

Community services support

Edition 2 – July 2018

There are free services within the community that can support you with finances, accommodation, healthcare and transport concessions.

We have included the general search engine 'Ask Izzy' as it can locate a range of services and supports in your local area.

Ask Izzy

When you're looking for support, Ask Izzy can help you find the services you need, right now and nearby.

It is free and anonymous, and you can search over 350 000 services to find housing, meals, healthcare, counselling, legal advice, addiction treatment and a whole lot more.

If you're on the Telstra mobile network, you can access Ask Izzy even if you don't have credit.

Website

askizzy.org.au

FMC Mediation and Counselling

This service provides face-to-face or over-the-phone advice and is a free and independent support.

They offer:

- assistance with financial stress
- a confidential financial assessment of your income, household expenses, assets and debts
- a review service for your loan contracts and legal notices
- advice on the options available to you, including getting debts waived or reduced
- representation and negotiation services on your behalf

- help completing bankruptcy forms or applying for early superannuation release
- assistance with debt settlement or debt payment arrangements.

FMC also provide counselling for family dispute resolution, family mental health, mediation and education (eg parenting after separation).

There are 21 offices across Victoria.

Visit their website, which is available in different languages, and select a topic through the top menu or call their Infoline.

Website

mediation.com.au

Phone

1800 639 523

Healthcare in Victoria

Free healthcare advice

Healthdirect is a 24-hour health advice and information service. Access their services through their website or by phone.

Website

healthdirect.gov.au

Phone

1800 022 222

Community services support

Dental care

General dental examinations and care is offered to eligible patients through The Royal Dental Hospital of Melbourne (RDHM) and community dental clinics.

To be eligible for low-cost dental care you need to have a valid health care or pensioner concession card. There are also exemptions from fees for certain circumstances, including financial hardship.

Website

dhsv.org.au

Phone

(03) 9341 1000

Accommodation

The Department of Human Services Victoria provides information about housing (private, rental, state subsidised). It also has information on crisis accommodation and a 24-hour telephone support line.

Website

housing.vic.gov.au

Phone

1800 825 955

Transport

There are different supports you may be able to access.

Concession tickets for those aged 60 years and over

Website

ptv.vic.gov.au/tickets/fares/concession/seniors

Phone

1800 800 007

Subsidised taxi fares, through the multi-purpose taxi program, for people with severe and permanent disabilities

Website

taxi.vic.gov.au/passengers/mptp/eligibility

Phone

1800 638 802

A regular payment, known as a mobility allowance, to help with essential travel costs for work, study or looking for work if you have a disability, illness or injury that means you can't use public transport

Website

humanservices.gov.au/individuals/services/centrelink/mobility-allowance

Phone

132 717

Monday to Friday, 8am - 5pm

Disability parking

Website

vicroads.vic.gov.au/safety-and-road-rules/road-rules/disability-parking

Phone

13 11 71

Monday to Friday, 8am - 5pm