referrals can come from health professionals (GPs, Social and support workers etc), community organisations, as well as self referral.

Availability: 5 Days per fortnight.

Other Info: This is also a referral service, to ensure the best quality service provision.

About Service: Counsellor – Family and Relationships.

Counselling can provide Near life completion, grief and bereavement, relationship, family separation, family violence, parenting, health and LGBTI support.

Eligibility: Anyone in the George Town Community in need of a counselling service.

Neighbourhood House Counselling Service

Contact: Simon McCulloch -
6312 3019

Cost: This is a free service

Where: Neighbourhood House
187 Agnes St
George Town

Referral Process: Self-referral or referral from professionals.

Availability: Weekly

About Service: General counselling service for men, women and families.

Eligibility: Anyone in need of assistance or just wanting someone to talk to

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Counselling Services

Laurel House—The Northern Sexual Assault Support Service

Contact: 6334 2740

Cost; Free service

Where: George Town Hospital & Community Centre
47 Anne St.
George Town

Referral Process: Either self referral by phone call or through an agency

Availability: Available in George Town Monthly on Wednesdays

Other Info: Also available upon request: community education, professional training and debriefing to professionals working with victim / survivors.

About service: Laurel House is a community based organisation that provides therapeutic counselling and support for women, men and children. Our service is completely confidential and free to victim / survivors and their families, friends and support people of sexual violence. They do not see perpetrators / offenders of any form of violence. Also provide phone counselling, 24 hour crisis service, support through the forensic / medical process, information and support through the legal process, referral and information services.

Eligibility: Victim / survivors, their families, friends and support people of sexual violence.

Counselling Services

33

Psychologist/Mental Health Worker(Credentialed) - Tasmania Medicare Local

Contact: 6336 2145

Fax: 6336 2433

Cost: Free service

Where: George Town Hospital & Community Centre
47 Anne St.
George Town

Referral Process: GP referral and Mental Health Treatment Plan required

Availability: Weekly – Based on demand

About Service: Short-term psychological treatment (6-12 sessions) is available

Eligibility:

People diagnosed with a mild to moderate mental health illness, and people likely to benefit from short term focused psychological interventions

Psychologist – Dr Peter Golus

Contact: 0420 507 775

Cost: Free under Medicare. Bulk billed with Mental Health Care Plan.

Private Health Fund rebates apply.

Referral Process: Self referral or GP Referral for Medicare.

Availability: Daily by appointment

About Service: Bulk billing Medicare psychology services:

General counselling service, psychotherapy, psychological assessment, forensic psychology services.

Also offering advice for linking toward other services.

Eligibility: Anyone in need of assistance or just wanting someone to talk to.

Email: dr.petergolus@me.com

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Counselling Services

Salvation Army George Town

Contact: Maria and Bob Baker
6382 1559

Cost: Free service.

Where: Salvation Army
34 Sorrell Street
George Town

Referral Process: Self-referral – Phone or drop in.

Availability: Currently operating 4 days per week.

About Service: General Counselling service.

Also offering advice for linking toward other services.

Eligibility: Anyone in need of assistance or just wanting someone to talk to.

South George Town Primary School—counselling and support

Social Worker - Sally Smith

Psychologist - Jessica Walker

Contact: 6382 1564

Cost: Free

Where: On Campus—
Franklin Street,
George Town

Referral Process: Self referral or referral through teaching/admin staff

Availability:

Social Worker – Every Monday

Psychologist – Every Wednesday

About Service: Counselling and educational support for all students

Eligibility: A student at South George Town Primary School and parent permission is essential.

Health Services

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Australian Hearing

Website: www.hearing.com.au

Contact: 6332 4700 for ALL enquiries

Email: Launceston HC@hearing.com.au

Cost: Subsidised for eligible clients only. This service provides a range of subsidised hearing services, including assessments, provision of hearing aids etc and on-going care.

Where: George Town Hospital & Community Centre
47 Anne St.,
George Town by appointment only, but visiting regularly.

Referral Process: Self referral, referral from another health practitioner or GP

Availability: Visiting George Town regularly (by appointment only). Please contact Australian Hearing for ALL enquiries.

About Service: Provides subsidized hearing care for eligible people including pensioners and most veterans. Our services include assessing hearing, fitting hearing devices and providing counselling and rehabilitative programs to help people to manage their hearing impairment.

Also available— quick hearing checks for people who may not fit eligibility criteria for our full range of services. This is provided as a community service. Please call our Launceston office for more information.

Eligibility: There is a range of people who are eligible. Please contact our Launceston office to query eligibility.

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Health Services

Child Health and Parenting Service – CHaPS – George Town

- * Post-natal depression services.
- * Parenting centres state-wide.
- * CU@Home program.

Contact: 6380 3618 or
0418 993 960

Cost: Free service

Where: George Town Hospital & Community Centre
47 Anne St.
George Town

Referral Process: GP, Self referral, referral by a family member or friend, Community nurse or other health professional.

Availability: 3 Days Per Week.

Other Info: A state-wide parent line is also available on: 1300 808 178. This is a state-wide parenting and information support service (call charges apply).

About Service: Providing families with young children (birth to 5 years) information, support, referrals, counselling, home visits, screening, child health assessments, and parenting and family issues information. CHaPS offers:

- * Child health and development check.
- * Information.
- * Wetaway Program.
- * New Parent groups.

Eligibility: Parents of young children

Health Services

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Community Nursing—George Town Hospital & Community Centre (HACC Service)

Contact: Phone 1300 769 699

Fax: 1300 721 611

Email:
mail@tascarepoint.net

Cost: \$5 Per Visit, Max \$10 Per Week.

Where: George Town Hospital & Community Centre
47 Anne St.
George Town AND in client home, depending on service.

Referral Process: GP, and self referral through TasCarepoint assessment process.

Availability: Monday —Friday excluding public holidays

Other Info: Provides community nursing and personal care services in clinic settings and in clients' own homes with the objective of maintaining or improving health and wellbeing. Services are provided for a range of clinical conditions and service needs including wound care, post-acute treatment, health maintenance of chronic conditions and palliative care.

About Service: HACC funded domestic assistance (home help) to frail aged or people with disabilities and their carers to enable them to remain in their own homes for as long as possible

Eligibility: To see if you are eligible contact TasCarepoint

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Health Services

Community Podiatry

Launceston Community Health Centre – Department of Health & Human Services

Contact: 6336 5155

Cost: This is a bulk-billing service

Where: George Town Hospital and Community Centre.
47 Anne St.,
George Town

Referral Process: Referrals must come from a health professional. All referrals are directed through the Kings Meadows Community Health Centre.

Availability: 6 Weekly – Tuesdays & Wednesdays

About Service: Community Podiatry provides assistance and/or advice relating to foot and lower limb problems specifically related to people who are deemed 'at risk' of deteriorating quality of life due to a precarious foot health status.

Eligibility: Anyone who needs assistance or advice related to podiatry services is eligible for review.

Continence Service

Contact: 6336 5108 for appt

Cost: Free service

Where: George Town Hospital and Community Centre.

47 Anne St.,
George Town

Referral Process: GP, self referral, referral by a family member or friend, Community Nurse or other health professional.

Availability: First Tuesday of every month

About Service: Assessment to help determine the type of continence problems and its causes.

Information about individual treatment and management choices.

Support to reach individual continence related rehabilitation and management goals

Education or information sessions to individuals or groups.

Eligibility: Anyone that has bladder and bowel control problems.

Health Services

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David Casalegno Podiatry

A Rural Primary Health initiative facilitated through Wattle Group

Contact: 0419 129 755

Cost: This service is not bulk-billed and also caters for private patients.

Where: George Town Hospital and Community Centre.
47 Anne St.,
George Town

Referral Process: Referrals must come from a health professional.

Availability: By appointment

About Service: Affordable Podiatry services for all ages.

Eligibility: Anyone who is referred from a health professional for podiatry needs.

Dental Prosthesis

Gary and Jenny Saunders Denture Clinic

Contact: 6331 4168

Cost: Service fees apply

Where: George Town Hospital & Community Centre.
47 Anne
George Town

Referral Process: Self referral, Referral from another health practitioner or GP

Availability: Weekly - Wednesday

About Service: Complete denture care service including both construction of and fitting of partial or whole dentures.

Eligibility: Anyone that requires the service.

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Health Services

Allied Health Services

Tasmania Medicare Local— Exercise Physiology, Dietary and Diabetes support

Contact: 6336 2145

Fax: 6336 2433

Cost: Exercise Physiology: Free with TCA & visits limited by AHP allocations

Cost: Dietitian: Free no TCA or AHP allocations required

Cost: Diabetes Team: \$50 + TCA & AHP allocations (visits not limited by AHP allocations) (Diabetes Educator, Dietitian, Exercise Physiologist)

Where: George Town Hospital and Community Centre.
47 Anne St.,
George Town

Referral Process: GP referral required

Availability: Monthly and bi-monthly – based on demand

About Service: Education in diabetes management, diet and exercise physiology

Freshwater Osteopathy

Contact: 6334 9044

Cost: Fees Apply.

Where: George Town Hospital and Community Centre.
47 Anne St.,
George Town

Referral Process: Self Referral, referral from GP or other health professionals.

Availability: Fortnightly—Wednesdays

About Service: Treating a variety of conditions including back pain, neck pain, headaches, sports injuries, pregnancy related conditions and much more.

Osteopathic Techniques ranging from soft tissue massage, stretching, manipulation, mobilization, and gentle indirect techniques.

Eligibility: Anyone seeking treatment for a variety of Osteopathic conditions.

Health Services

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General Practitioners —

Anne Street Medical Services

Contact: 6382 4333

Cost: Dependant on consultation provided. Bulk-billing provided for children under 16, pensioners and health care card holders.

Where: Anne Street Medical Services
49 Anne St.,
George Town

Referral Process: Self referral

Availability:

Monday to Friday 8:30am – 5:30pm

Saturday: 9am AND 5pm

Sunday: 10:30am AND 5:00pm

Please note: Weekend sessions and out of hours consults will not be bulk billed. Pensioners, HCC holders and children will have a \$30 gap payment which must be paid at the time of consultation.

A doctor is on call for emergencies— please phone the practice number 6382 4333

About Service: Comprehensive, quality, emergency, ongoing and preventive medical care for the maximum benefit of individuals, families and the community.

Eligibility: Residents of the George Town Municipality and West Tamar

Pre-employment Medical Examinations, Trauma care, Wound management, Travel medicine, Inpatient hospital care, Chronic Disease Management, Palliative care, Family planning, Pap smears, Pregnancy tests, Antenatal care, ECG: heart tests,

Spirometry: lung test, Counselling & mental health, Immunization, Blood tests, X-rays, Skin cancer diagnostics and treatment, Minor surgery: vasectomies, & skin cancer surgery.

Website: www.yourhealth.net.au/annestreet/

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Health Services

Oral Health Services – Adult Dental Clinic

Department of Health and Human Services

Contact: 6336 4100

Cost: Adults – Need to have a HCC to access services and a fee of \$44 per visit applies.

Where: George Town Hospital &
Community Centre.
47 Anne St.,
George Town

Referral Process: Anyone with a Health Care Card in need of Dental service.

Appointments need to be made through clinic located in Launceston.

Availability: Currently operating 4 days per week.

About Service: Oral Health Services Tasmania provides the following dental services to eligible Tasmanians:

Priority Care: Treatment for urgent dental needs

General Care: Routine treatment which includes check-ups, fillings, extractions and other dental services

Denture Services: Provision of full and partial dentures and other related services

Eligibility: Anyone who has a Health Care or a Pension Card.

Oral Health Services – Children’s Dental Clinic

Department of Health and Human Services

Contact: 6382 8975

Cost: HCC Pension + Free; if not covered \$78 per treatment plan.

Where: George Town Hospital &
Community Centre.
47 Anne St.,
George Town

Referral Process: Children are placed on a recall list and reviewed; also self-referring appointments can be made if needed.

Availability: Currently operating 4 days per week.

About Service: The Children's Dental Service provides a wide range of dental services including relief of pain, restorative and preventative services, and maintenance of dental health.

Eligibility: All children in the George Town area.

Health Services

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Physiotherapy

Contact: 6380 6319

Cost: Public appointment is free of charge, private appointment depends on service provided.

Where: George Town Hospital & Community Centre.
47 Anne St.,
George Town

Referral Process: Referrals can be self directed or provided through a GP.

Public appointments must be through GP or hospital referral.

Availability: Public every Tuesday,
Private -Monday, Wednesday and Friday

About Service: Full range of physiotherapy services provided.

Eligibility: Public appointments available to anyone who is considered eligible through their local GP or hospital. Private appointments are available to anyone.

Psychologist –

Dr Peter Golus

Contact: 0420 507 775

Cost: Free under Medicare. Bulk billed with Mental Health Care Plan.

Private Health Fund rebates apply.

Referral Process: Self referral or GP Referral for Medicare.

Availability: Daily by appointment

About Service: Bulk billing Medicare psychology services:

General counselling service, psychotherapy, psychological assessment, forensic psychology services.

Also offering advice for linking toward other services.

Eligibility: Anyone in need of assistance or just wanting someone to talk to.

Email: dr.petergolus@me.com

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Health Services

Seniors Exercise Class — A Rural Primary Health program co-ordinated by Wattle Group

Contact: 6382 3627

Cost: Free classes

Where: Memorial Hall
Macquarie Street,
George Town

Referral Process: No referral required

Availability: Weekly – Mondays & Wednesdays 10.30am.

About Service: Improves mobility, flexibility, strengthens cardiovascular system, as well as increasing support and social networks.

Eligibility: The George Town community

Sexual Health Service— Department of Health and Human Services

Contact: Admin—6336 2216

Cost: Free service

Where: 42 Canning St
Launceston, & 60 Collins
St, Hobart

Referral process: Self referral or GP referral

Availability: Open Monday—Friday
8.30am-4.30pm

About service: Sexual Health Service Tasmania works with individuals, couples, families and communities where appropriate. We provide information in writing, over the telephone and in person.

Service offers: sexual health checks, STIs - diagnosis and treatment, HIV care and discussion around sexual response and desire, sexual practices and safety, sex worker issues, sexual orientation.

Eligibility: Young people and adults

Website: www.dhhs.tas.gov.au/sexualhealth/ welcome to sexual health

Email:
sexualhealth.north@dhhs.tas.gov.au

Health Services

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Speech Therapy

A Rural Primary Health funded service co-ordinated through Wattle Group

Contact: 6382 3627

Cost: Free Service

Where: Wattle Group
160 Agnes St,
George Town

Referral Process: Self referral or referral from a health professional.

Service is by appointment only.

Availability: Monthly (3rd Monday of each month)

About Service: Speech services begin with initial screening for communication and swallowing disorders and continue with assessment and diagnosis, consultation for the provision of advice regarding management, intervention and treatment.

Eligibility: Anyone in the George Town Community.

Tasmanian Health Organisation—North (THON)

George Town Hospital & Community Centre

Contact: 6380 3620

Where: 47 Anne St,
George Town

About Service: The George Town Hospital and Community Centre provides a range of primary health and community care services. It also provides inpatient care with 15 sub-acute inpatient beds. George Town Hospital and Community Centre is a University Department of Rural Health teaching site providing facilities for students to stay and undertake clinical placements in George Town.

PLEASE NOTE:

There is no provision for an After Hours Emergency Department at this facility. Provision for A/Hours medical assistance should be directed to Anne St. Medical Services on 6382433 (Note that your call may be redirected to a National Call centre) or 000 if the matter is urgent.

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Health Services

The Recovery Program North (Anglicare Tasmania Inc.)

Contact: 1800 243 232

Cost: Free service

Where: Outreach – Northern Tasmania

Referral Process: Mental Health Practitioner via the Maximising Recovery Panel (DHHS)

Availability: Mon – Fri 9am – 5pm

About Service: An outreach service covering Northern Tasmania (including George Town)

Service offers: We offer a free and confidential service that supports individuals to identify and overcome challenges brought about by mental illness

Eligibility: People 16 years of age or older with a diagnosed mental illness

Warm Water Exercise—

A Wattle Group program funded through Rural Primary Health (Warm water exercise)

Contact: 6382 3627

Cost: \$3 Per Session

Where: Port Dalrymple School Pool

Referral Process: Self referral, Referral from another health practitioner or GP

Availability: 3 times Weekly – Mondays, Thursdays & Fridays

About Service: Provides a low impact work out that will not strain on weight bearing joints or back.

Aqua fitness can increase and maintain bone density, work muscles, improve blood circulation and decrease water retention.

Eligibility: Anyone that requires the service.

Financial Services

47

Anglicare Financial Counselling Service

Contact: 1800 007 007

Cost: Free service

Where: George Town Hospital & Community Centre
47 Anne St.,
George Town

Referral process: Self-referral by contacting the Financial Counselling Helpline—1800 007 007

Availability: Available in George Town monthly on 2nd Wednesday of the month.

Other info: Telephone counselling helpline: 1800 007 007

About Service: Financial counsellors can provide you with information about:

- * Your options when dealing with debt and negotiating with creditors
- * Consumer rights and responsibilities accessing your superannuation.
- * Bankruptcy and its alternatives referral to legal services if appropriate
- * Managing money, including budget strategies
- * Home Energy Saver Scheme assistance

Eligibility: Anyone in need of financial assistance.

Anglicare Private Rental Assistance (PRA)

Contact: 1800 800 588

Cost: Free service if you meet the eligibility criteria.

Where: Neighbourhood House
187 Agnes St
George Town

Referral Process: Self-referral

Availability: Monday to Friday 9.00 – 5.00

About Service: If eligible PRSS can:

- * Provide financial assistance towards a security deposit (bond).
- * Provide financial assistance towards rent in advance.
- * Provide financial assistance towards rent arrears.
- * Provide financial assistance to arrange for the removal of goods/ belongings.
- * Provide referrals to other services that may be able to assist.
- * Provide information relating to your housing options.
- * Talk to other services on your behalf.

Eligibility: Tasmanian residents on low income.

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Financial Services

Doorways – Salvation Army

Contact: Maria and Bob Baker -
6382 1559

Cost: Free Service.

Where: 34 Sorrell Street
George Town

Referral Process: Self referral or referral from professionals.
Phone, call or drop in.

Availability: Currently operating 4 days per week – Open Door Tuesdays from 10am-12pm.

About Service: Providing emergency relief through food parcels and vouchers to those in crisis or urgent need of assistance.

Eligibility: Anyone in need of assistance.

Emergency Relief

A Tasmanian Government Initiative

Contact: 6312 3019

Cost: Free service.

Where: Neighbourhood House
187 Agnes St.,
George Town

Referral Process: Self-referral

Availability: Available upon demand – phone to make an appointment.

About Service: Emergency relief funding enables community organisations to provide immediate assistance to people in financial crisis. Emergency relief funding can help with:

- * Food, transport and chemist vouchers.
- * Part-payment of outstanding accounts, including rent and utility.
- * Assisting with the purchase of household goods, food and clothing.
- * Information, advocacy and referrals for further help with financial problems.

Eligibility: Anyone who is in immediate financial crisis.

Financial Services

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No Interest Essential Loans (NILS)

A Tasmanian Government Initiative – Available through Neighbourhood House and Wattle Group

Contact:

Neighbourhood House: 6312 3019

187 Agnes St
George Town

Wattle Group: 6382 3627

160 Agnes St,
George Town

Cost: Free service

Referral Process: Self-referral

Availability: Available upon demand – phone to make an appointment.

About Service: No interest loans are available from \$300 - \$1200, with a minimum repayment of \$10 per fortnight (for a loan of \$300). Loans are available to assist with:

- * Car repairs and maintenance: rego, services or parts.
- * Household items: fridge, freezer, stove, dryers, and some furniture.
- * Education essentials: computers, text books and school trips.
- * Medical and dental services

Eligibility: To qualify for the NILS you need to:

- * Be 18 years or older.
- * Have a current health care card or pension card.
- * Live in stable accommodation.

Legal Services

50

Launceston Community Legal Centre

Contact: 6334 1577 or

Free Call 1800 066 019

Cost: Free Service

Where: George Town
Neighbourhood House
187 Agnes St.,
George Town

Referral Process: Self-referral

Availability: Currently every 3½ weeks.

About Service: All Launceston Community Legal Centre services are free, without income or asset test. The LCLC is based in Launceston at Level 1, 97a York St. (Above Ellie May's Potato and salad Bar) Office hours in Launceston are 8.30am - 4.30pm Monday - Thursday (Closed 1pm - 1.30pm for lunch) and 8.30am - 1.30pm Fridays.

Service offers: Solicitors attend the Neighbourhood House every three and a half weeks. People are seen by appointment only. Appointments can be in person at either the Neighbourhood House or the Launceston office, or by phone.

Areas of law in which advice can be given:
Family law, employment, general civil law, discrimination, tenancy and welfare rights (disputed Centrelink decisions)

Eligibility: Anyone who is seeking legal

advice or is not sure whether the matter is 'legal' in nature

Website: www.lclc.net.au

Email: admin.launceston@clc.net.au

Legal Services

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Legal Literacy Program – Launceston Community Legal Centre

LLV

Website: www.lclc.net.au

Email: lclclv@clc.net.au

Contact: 6334 1577 or

Free Call 1800 066 019

Cost: Free service

Where: George Town Neighbourhood
House

187 Agnes St.,

George Town

Referral Process: Self-referral

Availability: Available daily by drop in to the House. Sign outside the GTNH when service available.

About Service: All LCLC services are free, without any income or asset test. The service is available to save people stress and money by getting legal help before they need it.

Legal literacy volunteers (who are NOT lawyers) provide assistance with:

- * Completing forms.
- * Helping to understand documents.
- * Information about your rights.

This program aims to increase individual and community awareness and confidence around everyday legal issues.

Eligibility: Anyone who needs help with forms or is not sure if their issue is a 'legal' matter is encouraged to contact the

Educational Services

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LINC Tasmania – Adult Literacy Service

Contact: Ali Bell -Literacy Coordinator

Ali Bell – 0428 158 300

Cost: Free Service.

Where: George Town Library
Regent Square,
George Town

Referral Process: Self-referral

Availability: The service is available Monday to Thursday by appointment, or just drop in

About Service: Support for adults who want help with reading, writing and maths. The service is private and confidential

Supports include :

- * one-on-one tutoring.
- * Assistance with written tasks like resumes and forms
- * Learner licence testing (eligibility requirements apply)
- * And volunteering opportunities.

Eligibility: Anyone seeking literacy support, or who would like to volunteer as a tutor.

Website: www.linc.tas.gov.au

Email: Ali.Bell@education.tas.gov.au

George Town Online Access Centre

Contact:

Cost: Free Service

Where: George Town Memorial Hall
Complex—Macquarie Room
George Town

Referral process: Self referral

Availability: Monday– Friday

9.30am—5pm

About service: Adult and community education, internet access

Service offers: Free internet access,.

Help Lines

Alcohol and Drug Information Service (Freecall 24hr)	1800 177 833
Aged Care information Line	1800 200 422
Cancer Council Helpline	13 11 20
Child Protection Service	1300 737 639
Dementia Behaviour Management Advisory Service (24 hrs)	1800 699 799
Family Violence Counselling and Support Service Adult Program	1800 608 122
Family Violence Counselling and Support Service Children and Young Persons Program North	1800 608 122
Gambling Helpline	1800 858 858
Healthdirect Helpline (After Hours GP)	1800 022 222
Kids Helpline	1800 55 1800
Lifeline	13 11 14
Mensline Australia	1300 78 99 78
Mental Health Services	1800 332 388
National Continence Helpline	1800 330 066
National Dementia Helpline	1800 100 500
Sexual Assault Services	0409 800 394
Standby Response Service	0439 556 660
Young Carers	1800 242 63

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