



# MULTICULTURAL SERVICES DIRECTORY 2015

The City of Ballarat wishes to acknowledge the following people, for their valuable contribution to the Multicultural Services Directory:

Ballarat Regional Settlement & Advocacy Committee  
Settlement Humanitarian & Refugee Enhancement Working Group  
Intercultural Advisory Committee  
Frances Grace  
Thamara Pathirathna  
Frank Williams

The information in the Directory, to the best of our knowledge and based on the information provided to us, was accurate at the time of printing. The City of Ballarat acknowledges that this type of information changes regularly and therefore we accept no responsibility for any inaccuracies.

The Directory is produced in good faith and it is not the intention of the City of Ballarat to exclude or offend any individual or group.



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## EMERGENCY SERVICES

To contact the Police, Ambulance or Fire Brigade in an emergency situation, phone 000

### 24-HOUR SUPPORT

Alcoholics Anonymous (AA)	1300 22 22 22
Child Protection	13 12 78
Centre Against Sexual Assault (CASA)	1800 806 292
Direct Line – Alcohol and Drugs	1800 888 263
Gamblers Help	1800 858 858
Grampians Psychiatric Services	1300 661 323
Kids Helpline	1800 551 800
Lifeline (Crisis Support: Suicide Prevention)	13 11 14
Maternal Child & Health Line	13 22 29
Men's Referral Service	1800 065 973
Nurse-On-Call	1300 60 60 24
Police: Ballarat Police Station	5336 6000
SIDS and Kids Bereavement Support	1300 308 307
Suicide Line	1300 651 251
Women's Domestic Violence Crisis Centre	1800 015 188
Women's Resource Information and Support Centre (WRISC)	1800 806 292
Youth Accommodation – Uniting Care	1800 825 955



## ADVOCACY

### **Ballarat Regional Multicultural Council (BRMC)**

*The BRMC provides support, advocacy and advisory services for both established and newly arrived migrants. This organisation enables individuals from all backgrounds to come together and celebrate cultural diversity and multiculturalism.*

Address: 102 English Street, Golden Point, VIC, 3350

Phone: (03) 5332 5941

Fax: (03) 5332 5944

Email: [admin@brmc.org.au](mailto:admin@brmc.org.au)

### **Centre for Multicultural Youth - (CMY)**

*CMY is a Victorian not-for-profit organisation supporting young people from migrant and refugee backgrounds to build better lives in Australia.*

*The Ballarat team supports young people through information and support, social and recreational activities, youth-led community projects, training and consultation for services, advocacy and knowledge sharing.*

Address: C/O Federation University - SMB Campus, Lydiard Street South, Ballarat, VIC, 3350

Phone: (03) 5317 7172

Email: [ballarat@cmy.net.au](mailto:ballarat@cmy.net.au)

### **Ethnic Communities Council of Victoria (ECCV)**

*The Ethnic Communities Council is a community-based organisation committed to empowering people from a wide range of multicultural backgrounds.*

State-Wide Resources Centre

Address: Level Two, 150 Palmerston Street, Carlton, VIC, 3053

Phone: (03) 9349 4122

Fax: (03) 9349 4967

Email: [eccv@eccv.org.au](mailto:eccv@eccv.org.au)

### **Federation of Ethnic Communities' Councils of Australia (FECCA)**

*FECCA provides policy advice and supports the rights and wellbeing of Australia's multicultural communities in the areas of government, business and the community.*

Address: FECCA House, 1/4 Phipps Close, Deakin, ACT, 2600

Phone: (02) 6282 5755

Fax: (02) 6282 5734

Email: [admin@fecca.org.au](mailto:admin@fecca.org.au)

### **Settlement Grants Program (SGP)**

*The Settlement Grants Program (SGP) provides support, advocacy and referral for migrants on different types of visas who have been living in Australia for less than five years. Services include one-to-one case coordination, community development with multicultural associations and provision of information sessions. The program is designed to enable migrants to become self-reliant, to encourage participation in society, and be well-informed of services available to them in the wider community. The program is funded by the Federal Department of Social Security, Settlement and Multicultural Affairs.*



### **Ballarat Community Health (BCH)**

*BCH works in partnership with the community, to create opportunities and supportive environments that empower people to develop healthy lifestyles and prevent or manage illness.*

Address: 12 Lilburne Street, Lucas, VIC, 3352

Phone: (03) 5338 4578

### **Child & Family Services (CAFS)**

*Child & Family Services Ballarat (CAFS) is a community service organisation that provides a range of programs and services to children, young people and families who are vulnerable or in need of support.*

Address: 115 Lydiard Street North, Ballarat, VIC, 3350

Phone: (03) 5337 3333

## **AGED AND DISABILITY SERVICES**

### **Ballarat City Council**

*The Ballarat City Council provides disabled parking permits, companion cards and national relay services for those with a disability. Council also provides in-home support, planned activity groups and staying active and connected programs for seniors.*

Address: The Phoenix, 25 Armstrong Street South, Ballarat, VIC, 3350

Phone: (03) 5320 5500

Email: [ballcity@ballarat.vic.gov.au](mailto:ballcity@ballarat.vic.gov.au)

Website: [www.ballarat.vic.gov.au](http://www.ballarat.vic.gov.au)

### **Ballarat Regional Multicultural Council (BRMC)**

*The BRMC provides support, advocacy and advisory services for both established and newly arrived migrants. A comprehensive guide entitled 'Living Healthy, Ageing Well Services Guide for culturally diverse Seniors' which has been developed by BRMC can be obtained in a hard copy or electronically through BRMC. Programs run specifically to support seniors include the HACC Multicultural Tucker Program, HACC Telelink, Healthy and Active Ageing Program (HAA).*

Address: 102 English Street, Golden Point, VIC, 3350

Phone: (03) 5332 5941

Fax: (03) 5332 5944

Email: [admin@brmc.org.au](mailto:admin@brmc.org.au)

### **Calkendren Respite (SCOPE)**

*Calkendren Respite provides support services for people with a disability so that they can live their lives as they choose.*

Address: 209 Otway Street South, Ballarat, VIC, 3350

Phone: (03) 5331 7655

Fax: (03) 5332 9956

Email: [calkendren@scopevic.org.au](mailto:calkendren@scopevic.org.au)

### **Centre for Cultural Diversity in Ageing**

*The Centre for Cultural Diversity in Ageing supports elderly individuals from culturally and linguistically diverse backgrounds through providing such people with a broader understanding of the aged care facilities available to them throughout Australia.*

Postal address: PO Box 5093, Glenferrie South, VIC, 3122

Phone: (03) 8823 7979

Fax: (03) 9822 6870

Email: [info@culturaldiversity.com.au](mailto:info@culturaldiversity.com.au)



### City of Ballarat Home Care

*Home Care provides help and support services for those who are old and frail, or have moderate to severe disabilities, and their carers.*

Address: The Phoenix, 25 Armstrong Street South, Ballarat, VIC, 3350

Phone: (03) 5320 5500

Email: ballcity@ballarat.vic.gov.au

### Department of Human Services (DHS) – Disability Services

*Disability services are available for individuals with intellectual, physical, sensory, cognitive and neurological disabilities. General services include: community health, early childhood and education services, sport and recreation, employment, maternal and child health services. A range of specialist disability support programs are also available.*

Address: 402 Mair Street, Ballarat Central, VIC, 3350

Phone: 1800 783 783

Email: disability.services@dhs.vic.gov.au

### Direct2Care

*Direct2Care provides information, advice and referrals for people who are eligible for aged and community care services, supports and resources. Contact can be made through the walk-in service centre or by telephone.*

Address: 907 Sturt Street, Ballarat, VIC, 3350

Phone: 1300 121 121

Fax: (03) 5320 6668

Email: Direct2Care@bhs.org.au

### Disability Attendant Support Services Inc. (DASSI) Geelong

*DASSI Geelong services Geelong and the surrounding areas. It delivers personal support services which are available for those with an Acquired Brain Injury (ABI) or a physical disability; those living with the support of a ventilator; and for those who need assistance to live, learn and work in the community. Support services consist of personal care, household tasks, mobility, social/recreational, educational, rehabilitation and support within the workplace.*

Address: Unit 2, 142 Little Ryrie Street, Geelong, VIC, 3220

Phone: 1300 362 649

### Homecare Plus

*Homecare Plus is a homecare agency established to provide an easily accessible and affordable homecare service to clients throughout the Ballarat Region.*

Phone: (03) 5332 4558

Email: support@homecareplus.com.au

### Karden Disability Support Foundation

*Karden provides individualised services for people with a disability. Services include: direct support, service coordination and person-centred planning.*

Address: 35 Mair Street, Ballarat, VIC, 3350

Phone: (03) 5331 7924

Fax: (03) 5338 7992

Email: contactus@karden.org.au

### Kohinoor Community Centre (KCC)

*The Kohinoor Community Centre runs Planned Activity Groups (PAG) for seniors such as bus trips and social days; SAILS, a day centre for adults with intellectual disabilities; and a community centre, available for hire to community groups.*

Address: 417 Errard Street South, Ballarat, VIC, 3350

Phone: (03) 5320 5683



### **Linkages: Central Highlands Coordinated Community Care**

*Linkages provide a variety of services for people who choose to remain living at home. These services aim to help to support one's physical, emotional and social wellbeing in a manner that upholds the individual's dignity.*

Address: 106 Market Street, Ballarat, VIC, 3350

Phone: (03) 5320 3010

Fax: (03) 5332 9730

Email: linkages@bhs.org.au

### **McCallum Disability Services**

*McCallum delivers services to people with intellectual, physical and sensory disabilities.*

Address: 29 Learmonth Street, Ballarat, VIC, 3350

Phone: (03) 5334 1921

Fax: (03) 5334 1925

Email: choices@mccallum.org.au

### **PINARC (Disability Support)**

*PINARC enables individuals with a disability to reach their full potential through the use of a wide range of support programs. These programs are available for people aged 0 to 65 years.*

Address: 1828 Sturt Street, Ballarat, VIC, 3350

Phone: (03) 5329 1300

Fax: (03) 5331 8354

Email: admin@pinarc.org.au

### **St Laurence**

*St Laurence aids Ballarat's older community and those with a disability. A variety of services are offered including: residential aged care; home-based services for those who are ageing; supported housing services; community-based and individual support services for people with a disability; community-based services for people experiencing disadvantage; plus employment and recruitment services.*

Address: 32A Doveton Street North, Ballarat, VIC, 3350

Phone: (03) 5338 8682

### **UnitingCare Community Transport**

*Providing door-to-door supported services for frail aged people, or those who have a disability, and their carers. Clients are taken to medical appointments, shopping, or to visit friends and relatives. Clients are collected from their door and transported to where they need to go, eg. the reception area of the doctor's rooms or hospital.*

Phone: (03) 5335 3508

### **University of the Third Age (U3A)**

*U3A is a learning cooperative of older people which encourages healthy ageing by enabling members to share educational, creative and leisure activities. All classes are led by volunteer tutors or coordinators, and administrative tasks for the organisation are completed by voluntary committee and general members.*

Address: 102 English Street, Golden Point, VIC, 3451

Phone: (03) 5330 1334

Email: info@u3aballarat.org.au

### **Villa Maria**

*Villa Maria provides services and life-enhancing opportunities for the elderly and those who have a disability, the families of such people and their carers. Services include: specialist education, early childhood intervention, in-home support, carer respite options and residential aged care.*

Address: 6 Studley Park Road, Kew, VIC, 3101

Phone: (03) 9855 7600

Fax: (03) 9855 7899

Email: villamaria@villamaria.com.au





## BUS SERVICES

### Ballarat Coachlines

Address: 86-92 Yarrowee Street, Sebastopol, VIC, 3356  
 Phone: (03) 5335 5300  
 Website: ballaratcoachlines.com.au

### Davis Bus Lines

*Provides public transport within Ballarat and the Central Highlands Region.*

Address: 804 Norman Street, Ballarat, VIC, 3350  
 Phone: (03) 5331 7777  
 Fax: (03) 5333 2673  
 Email: davis@cdcvictoria.com.au  
 Website: davisballarat.com.au

### Gold Bus

*A private provider who generally supports a number of major city events.*

Address: 9-11 Martin Drive, Delacombe, VIC, 3356  
 Phone: (03) 5335 5005  
 Fax: (03) 5335 6644  
 Website: www.goldbus.com.au

### Little Coaches Ballarat

Address: Waringa Drive, Ballarat, VIC, 3350  
 Phone: (03) 5339 6600

## COUNSELLING AND SUPPORT SERVICES

### Alcoholics Anonymous (AA)

*AA is a group of people who share their common problem of alcohol addiction to help each other recover from alcoholism. Call the 24-Hour Helpline to contact AA Ballarat.*

24-Hour Helpline: 1300 22 22 22  
 Email: aavictoria@bigpond.com.au  
 Website: www.aa.org.au

### Australian Centre for Grief and Bereavement

*The Australian Centre for Grief and Bereavement provides education, counselling, research and clinical services for those affected by the experience of grief and bereavement.*

Address: 253 Wellington Road, Mulgrave, VIC, 3170  
 Phone: (03) 9265 2100 or free call: 1800 642 066  
 Fax: (03) 9265 2150  
 Email: info@grief.org.au

### Ballarat Community Health Centre (BCH)

*BCH offers Alcohol & Drug Counselling. For contact details, see BCH under 'Health Services' on [page 46](#).*



## **Ballarat Deaf Facility**

*The Ballarat Deaf Facility meets the needs of children who are deaf or hearing impaired from Prep to Year 12. Both sign and oral communication modes are catered for in the facility's purpose-built rooms at Forest Street Primary School and Ballarat Secondary College.*

### **Forest Street Primary School**

Address: 400B Forest Street, Wendouree, VIC, 3355  
 Postal address: PO Box 188, Wendouree, VIC, 3355  
 Phone: (03) 5339 2110  
 Fax: (03) 5339 5745  
 Email: forest.ps@edumail.vic.gov.au

### **Ballarat Secondary College**

Phone: (03) 5338 7200  
 Email: administration@ballarat.vic.edu.au

## **Ballarat East Community Men's Shed (BECS)**

*BECS is open to all men and provides an environment where members can call in for a chat, get involved with physical activity in the workshop, or 'give-back' to the community in a relaxed, inviting atmosphere.*

Address: 730 Eureka Street, Ballarat, VIC, 3350  
 Phone: 1300 636 774  
 Email: becs@shed.org.au

## **Ballarat Specialist School**

*The Ballarat Specialist School provides educational programs for students with mild to severe intellectual disabilities. Programs run for those aged 3 to 30 years and disabilities include: physical, emotional, social, behavioural, multiple and sensory impairments.*

Address: 25 Gillies Street, Lake Gardens, VIC, 3355  
 Phone: (03) 5334 1302  
 Fax: (03) 5334 2236  
 Email: ballarat.ss@edumail.vic.gov.au

## **Centacare**

*Centacare aims to empower people so that they can live with choice and opportunity. An extensive range of programs and specialist services are open to the public. Services include: family services, community services, employment services and housing services.*

Address: 4-6 Peel Street North, Ballarat, VIC, 3350  
 Phone: (03) 5337 8999  
 Fax: (03) 5332 4465  
 Email: centacare@centacareballarat.org.au

## **Centre Against Sexual Assault (CASA) - Ballarat**

*CASA provides free and confidential counselling and support for victims/survivors of past or recent sexual assault. The service is available for women, men, girls and boys. This is a gay and lesbian inclusive facility.*

Address: 115A Ascot Street South, Ballarat, VIC, 3350  
 Phone: (03) 5320 3933  
 Fax: (03) 5320 3817  
 Email: casa@bhs.org.au

## **Counselling and Consulting Services**

*Counselling and Consulting Services provide counselling, group work, workplace team building and mediation services to the community. It is a registered Medicare provider with bulk billing.*

Address: 16 Webster Street, Ballarat, VIC, 3350  
 Phone: 0400 637 255  
 Email: confidentcounselling@yahoo.com.au



### **Deaf Access Grampians-Victoria**

*Deaf Access provides free and confidential information for people who are deaf or have difficulty hearing. Information and support is also provided to regional and rural communities to help create change for those suffering from hearing loss.*

Address: 25 Armstrong Street South, Ballarat, VIC, 3350

Phone: (03) 5320 5606

Fax: (03) 5320 5592

Email: ballcity@ballarat.vic.gov.au

### **Family Relationship Centre (FRC)**

*Family Relationship Centres offer information, referral services and family dispute resolution services for families and for separated/separating families.*

Address: 34 Peel Street, Ballarat, VIC, 3350

Phone: 1300 303 988

Family Relationship Advice Line: 1800 050 321.

### **International Students Care Services (ISCS)**

*The ISCS provides free and confidential support and welfare services for international students studying in Victoria.*

Phone: 1800 056 449

Email: info@iscs.vic.gov.au

Website: [www.study Melbourne.vic.gov.au/help-and-advice/support-services/international-student-care-service-iscs](http://www.study Melbourne.vic.gov.au/help-and-advice/support-services/international-student-care-service-iscs)

### **Parents without Partners (PWP)**

*Parents without Partners helps provide single parents with a fun environment where they can interact with their children and other parents. PWP provide opportunities to participate in social and support activities and services.*

Postal address: PO Box 514, Ballarat, VIC, 3353

Phone: (03) 5338 2978

### **PODS Education Support**

*Providing Opportunities and Developing Services for Young Parents Program (PODS) gives young parents or pregnant women the support and help they need to enable them to continue or resume their education or training.*

Address: 12 Lilburne Street, Lucas, VIC, 3352

Phone: (03) 5338 4500

Fax: (03) 5332 6617

Email: info@bchc.org.au

### **Pomegranate House**

*Pomegranate House offers informed adult and child psychotherapy to low income earners.*

Address: 103 Webster Street, Ballarat, VIC, 3350

Phone: (03) 5320 2260

Fax: (03) 5331 8455

Email: pomegranatehouse.ballarat@sjog.org.au

### **Relationships Australia**

*Relationships Australia provides relationship support services for all individuals throughout Australia with the aim to achieve positive and respectful relationships. Services include: counselling, family dispute resolution and education programs.*

Address: 1025 Sturt Street, Ballarat, VIC, 3350

Phone: (03) 5337 9222 or 1300 364 277

Fax: (03) 5331 1383

Email: ballarat@rat.org.au



### **Sebastopol Community Health Care Services – Ballarat**

*Sebastopol Community Health Care delivers a full range of general practice medical services and conducts programs to raise awareness and provide information on healthy lifestyle choices to the community. This centre has medical consultations available on a ‘fee for service’ basis as well as the Ballarat Community Health Refugee Nurse Service for patients of refugee and migrant backgrounds.*

Address: 260 Vickers Street, Sebastopol, VIC, 3356

Phone: (03) 5338 4585

Fax: (03) 5336 1613

Email: gpclinic@bchc.org.au

### **Sudden Infant Death (SIDS) Research Foundation**

*The SIDS Research Foundation offers educative programs and a 24-Hour Helpline to families whose child has died suddenly and unexpectedly.*

Address: 1227 Malvern Road, Malvern, VIC, 3144

Phone: 1300 308 307 or (03) 9822 9611

Fax: (03) 9822 2995

Email: melbourne@sidsandkids.org

### **Victims of Crime Helpline**

*Gives free information and support to help victims recover from the effects of crimes and guide them through the legal process. Victims of Crime services are delivered in the Ballarat region by Centacare via the Victims Assistance and Counselling Program (VACP).*

Centacare Ballarat Address: 4-6 Peel Street North, Ballarat, VIC, 3350

Phone: 1800 819 817 (Call centre available 8 am to 11pm, 7 days a week)

Email: vsa@justice.vic.gov.au

### **Wendouree Men’s Shed**

*The Wendouree Men’s Shed is about men feeling useful and contributing to their community, learning or sharing their skills, making friends, networking and availing themselves of health information programs and opportunities in a relaxed, recreational setting.*

Operating Hours: Monday, Tuesday and Thursday mornings (during school terms)

Address: 12-14 Violet Grove, Wendouree, VIC, 3355

Phone: (03) 5339 5069

Email: wncadmin@ncable.net.au



## EDUCATION & SCHOOLS

### Adult Multicultural Education Services (AMES)

*AMES is Australia's largest provider of settlement services, education, training and employment services for refugees and newly arrived migrants. AMES English language classes are delivered in Ballarat at Federation University's SMB campus. These services are available for eligible migrants from various immigration path backgrounds.*

Address: Federation University - SMB Campus, Lydiard Street South, Ballarat, VIC, 3350

Phone: 13 26 37 or (03) 5327 8000

Email: [info@federation.edu.au](mailto:info@federation.edu.au)

Website: [www.ames.net.au](http://www.ames.net.au)

### Australian Catholic University (ACU)

*ACU has a local campus for tertiary study.*

#### **Aquinas Campus**

Address: 1200 Mair Street, Ballarat, VIC, 3350

Phone: (03) 5336 5300

Email: [aqu.reception@acu.edu.au](mailto:aqu.reception@acu.edu.au)

Website: [www.acu.edu.au](http://www.acu.edu.au)

### Ballarat Neighbourhood Centre – Education and Training

*An award-winning provider of adult education, the Ballarat Neighbourhood Centre has an innovative range of programs covering employment skills, literacy and numeracy, and IT. To learn new skills, find assistance looking for work or get connected with the community, visit or call the Centre.*

Operating Hours: 9am to 3:30pm, Monday to Friday

Address: Ballarat South Community Hub, Tuppen Drive, Sebastopol, VIC, 3356

Phone: (03) 5329 3273

Email: [admin@ballaratnc.org.au](mailto:admin@ballaratnc.org.au)

Website: [www.bsclub.com.au](http://www.bsclub.com.au)

### Ballarat North Neighbourhood House – Education and Training

*Our vision is to provide lifelong learning opportunities and social networks, encouraging people to develop skills, confidence and a sense of community involvement. Comprehensive and diverse ranges of classes/activities are offered each term, fostering the Centre's commitment to lifelong learning.*

Operating Hours: 9:30am to 3pm, Tuesday to Friday

Address: 6 Crompton Street, Soldiers Hill, Ballarat, VIC, 3350

Phone: (03) 5329 1101

Email: [neighbourhoodhouse@aus.salvationarmy.org](mailto:neighbourhoodhouse@aus.salvationarmy.org)

### BRACE Education and Training

*BRACE Education and Training is a non-profit adult education provider. It is a Registered Training Organisation (RTO), delivering an aged care course.*

Address: 204-206 Windermere Street, Ballarat Central, VIC, 3350

Phone: (03) 5337 9000

Fax: (03) 5332 8087

Email: [ballarat@brace.com.au](mailto:ballarat@brace.com.au)

### Department of Education and Early Childhood Development (DEECD)

*The Department of Education and Early Childhood Development provide support services for students with a disability in primary, secondary or specialist schools.*

Address: 109 Armstrong Street North, Ballarat, VIC, 3350

Phone: (03) 5337 8444

Fax: (03) 5333 2136

Email: [swvr@edumail.vic.gov.au](mailto:swvr@edumail.vic.gov.au)



## Federation University - Ballarat Campuses

*Federation University of Australia has a number of campuses in Ballarat, the Wimmera and Gippsland.*

Website: [www.federation.edu.au](http://www.federation.edu.au)

### SMB Campus

*SMB Campus is located in the heart of Ballarat, providing modern teaching facilities and housing the UB Tec Centre. Federation College offers general English language classes for people who have finished the Adult Migration Education Program (AMEP) hours or do not qualify for the course.*

*Also offered are the P2E and P2S (Pathways to Education) literacy programs.*

Address: Lydiard Street South, Ballarat, VIC, 3350

Phone: (03) 5327 8000

Fax: (03) 5327 8001

Email: [info@federation.edu.au](mailto:info@federation.edu.au)

### Mount Helen Campus

*The Mount Helen Campus is located 10 kilometres from the city centre and offers leisure and sporting facilities, up-to-date research and teaching facilities, a library, studios, lecture theatres and a childcare centre. Study can be taken in up to 50 specialised areas within its 7 schools.*

Address: University Drive, Mount Helen, VIC, 3350

Phone: (03) 5327 9000

Fax: (03) 5327 9704

Email: [info@federation.edu.au](mailto:info@federation.edu.au)

### Camp Street Campus

*Camp Street Campus is home to Federation University's Arts Academy.*

Address: Camp Street, Ballarat, VIC, 3350

Phone: (03) 5327 8600

Fax: (03) 5327 8601

Email: [info@federation.edu.au](mailto:info@federation.edu.au)

### Ballarat Technology Park

*Ballarat's Technology Park allows techno-driven businesses to thrive and prosper in a dynamic and supportive environment.*

Address: University Drive, Mount Helen, VIC, 3353

Phone: (03) 5327 9711

Fax: (03) 5327 9895

Email: [info@federation.edu.au](mailto:info@federation.edu.au)

### Ararat Campus

Address: Laby Street, Ararat, VIC, 3377

Phone: 1800 333 864

Fax: (03) 5362 2610

Email: [info@federation.edu.au](mailto:info@federation.edu.au)

### Stawell Campus

Address: Slone Street, Stawell, VIC, 3380

Phone: 1800 333 864

Fax: (03) 5362 2610

Email: [info@federation.edu.au](mailto:info@federation.edu.au)

### Horsham Campus

Address: Bailie Street, Horsham, VIC, 3400

Phone: 1800 333 864

Fax: (03) 5362 2610

Email: [info@federation.edu.au](mailto:info@federation.edu.au)



### Churchill Campus

Address: Northways Road, Churchill, VIC, 3841

Phone: (03) 5122 6767

Email: info@federation.edu.au

**International Student** enquiries:

Phone: (03) 5327 9018

Fax: (03) 5327 9017

Email: international@federation.edu.au

### Reading Writing Hotline

*The Reading Writing Hotline is Australia's national telephone adult literacy and numeracy referral service.*

Phone: 1300 655 506

Email: rwhotline@tafensw.edu.au

### Victorian School of Languages (VSL) - Ballarat

*Victorian School of Languages Ballarat provides classes and online courses for students learning Chinese, French, German, Indonesian, Italian, Japanese, Latin or Spanish. VSL is located at Ballarat High School.*

Address: Ballarat High School, Sturt Street West, Ballarat, VIC, 3350

Phone: (03) 5277 9833

Fax: (03) 5278 6188

Email: country@vsl.vic.edu.au

### Wyndham Community and Education Centre Inc

*Wyndham Community and Education Centre Inc. provides free English conversational classes, Broadband Internet for seniors, volunteer opportunities for gardening and the Saffron Café initiative.*

Address: 3 Princes Hwy, Werribee, VIC 3030

Phone: (03) 9742 4013 or (03) 9742 4013

Website: www.wyndhamcec.org.au

### Wendouree Neighbourhood Centre – Education and Training

*Wendouree Neighbourhood Centre is a place where people of all abilities, backgrounds and ages can come to develop new skills; transition to work and further study; volunteer; become involved in community events; find out about other services or activities in the area; join a class or support group; or take up an activity for fun and enjoyment.*

Operating Hours: Monday to Friday, 9:30am to 3:30pm (during school terms)

Address: 12-14 Violet Grove, Wendouree, VIC, 3355

Phone: (03) 5339 5069

Email: wncadmin@ncable.net.au

Website: www.wnc.org.au



# KINDERGARTENS, PRE-SCHOOLS AND EARLY LEARNING

## Family Day Care

*Family Day Care delivers childcare in an approved Family Day Care Educator's home. It is an organised and monitored childcare system supported and funded by the Federal Government. It is suitable for parents who work unusual hours and Child Care Benefit conditions apply.*

Address: The Phoenix, 25 Armstrong Street South, Ballarat, VIC, 3350

Phone: (03) 5320 5720

Email: familydaycare@ballarat.vic.gov.au

## Ballarat City Occasional Care Centre

*Ballarat City Occasional Care Centre is a licenced service operated by the City of Ballarat and offers a minimum of two hours care a week and up to a full day a week. It operates Monday to Friday, offers a flexible booking system and Child Care Benefit conditions apply.*

Address: Cnr Market Street and Armstrong Street North, Ballarat, VIC, 3350

Phone: (03) 5364 2720

Email: ballcity@ballarat.vic.gov.au

## City of Ballarat Centralised Enrolment Scheme – Participating Kindergartens

### Alfredton Pre-School

Address: 6 Balyarta Street, Alfredton, VIC, 3350

Phone: (03) 5334 1222

Email: alfredton.kin@kindergarten.vic.gov.au

### Bakery Hill Kindergarten

Address: 82 Mair Street, Ballarat, VIC, 3350

Phone: (03) 5332 6872

Email: bakery.hill.kin@kindergarten.vic.gov.au

### Ballarat Fidelity Club Kindergarten

Address: 210 Ripon Street South, Ballarat, VIC, 3350

Phone: (03) 5332 6520

Email: fidelity.club.kin@kindergarten.vic.gov.au

### Ballarat North Kindergarten

Address: 506 Armstrong Street North, Ballarat, VIC, 3350

Phone: (03) 5332 6668

Email: ballarat.north.kin@kindergarten.vic.gov.au

### Black Hill Kindergarten

Address: 602 Sherrard Street, Ballarat, VIC, 3350

Phone: (03) 5332 7849

Email: black.hill.kin@kindergarten.vic.gov.au

### Brown Hill Kindergarten

Address: 1 Reid Court, Brown Hill, VIC, 3350

Phone: (03) 5332 7973

Email: brown.hill.kin@kindergarten.vic.gov.au





**Buninyong Pre-School**

Address: 208 Learmonth Street, Buninyong, VIC, 3357  
 Phone: (03) 5341 3415  
 Email: buninyong.kin@kindergarten.vic.gov.au

**Cardigan Village Kindergarten**

Address: 2 Mitchell Drive, Cardigan, VIC, 3352  
 Phone: 0457 444 414

**Delacombe Community Kindergarten**

Address: 105 Whitelaw Avenue, Delacombe, VIC, 3356  
 Phone: (03) 5336 2316  
 Email: delacombe.community.kin@kindergarten.vic.gov.au

**Enid Rogers Jubilee Kindergarten**

Address: 2 Forest Street, Ballarat, VIC, 3350  
 Phone: (03) 5339 1084  
 Email: jubileekindergarten@hotmail.com

**FedUni Children's Centre at SMB**

Address: Lydiard Street South, Ballarat, VIC, 3350  
 Phone: (03) 5327 8183  
 Email: childrenscentres@federation.edu.au

**FedUni Children's Centre at Mt Helen**

Address: North Terrace, Mount Helen Campus, Ballarat, VIC, 3350  
 Phone: (03) 5327 9456  
 Email: childrenscentres@federation.edu.au

**Girrabanya Kindergarten**

Address: 11b Steinfield Street, Ballarat, VIC, 3350  
 Phone: (03) 5320 5150  
 Email: GCC@ballarat.vic.gov.au

**Iris Ramsay Kindergarten**

Address: 105-107 Lonsdale Street, Ballarat, VIC, 3350  
 Phone: (03) 5335 7590  
 Email: iris.ramsay.kin@kindergarten.vic.gov.au

**Linda Brown Kindergarten**

Address: College Street, Wendouree, VIC, 3355  
 Phone: (03) 5339 2062  
 Email: linda.brown.kin@kindergarten.vic.gov.au

**Midlands Kindergarten**

Address: 1015 Armstrong Street North, North Ballarat, VIC, 3350  
 Phone: (03) 5332 6142  
 Email: midlands.kin@kindergarten.vic.gov.au

**Mount Clear Community Kindergarten**

Address: 2 Dallas Avenue, Mount Clear, VIC, 3350  
 Phone: (03) 5330 1447  
 Email: mt.clear.community.kin@kindergarten.vic.gov.au



**Miners Rest Kindergarten**

Address: Dundas Street, Miners Rest, VIC, 3352  
Phone: (03) 5334 6328

**Mount Helen Pre-School**

Address: 16 Boak Avenue, Mount Helen, VIC, 3350  
Phone: (03) 5330 1999  
Email: mount.helen.kin@kindergarten.vic.gov.au

**Mount Pleasant Kindergarten**

Address: 826 Laurie Street, Ballarat, VIC, 3350  
Phone: (03) 5332 3295  
Email: mt.pleasant.kin@kindergarten.vic.gov.au

**Rowan View Pre-School**

Address: 402 Forest Street, Wendouree, VIC, 3355  
Phone: (03) 5339 6196  
Email: rowan.view.kin@kindergarten.vic.gov.au

**Sebastopol Child Care Centre**

Address: 254-256 Vickers Street, Sebastopol, VIC, 3356  
Phone: (03) 5335 9509  
Email: sebasccc@ncable.net.au

**Sebastopol Kindergarten**

Address: 115 Albert Street, Sebastopol, VIC, 3356  
Phone: (03) 5335 8459  
Email: sebastopol.kin@kindergarten.vic.gov.au

**Sebastopol South Kindergarten**

Address: 187 Spencer Street, Sebastopol, VIC, 3356  
Phone: (03) 5335 7079  
Email: sebastopol.south.kin@kindergarten.vic.gov.au

**Sebastopol West Kindergarten**

Address: 180 Grant Street, Sebastopol, VIC, 3356  
Phone: (03) 5335 6263  
Email: sebastopol.west.kin@kindergarten.vic.gov.au

**Wendouree Children's Centre Kindergarten**

Address: Cnr Gillies and Norman Streets, Wendouree, VIC, 3355  
Phone: (03) 5320 7488  
Email: WCS@ballarat.vic.gov.au

**York Street Kindergarten**

Address: 410 York Street, Ballarat, VIC, 3350  
Phone: (03) 5333 4116  
Email: york.st.kin@kindergarten.vic.gov.au

**Yuille Park Kindergarten**

Address: Violet Grove, Wendouree, VIC, 3355  
Phone: (03) 5339 2463  
Email: yuille.park.kin@kindergarten.vic.gov.au



## Private Kindergartens

### **Ballarat Aquatic & Lifestyle Centre (Three-year-old program only)**

Address: Gillies Street North, Ballarat, VIC, 3350  
 Phone: (03) 5334 2499  
 Email: bac@ymca.org.au

### **Ballarat Grammar School CEEd**

Address: 201 Forest Street, Wendouree, VIC, 3355  
 Phone: (03) 5338 0830  
 Email: bgs@bgs.vic.edu.au

### **Ballarat Steiner Kindergarten**

Address: 244 Moss Avenue, Mount Helen, VIC, 3350  
 Phone: (03) 5341 8188  
 Email: welcome@ballaratsteinerschool.com.au

### **Ballarat & Clarendon College Early Learning Centre**

Address: 614 Mair Street, Ballarat, VIC, 3350  
 Phone: (03) 5330 8100  
 Email: jsoffice@bcc.clarendon.vic.edu.au

### **Cherish Early Learning Centre**

Address: 12 Vale Street, Sebastopol, VIC, 3350  
 Phone: (03) 5336 4430  
 Email: enquire@cherishelc.com.au

### **St Alipius Kindergarten**

Address: 78 Victoria Street, Ballarat, VIC, 3350  
 Phone: (03) 5331 4272  
 Email: alipius.kin@kindergarten.vic.gov.au

### **Ballarat Specialist School Early Learning Centre**

Address: 25 Gillies Street, Ballarat, VIC, 3350  
 Phone: (03) 5334 1302  
 Email: ballarat.ss@edumail.vic.gov.au

## Playgroups

### **Multicultural Playgroup**

Address: Parent Place, 39 Sturt Street, Ballarat, VIC, 3350  
 Phone: (03) 5320 5720  
 Website: [www.ballarat.vic.gov.au](http://www.ballarat.vic.gov.au)

**For a complete list of Ballarat playgroups, visit the City of Ballarat website: [www.ballarat.vic.gov.au](http://www.ballarat.vic.gov.au)**



## GOVERNMENT PRIMARY SCHOOLS

### Alfredton Primary School

Address: Cuthberts Road, Alfredton, VIC, 3350

Phone: (03) 5334 1572

Email: [alfredton.ps@edumail.vic.gov.au](mailto:alfredton.ps@edumail.vic.gov.au)

Website: [www.alfredtonps.vic.edu.au](http://www.alfredtonps.vic.edu.au)

### Ballarat North Primary School

Address: Landsborough Street, Ballarat North, VIC, 3350

Phone: (03) 5333 3387

Email: [ballarat.north.ps@edumail.vic.gov.au](mailto:ballarat.north.ps@edumail.vic.gov.au)

Website: [www.ballaratnthps.vic.edu.au](http://www.ballaratnthps.vic.edu.au)

### Black Hill Primary School

Address: 601 Chisholm Street, Ballarat, VIC, 3350

Phone: (03) 5332 4544

Email: [black.hill.ps@edumail.vic.gov.au](mailto:black.hill.ps@edumail.vic.gov.au)

Website: [www.blackhillps.vic.edu.au](http://www.blackhillps.vic.edu.au)

### Bungaree Primary School

Address: 348 Bungaree-Wallace Road, Bungaree, VIC, 3352

Phone: (03) 5334 0253

Email: [bungaree.ps@edumail.vic.gov.au](mailto:bungaree.ps@edumail.vic.gov.au)

[www.bungareeps.vic.edu.au](http://www.bungareeps.vic.edu.au)

### Buninyong Primary School

Address: 202 Simpson Street, Buninyong, VIC, 3357

Phone: (03) 5341 3560

Email: [buninyong.ps@edumail.vic.gov.au](mailto:buninyong.ps@edumail.vic.gov.au)

[www.buninyongps.vic.edu.au](http://www.buninyongps.vic.edu.au)

### Buninyong Primary School - Scotsburn Campus

Address: Midland Highway, Scotsburn, VIC, 3352

Phone: (03) 5341 3496

[www.buninyongps.vic.edu.au](http://www.buninyongps.vic.edu.au)

### Caledonian Primary School

Address: Cnr Thompson and Water Streets, Brown Hill, VIC, 3350

Phone: (03) 5332 6955

Email: [caledonian.ps@edumail.vic.gov.au](mailto:caledonian.ps@edumail.vic.gov.au)

[www.caledonianps.vic.edu.au](http://www.caledonianps.vic.edu.au)

### Canadian Lead Primary School

Address: Otway Street South, Ballarat East, VIC, 3350

Phone: (03) 5333 7170

Email: [canadian.lead.ps@edumail.vic.gov.au](mailto:canadian.lead.ps@edumail.vic.gov.au)

[www.clps.vic.edu.au](http://www.clps.vic.edu.au)



**Cape Clear Primary School**

Address: 1539 Scarsdale-Pitfield Road, Cape Clear, VIC 3351  
Phone: (03) 5342 2252  
Email: [cape.clear.ps@edumail.vic.gov.au](mailto:cape.clear.ps@edumail.vic.gov.au)  
[www.capeclearps.vic.edu.au](http://www.capeclearps.vic.edu.au)

**Clunes Primary School**

Address: Canterbury Street, Clunes, VIC, 3370  
Phone: (03) 5345 3182  
Email: [clunes.ps@edumail.vic.gov.au](mailto:clunes.ps@edumail.vic.gov.au)  
[www.clunesps.vic.edu.au](http://www.clunesps.vic.edu.au)

**Creswick Primary School**

Address: Napier Street, Creswick, VIC, 3363  
Phone: (03) 5345 2044  
Email: [creswick.ps@edumail.vic.gov.au](mailto:creswick.ps@edumail.vic.gov.au)  
[www.creswickps.vic.edu.au](http://www.creswickps.vic.edu.au)

**Creswick North Primary School**

Address: Macs Street, Creswick, VIC, 3363  
Phone: (03) 5345 2012  
Email: [creswick.north.ps@edumail.vic.gov.au](mailto:creswick.north.ps@edumail.vic.gov.au)  
[www.creswicknorthps.vic.edu.au](http://www.creswicknorthps.vic.edu.au)

**Dana Street Primary School**

Address: Dana Street, Ballarat, VIC, 3350  
Phone: (03) 5332 1301  
Email: [ballarat.ps.dana@edumail.vic.gov.au](mailto:ballarat.ps.dana@edumail.vic.gov.au)  
[www.danaps.vic.edu.au](http://www.danaps.vic.edu.au)

**Delacombe Primary School**

Address: Cnr Greenhalghs Road and Warrina Drive, Delacombe, VIC, 3356  
Phone: (03) 5335 6103  
Email: [delacombe.ps@edumail.vic.gov.au](mailto:delacombe.ps@edumail.vic.gov.au)  
[www.delacombeps.vic.edu.au](http://www.delacombeps.vic.edu.au)

**Forest Street Primary School**

Address: Cnr Forest and Hancock Streets, Wendouree, VIC, 3355  
Phone: (03) 5339 2110  
Email: [forest.ps@edumail.vic.gov.au](mailto:forest.ps@edumail.vic.gov.au)  
[www.foreststreetps.vic.edu.au](http://www.foreststreetps.vic.edu.au)

**Haddon Primary School**

Address: Sago Hill Road, Haddon, VIC, 3351  
Phone: (03) 5342 4487  
Email: [haddon.ps@edumail.vic.gov.au](mailto:haddon.ps@edumail.vic.gov.au)  
[www.haddonps.vic.edu.au](http://www.haddonps.vic.edu.au)

**Invermay Primary School**

Address: Swinglers Road, Invermay, VIC, 3352  
Phone: (03) 5332 6396  
Email: [invermay.ps@edumail.vic.gov.au](mailto:invermay.ps@edumail.vic.gov.au)  
[www.invermayps.vic.edu.au](http://www.invermayps.vic.edu.au)



**Little Bendigo Primary School**

Address: 8 Monte Street, Nerrina, VIC, 3350  
Phone: (03) 5332 6317  
Email: [little.bendigo.ps@edumail.vic.gov.au](mailto:little.bendigo.ps@edumail.vic.gov.au)  
[www.littlebendigops.vic.edu.au](http://www.littlebendigops.vic.edu.au)

**Macarthur Street Primary School**

Address: 401 Macarthur Street, Ballarat, VIC, 3350  
Phone: (03) 5332 4746  
Email: [macarthur.street.ps@edumail.vic.gov.au](mailto:macarthur.street.ps@edumail.vic.gov.au)  
[www.macps.vic.edu.au](http://www.macps.vic.edu.au)

**Magpie Primary School**

Address: 61 Docwra Street, Magpie, VIC, 3352  
Phone: (03) 5335 8851  
Email: [magpie.ps@edumail.vic.gov.au](mailto:magpie.ps@edumail.vic.gov.au)  
[www.magpieps.vic.edu.au](http://www.magpieps.vic.edu.au)

**Miners Rest Primary School**

Address: Dundas Street, Miners Rest, VIC, 3352  
Phone: (03) 5334 6328  
Email: [miners.rest.ps@edumail.vic.gov.au](mailto:miners.rest.ps@edumail.vic.gov.au)  
[www.minersrestps.vic.edu.au](http://www.minersrestps.vic.edu.au)

**Mount Clear Primary School**

Address: 1206 Geelong Road, Mount Clear, VIC, 3350  
Phone: (03) 5330 1844  
Email: [mount.clear.ps@edumail.vic.gov.au](mailto:mount.clear.ps@edumail.vic.gov.au)  
[www.mountclearps.vic.edu.au](http://www.mountclearps.vic.edu.au)

**Mount Pleasant Primary School**

Address: 401 Cobden Street, Mount Pleasant, VIC, 3350  
Phone: (03) 5332 3646  
Email: [mount.pleasant.ps@edumail.vic.gov.au](mailto:mount.pleasant.ps@edumail.vic.gov.au)  
[www.mtpleasps.vic.edu.au](http://www.mtpleasps.vic.edu.au)

**Napoleons Primary School**

Address: 4721 Ballarat-Colac Road, Napoleons, VIC, 3352  
Phone: (03) 5342 0414  
Email: [napoleons.ps@edumail.vic.gov.au](mailto:napoleons.ps@edumail.vic.gov.au)  
[www.napoleonsps.vic.edu.au](http://www.napoleonsps.vic.edu.au)

**Phoenix P-12 Community College - Redan Campus (Primary)**

Address: Hertford Street, Sebastopol, VIC, 3356  
Phone: (03) 5329 3293  
Email: [phoenix.p12.cc.primary@edumail.vic.gov.au](mailto:phoenix.p12.cc.primary@edumail.vic.gov.au)  
[www.phoenix.vic.edu.au](http://www.phoenix.vic.edu.au)

**Pleasant Street Primary School**

Address: Pleasant Street North, Ballarat, VIC, 3350  
Phone: (03) 5332 2598  
Email: [pleasant.ps.ballarat@edumail.vic.gov.au](mailto:pleasant.ps.ballarat@edumail.vic.gov.au)  
[www.pleasantstps.vic.edu.au](http://www.pleasantstps.vic.edu.au)



**Sebastopol Primary School**

Address: Warreen Street, Sebastopol, VIC, 3356  
 Phone: (03) 5335 8157  
 Email: [sebastopol.ps@edumail.vic.gov.au](mailto:sebastopol.ps@edumail.vic.gov.au)  
[www.sebasps.vic.edu.au](http://www.sebasps.vic.edu.au)

**Urquhart Park Primary School**

Address: 49 Inkerman Street, Ballarat, VIC, 3350  
 Phone: (03) 5332 1651  
 Email: [urquhart.park.ps@edumail.vic.gov.au](mailto:urquhart.park.ps@edumail.vic.gov.au)  
[www.urquhartps.vic.edu.au](http://www.urquhartps.vic.edu.au)

**Warrenheip Primary School**

Address: Main Street, Warrenheip, VIC, 3352  
 Phone: (03) 5334 7294  
 Email: [warrenheip.ps@edumail.vic.gov.au](mailto:warrenheip.ps@edumail.vic.gov.au)  
[www.whps.vic.edu.au](http://www.whps.vic.edu.au)

**Waubra Primary School**

Address: Sunraysia Highway, Waubra, VIC, 3352  
 Phone: (03) 5343 5358  
 Email: [waubra.ps@edumail.vic.gov.au](mailto:waubra.ps@edumail.vic.gov.au)  
[www.waubps.vic.edu.au](http://www.waubps.vic.edu.au)

**Wendouree Primary School**

Address: Howitt Street, Wendouree, VIC, 3355  
 Phone: (03) 5339 1229  
 Email: [wendouree.ps@edumail.vic.gov.au](mailto:wendouree.ps@edumail.vic.gov.au)  
[www.wendoureeps.vic.edu.au](http://www.wendoureeps.vic.edu.au)

**Woody Yaloak Primary School - Ross Creek Campus**

Address: Sebastopol-Smythesdale Road, Ross Creek, VIC, 3351  
 Phone: (03) 5342 0478  
 Email: [ross.creek.ps@edumail.vic.gov.au](mailto:ross.creek.ps@edumail.vic.gov.au)  
[www.woadyyaloak.vic.edu.au](http://www.woadyyaloak.vic.edu.au)

Woody Yaloak Primary School also has campuses in Smythesdale, Snake Valley and Scarsdale.

**Yuille Park Community College**

Address: Violet Grove, Wendouree, VIC, 3355  
 Phone: (03) 5339 5555  
 Email: [yuille.park.p-8.cc@edumail.vic.gov.au](mailto:yuille.park.p-8.cc@edumail.vic.gov.au)  
[www.yuilleparkcc.vic.edu.au](http://www.yuilleparkcc.vic.edu.au)



## NON-GOVERNMENT PRIMARY SCHOOLS

### **Ballarat Christian College**

Address: 16-26 Vickers Street, Sebastopol, VIC, 3356  
Phone: (03) 5335 6429  
Email: [bcc@balcc.vic.edu.au](mailto:bcc@balcc.vic.edu.au)  
[www.balcc.vic.gov.au](http://www.balcc.vic.gov.au)

### **Ballarat & Clarendon College**

Address: Junior School, 614 Mair Street, Ballarat, VIC, 3350  
Phone: (03) 5330 8300  
Email: [jsoffice@bcc.clarendon.vic.edu.au](mailto:jsoffice@bcc.clarendon.vic.edu.au)  
[www.clarendon.vic.edu.au](http://www.clarendon.vic.edu.au)

### **Ballarat Grammar School**

Address: 201 Forest Street, Wendouree, VIC, 3355  
Phone: (03) 5339 1191  
Email: [bgs@bgs.vic.edu.au](mailto:bgs@bgs.vic.edu.au)  
[www.bgs.vic.edu.au](http://www.bgs.vic.edu.au)

### **Ballarat Steiner School**

Address: 244 Moss Avenue, Mount Helen, VIC, 3350  
Phone: (03) 5341 8188  
Email: [welcome@ballaratsteinerschool.com.au](mailto:welcome@ballaratsteinerschool.com.au)  
[www.ballaratsteinerschool.com.au](http://www.ballaratsteinerschool.com.au)

### **Emmaus Catholic Primary School**

Address: 1503 Geelong Road, Mount Clear, VIC, 3350  
Phone: (03) 5330 2266  
Email: [principal@emtclear.catholic.edu.au](mailto:principal@emtclear.catholic.edu.au)  
[www.emtclear.catholic.edu.au](http://www.emtclear.catholic.edu.au)

### **Lumen Christi Primary School**

Address: 111 Whitelaw Avenue, Delacombe, VIC, 3356  
Phone: (03) 5336 2015  
Email: [principal@lcdelacombe.catholic.edu.au](mailto:principal@lcdelacombe.catholic.edu.au)  
[www3.lcdelacombe.catholic.edu.au](http://www3.lcdelacombe.catholic.edu.au)

### **Our Lady Help of Christians Parish Primary School**

Address: 484 Gillies Street North, Wendouree, VIC, 3355  
Phone: (03) 5339 4726  
Email: [principal@olhcwendouree.catholic.edu.au](mailto:principal@olhcwendouree.catholic.edu.au)  
[www.olhcwendouree.catholic.edu.au](http://www.olhcwendouree.catholic.edu.au)

### **St Alipius Primary School**

Address: 106-108 Victoria Street, Ballarat, VIC, 3350  
Phone: (03) 5331 1816  
Email: [alipius@saballarat.catholic.edu.au](mailto:alipius@saballarat.catholic.edu.au)  
[www.saballarat.catholic.edu.au](http://www.saballarat.catholic.edu.au)





**St Aloysius Parish School**

Address: Ripon Street South, Ballarat, VIC, 3350  
 Phone: (03) 5335 8177  
 Email: [aloysius@saredan.catholic.edu.au](mailto:aloysius@saredan.catholic.edu.au)  
[www.saredan.catholic.edu.au](http://www.saredan.catholic.edu.au)

**St Brendan's Primary School**

Address: 1 Ti Tree Road, Dunnstown, VIC, 3352  
 Phone: (03)5334 7604  
 Email: [principal@sbdunnstown.catholic.edu.au](mailto:principal@sbdunnstown.catholic.edu.au)  
[www3.sbdunnstown.catholic.edu.au](http://www3.sbdunnstown.catholic.edu.au)

**St Columba's Primary School**

Address: Gregory Street, Ballarat North, VIC, 3350  
 Phone: (03) 5332 4894  
 Email: [principal@scballarat.catholic.edu.au](mailto:principal@scballarat.catholic.edu.au)  
[www.scballarat.catholic.edu.au](http://www.scballarat.catholic.edu.au)

**St Francis Xavier Primary School "Villa Maria"**

Address: 100 Fortune Street, Ballarat East, VIC, 3350  
 Phone: (03) 5331 6311  
 Email: [principal@sfxballarat.catholic.edu.au](mailto:principal@sfxballarat.catholic.edu.au)  
[www.sfxballarat.catholic.edu.au](http://www.sfxballarat.catholic.edu.au)

**St James' Parish School**

Address: 260 Albert Street, Sebastopol, VIC, 3356  
 Phone: (03) 5335 8750  
 Email: [principal@sjsebastopol.catholic.edu.au](mailto:principal@sjsebastopol.catholic.edu.au)  
[www.3.sjsebastopol.catholic.edu.au](http://www.3.sjsebastopol.catholic.edu.au)

**St Mary's Primary School**

Address: 131 Powells Road, Clarkes Hill, VIC, 3352  
 Phone: (03) 5334 5280  
 Email: [principal@smclarkeshill.catholic.edu.au](mailto:principal@smclarkeshill.catholic.edu.au)  
[www.smclarkeshill.catholic.edu.au](http://www.smclarkeshill.catholic.edu.au)

**St Patrick's Primary School**

Address: 119 Drummond Street South, Ballarat, VIC, 3350  
 Phone: (03) 5332 7680  
 Email: [principal@spbballarat.catholic.edu.au](mailto:principal@spbballarat.catholic.edu.au)  
[www.spballarat.catholic.edu.au](http://www.spballarat.catholic.edu.au)

**St Thomas More Primary School**

Address: Cnr Cuthberts Road and Elaine Avenue, Alfredton, VIC, 3350  
 Phone: (03) 5334 2244  
 Email: [principal@stmalfredton.catholic.edu.au](mailto:principal@stmalfredton.catholic.edu.au)  
[www.stalfredton.catholic.edu.au](http://www.stalfredton.catholic.edu.au)



## GOVERNMENT SECONDARY SCHOOLS

### **Ballarat High School**

Address: Sturt Street West, Ballarat, VIC, 3350

Phone: (03) 5338 9000

Fax: (03) 5334 2623

Email: ballarat.us@edumail.vic.gov.au

### **Ballarat Secondary College**

#### **East Campus –**

Address: Fussell Street, Ballarat East, VIC, 3350

Phone: (03) 5336 7200

Fax: 05 5336 7258

Email: administration@ballarat.vic.edu.au

#### **Barkly Senior Campus –**

Address: Barkly Street, Ballarat East, VIC, 3350

Phone: (03) 5337 7200

Fax: (03) 5336 7250

Email: administration@ballarat.vic.edu.au

#### **Wendouree Campus –**

Address: Forest Street, Wendouree, VIC, 3355

Phone: (03) 5338 7200

Fax: (03) 5338 1433

Email: administration@ballarat.vic.edu.au

### **Mount Clear College**

Address: Olympic Avenue, Mount Clear, VIC, 3350

P.O. Box 257, Ballarat Vic 3353

Phone: (03) 5330 1500

Fax: (03) 5330 2670

Email: mount.clear.sc@edumail.vic.gov.au

### **Phoenix P-12 Community College**

Address: Hertford Street, Sebastopol, VIC, 3356

Phone: (03) 5335 3293

Fax: (03) 5335 7582

Email: phoenix.p12.cc@edumail.vic.gov.au



## NON-GOVERNMENT SECONDARY SCHOOLS

### **Ballarat Christian College**

Address: Cnr Vickers and Yarrowee Streets, Sebastopol, VIC, 3350

Phone: (03) 5337 5900

Fax: (03) 5335 6876

Email: [bcc@balcc.vic.edu.au](mailto:bcc@balcc.vic.edu.au)

### **Ballarat Clarendon College**

Address: 1425 Sturt Street, Ballarat, VIC, 3350

Phone: (03) 5330 8200

Fax: (03) 5333 1513

Email: [college@clarendon.voc.edu.au](mailto:college@clarendon.voc.edu.au)

### **Ballarat Grammar School**

Address: 201 Forest Street, Wendouree, VIC, 3355

Phone: (03) 5338 0700

Fax: (03) 5338 0991

Email: [bgs@bgs.vic.edu.au](mailto:bgs@bgs.vic.edu.au)

### **Damascus College**

Address: 1412 Geelong Rd, Mount Clear, VIC, 3350

Phone: (03) 5337 2222

Fax: (03) 5330 2366

Email: [info@damascus.vic.edu.au](mailto:info@damascus.vic.edu.au)

### **Loreto College**

Address: 1600 Sturt Street, Ballarat, VIC, 3350

Phone: (03) 5329 6100

Fax: (03) 5329 6111

Email: [info@loreto.vic.edu.au](mailto:info@loreto.vic.edu.au)

### **St. Patrick's College**

Address: 1431 Sturt Street, Ballarat, VIC, 3350

Phone: (03) 5331 1688

Fax: (03) 5331 8150

Email: [info@stpats.vic.edu.au](mailto:info@stpats.vic.edu.au)



## EMERGENCY RELIEF AND SUPPORT

### Anglicare

*Anglicare provides emergency food relief, works with other emergency relief providers and refers clients to appropriate services within the community.*

Address: 14 Victoria Street, Bakery Hill Central, VIC, 3350

Phone: (03) 5338 8651

### Child & Family Services (CAFS)

*CAFS offers homelessness assistance. For contact details, see CAFS under 'Family Services' on page 39*

### New Hope Foundation

*The New Hope Foundation provides migrants, refugees and culturally and linguistically diverse people with settlement, welfare, advocacy, and individual support and referral services.*

Address: 40 Grattan Street, Prahran, VIC, 3181

Phone: (03) 9510 5877

Email: newhope@newhope.asn.au

### Red Cross Op Shop

*Red Cross collects quality second-hand clothes and accessories to re-sell in their retail stores.*

Address: 406 Sturt Street, Ballarat Central, VIC, 3350

Phone: (03) 5331 1671

### Saint Vincent de Paul Society

*The Saint Vincent de Paul Society provides assistance to those in need through home visits, practical support and friendship. Services include: aged care, homelessness, family violence, drug and alcohol, outreach, employment options and health.*

St Vincent's Centres in Ballarat are located at:

#### Alfredton

Address: 1824 Lot 6, Western Highway, Alfredton, VIC, 3350

Phone: (03) 5334 2234

Fax: (03) 5337 6972

Email: alfredton.centre@svdp-vic.org.au

#### Ballarat

Address: 60 Bridge Mall, Ballarat, VIC, 3350

Phone: (03) 5332 6759

Fax: (03) 5332 9451

Email: ballarat.centre@svdp-vic.org.au

#### Sebastopol

Address: 4 Albert Street, Sebastopol, VIC, 3350

Phone: (03) 5335 7466

Fax: (03) 5336 3212

Email: sebastopol.centre@svdp-vic.org.au

#### Wendouree

Address: 1247 Howitt Street, Wendouree, VIC, 3355

Phone: (03) 5339 4817

Fax: (03) 5339 4816

Email: wendouree.centre@svdp-vic.org.au



### Salvation Army

*The Salvation Army provides the community of Ballarat with practical, emotional and spiritual support.*

*Services include: food assistance, op shops, counselling, budget education, small groups and worship services.*

Address: 102 Eureka Street, Ballarat, VIC, 3350

Phone: (03) 5337 0600

Fax: (03) 5331 7809

### The Smith Family

*The Smith Family helps disadvantaged children get the most out of their education through long-term support.*

*Services include: financial assistance, mentoring support and literacy programs.*

Address: 135 - 155 Yarrowee Street, Ballarat, VIC, 3350

Postal address: PO Box 10500, Sebastopol, VIC 3356

Phone: (03) 5336 4351

Email: [brenton.hancock@thesmithfamily.com.au](mailto:brenton.hancock@thesmithfamily.com.au)

### Uniting Care Ballarat

*Uniting Care aims to identify needs within the community and create relevant and supportive services. Services include: aged and disability services, alcohol and other drugs program, early childhood services, housing program, Karrung, Lifeline Ballarat, family counselling, Reids Guest House, shops and support services.*

Address: 105 Dana Street, Ballarat, VIC, 3350

Phone: (03) 5332 1286

Fax: (03) 5332 1055

### Wozzles Wearhouse

*Wozzles Wearhouse sells pre-loved good which have been donated by the community and sold to those in need. All funds raised from Wozzles go towards CAFS programs and services.*

Ballarat - 11 Grenville Street South, Ballarat, VIC, 3350

Wendouree - 1231A Howitt Street, Wendouree, VIC, 3355

Phone: (03) 5339 9166





## EMPLOYMENT

### Bluestone Recruitment

*Bluestone Recruitment brings businesses and people together to realise their potential by taking the time to value, respect and appreciate their unique qualities.*

Address: 34 Victoria Street, Ballarat, VIC, 3350

Phone: (03) 5359 1439

Fax: (03) 5359 1439

Email: Ballarat@bluestonerecruitment.com.au

### CVGT Australia

*CVGT helps industry, businesses and individuals to grow and build better, more capable communities. This is achieved through getting people jobs and motivating clients to be work ready.*

Address: 118 Armstrong Street South, Ballarat, VIC, 3350

Phone: (03) 5336 7000

Fax: (03) 5336 7070

### Fair Work Commission

Address: Level 4, 11 Exhibition Street, Melbourne, VIC, 3000

Phone: (03) 8661 7777 or 1300 799 675

Email: melbourne@fwc.gov.au

### Fair Work Infoline

*Fair Work Infoline provides information and advice about Australia's workplace rights and rules.*

Phone: 132 394

### Goldfields Employment & Learning Centre (GELC)

*GELC delivers a wide range of accredited, non-accredited, employment and community education programs. The organisation aims to provide quality services in the areas of education, training and employment.*

Address: 88-90 Burke Street, Maryborough, VIC, 3465

Phone: (03) 5461 3185

Fax: (03) 5461 4887

Email: admin@gelc.org.au

### Highlands Local Learning & Employment Network (LLEN)

*LLEN aims to successfully engage youth in education, training and employment.*

Address: Level 1, 36 Camp Street, Ballarat, VIC, 3350

Phone: (03) 5336 5020

Fax: (03) 5336 5016

Email: dellis@highlandslen.org

### Interact Australia- Employment and Training

*Interact Australia is a not-for-profit organisation that provides economic and social inclusion for unemployed people through the provision of employment and training services.*

Address: 205 Dana Street, Ballarat, VIC, 3350

Phone: (03) 5327 1900

Fax: (03) 5327 1999

Email: Ballarat@interactaustralia.com.au



### **JK Personnel**

*JK Personnel helps job-seekers to find the right career and fills the vacancies of business clients.*

Address: 22 Armstrong Street North, Ballarat, VIC, 3350

Phone: (03) 5332 9955

Fax: (03) 5334 4522

Email: [jk@jkpersonnel.com.au](mailto:jk@jkpersonnel.com.au)

### **Next Steps Work & Learning Centre**

*Next Steps helps people find the training and employment opportunities that are right for them.*

Address: Ballarat Community Hub, 11 Tuppen Drive, Sebastopol, VIC, 3356

Phone: (03) 5329 3275

Email: [manager@nextsteps.org.au](mailto:manager@nextsteps.org.au)

### **People at Work**

*People at Work provide services in recruitment and selection, outplacement and careers counselling, and human resources consulting.*

Address: 32 Doveton Street North, Ballarat, VIC, 3350

Phone: (03) 5333 5730

Fax: (03) 5332 9433

Email: [ballarat@peopleatwork.com.au](mailto:ballarat@peopleatwork.com.au)

### **Skilled**

*Skilled delivers specialist, professional recruitment solutions to industry.*

Address: 7 Lydiard Street South, Ballarat, VIC, 3350

Phone: (03) 4333 5200

Email: [ballarat@skilled.com.au](mailto:ballarat@skilled.com.au)

### **SkillsPlus**

*Established in 1984, SkillsPlus Limited (SkillsPlus) is a not-for-profit organisation that provides individualised, client-focused services in employment, training, education, disability, and youth programs.*

Address: 2 East Street South, Ballarat, VIC, 3350

Phone: (03) 5329 1600

Fax: (03) 5333 2481

Email: [ballarat@skillsplus.com.au](mailto:ballarat@skillsplus.com.au)

### **Simpson Personnel**

*Simpson Personnel assists unskilled labourers through to qualified professionals to find permanent work for a diverse range of positions.*

Address: 15 Dawson Street South, Ballarat Central, VIC, 3350

Phone: (03) 5364 2955

Fax: (03) 5364 2911

Email: [ballarat@simpsons.net.au](mailto:ballarat@simpsons.net.au)

### **St Laurence**

*St Laurence services in aged care help people stay at home longer, provides workplace training and social inclusion for people with disabilities.*

Address: 32A Doveton Street North Ballarat, VIC, 3350

Phone: (03) 5538 7753

Fax: (03) 5331 3577

Email: [sladmin@stlaurence.org.au](mailto:sladmin@stlaurence.org.au)





### **Tracy the Placement People**

*Tracy the Placement People assists clients in achieving their employment and training needs.*

Address: 22 Camp Street, Ballarat Central, VIC, 3350

Phone: (03) 5333 3212

Fax: (03) 5333 3089

Website: [www.traceys.com.au](http://www.traceys.com.au)

### **Western District Employment Access (WDEA)**

*WDEA is a not-for-profit, community organisation that assists people of all ages to find and maintain employment and gain life skills through a range of services and programs*

Address: 219 Mair Street, Ballarat, VIC, 3350

Phone: (03) 5331 6566

Fax: (03) 5331 6157

Email: [ballarat@wdea.org.au](mailto:ballarat@wdea.org.au)



## DISABILITY AND EMPLOYMENT SERVICES

### **Advanced Personnel Management (APM)**

*APM helps those who are injured, disabled or ill, return to work through providing workplace rehabilitation, employment and psychological services.*

Address: 71-73 Curtis Street, Ballarat, VIC, 3350

Phone: (03) 5331 2002

Fax: (03) 5332 1001

Email: [headoffice@apm.net.au](mailto:headoffice@apm.net.au)

### **Finding Futures**

*Finding Futures helps people with a disability find employment.*

Address: 30 Doveton Street North, Ballarat, VIC, 3350

Phone: (03) 5333 3846 or 1300 554 042

Email: [info@findingfutures.com.au](mailto:info@findingfutures.com.au)

### **Interact Employment and Training**

*Interact Australia supports social inclusion, health and wellbeing. People are encouraged to achieve their full-potential and those who have the highest needs are prioritised.*

Address: 205 Dana Street, Ballarat, VIC, 3350

Phone: (03) 5327 1900

Fax: (03) 5327 1999

Email: [Ballarat@interactaustralia.com.au](mailto:Ballarat@interactaustralia.com.au)

### **Western District Employment Access (WDEA)**

*WDEA is a not-for-profit, community organisation that assists people of all ages to find and maintain employment and gain life skills through a range of services and programs.*

Address: 219 Mair Street, Ballarat, VIC, 3350

Phone: (03) 5331 6566

Fax: (03) 5331 6157

Email: [ballarat@wdea.org.au](mailto:ballarat@wdea.org.au)



## ESSENTIAL HOUSEHOLD SERVICES

### Electricity

AGL	131 245
Alinta Energy	13 37 02
Australian Power and Gas	133 298
Click Energy	1800 77 59 29
Dodo Power and Gas	13 36 36
Energy Australia	133 466
Lumo Energy	1300 11 5866
Momentum Energy	1300 662 778
Neighbourhood Energy	1300 764 860
Origin Energy	132 461
Red Energy	131 806
Simply Energy	138 808

### Gas

AGL	131 245
Alinta Energy	13 37 02
Australian Power and Gas	133 298
Dodo Power and Gas	13 36 36
Energy Australia	133 466
Lumo Energy	1300 11 5866
Origin Energy	132 461
Red Energy	131 806
Simply Energy	138 466

### Water

#### Central Highlands Water (CHW)

*CHW is the regional service water provider and statutory authority.*

Address: 7 Learmonth Road, Wendouree, VIC, 3355

Phone: 1800 061 514

Fax: (03) 5320 3299



## ETHNIC AND COMMUNITY ORGANISATIONS

### Asylum Seeker Resource Centre

*Asylum seeker advocacy, aid and health services include: material aid, food bank, community meals, legal advice and representation, housing support, advocacy and referrals, employment and community development, English classes, social activities, counselling, health services and remedial therapy.*

Address: 214 Nicholson Street, Footscray, VIC, 3011

Phone: (03) 9326 6066

Email: admin@asrc.org.au

### Australian Multicultural Foundation (AMF)

*The Australian Multicultural Foundation adopts issues of national significance and initiates projects and programs so that it can achieve its goal of promoting Australia as one people, drawn from many cultures.*

Address: Level 1, 185 Faraday Street, Carlton, VIC, 3053

Phone: (03) 9347 6622

Fax: (03) 9347 2218

Email: info@amf.net.au

### Ballarat Regional Multicultural Council (BRMC)

*The Ballarat Regional Multicultural Council aims to promote and develop goodwill, understanding and harmony within its culturally diverse community.*

Address: 102 English Street, Golden Point, Ballarat, VIC, 3350

Phone: (03) 5332 5941

Fax: (03) 5332 5944

Email: admin@brmc.org.au

### Centre for Multicultural Youth - (CMY)

*CMY is a Victorian not-for-profit organisation supporting young people from migrant and refugee backgrounds to build better lives in Australia.*

*The Ballarat team supports young people through information and support services, social and recreational activities, youth-led community projects, training and consultation services, advocacy and knowledge sharing.*

Address: C/O Federation University - SMB Campus, Ballarat, VIC, 3350

Phone: (03) 5317 7172

Email: ballarat@cmy.net.au

### City of Ballarat – Learning and Diversity

*The City of Ballarat's Learning and Diversity Unit, provides leadership, advocacy and culturally inclusive services. Its vision statement is to create 'an inclusive, intercultural community that celebrates diversity and is welcoming to people of all cultures.'*

Address: 178 Doveton Street North, Ballarat, VIC, 3350

Phone: (03) 5320 5853

Fax: (03) 5320 5823

Email: ballcity@ballarat.vic.gov.au

### Refugee Council of Australia (RCOA)

*The RCOA promotes the creation of humane, lawful and constructive policies for refugees and asylum seekers.*

Address: Suite 4A6, 410 Elizabeth Street, Surry Hills, NSW, 2010

Phone: (02) 9211 9333

Fax: (02) 9211 9288

Email: admin@refugeecouncil.org.au



**Refugee Council of Victoria (RCOV)**

*The Refugee Council of Victoria is a state-based service to advise refugees and asylum seekers on settlement issues.*

Address: Level 2, 313-315 Flinders Lane, Melbourne, VIC, 3000

Phone: (03) 9600 3302

Email: melbourne@refugeecouncil.org.au

**Victorian Multicultural Commission (VMC)**

*The VMC provides advice to the government on multicultural affairs and citizenship in Victoria.*

Address: Level 3, 3 Treasury Place, East Melbourne, VIC, 3002

Postal Address: GPO Box 4698, Melbourne, VIC, 3002

Telephone: (03) 9651 0651

Fax: (03) 9651 0612

Email: info@vmc.vic.gov.au

**Office of Multicultural Affairs and Citizenship (OMAC)**

*The Office of Multicultural Affairs and Citizenship (OMAC) within the Department of Premier and Cabinet drives Victorian Government multicultural policy and program implementation, to promote active citizenship and unity throughout a vibrant multicultural community.*

Phone: (03) 9651 1101

Email: omac@dpc.vic.gov.au



## FAMILY VIOLENCE AND OUTREACH SERVICES

### Child & Family Services (CAFS)

CAFS offers family violence intervention & family supports. For contact details, see CAFS in the Family Services section on page 39.

### Grampians Integrated Family Violence Committee/Services (GIFVC)

The GIFVC delivers an integrated response to family violence in the Grampians region. It consists of statutory bodies, State Government funded family violence and sexual assault agencies, and other relevant agencies.

Address: 115 Lydiard Street North, Ballarat, VIC, 3350

Phone: (03) 5337 3333

Email: info@cafs.org.au

### InTouch - Multicultural Centre Against Family Violence

InTouch provides culturally sensitive support services and crisis intervention to women and children of culturally and linguistically diverse backgrounds, who are experiencing family violence.

Address: GPO Box 2905, Melbourne, VIC, 3001

Phone: (03) 8413 6800 or free call: 1800 755 988

Fax: (03) 9898 1049

Email: iwdvs@infoxchange.net.au

### Northern Family & Domestic Violence Service (NFDVS) Ballarat

The Berry Street NFDVS provides a range of support services to women and children who have experienced family violence. It assists such individuals to remain safe within their community and maintain a life free of violence while addressing any emotional and practical issues.

Address: 728 Barkly Street, Ballarat East, VIC, 3350

Phone: (03) 5330 5000

Fax: (03) 5331 7771

Email: ballarat@berrystreet.org.au or receptiongrampians@berrystreet.org.au

### Salvation Army

The Salvation Army helps assist the community each week with food, counselling, budget education, op shops, Mainly Music program, men's shed, Coffee Talk program, CAMEO, small groups and workshop services.

Address: 102 Eureka Street, Ballarat, VIC, 3350

Phone: (03) 5337 0600

### Step Up

A program coordinated by CAFS addressing adolescent violence in the home which aims to restore positive family relationships through family casework, counselling and group work services. Focused on developing and achieving goals for both young people and their parents/care-givers, this program services children aged 12 to 18 years in Ballarat, Bacchus Marsh and Hepburn.

Address: 115 Lydiard Street, Ballarat, VIC, 3350

Phone: (03) 5337 3333

Email: stepup@cafs.org.au

### Women's Resource Information and Support Centre (WRISC)

WRISC provides free and confidential support for women and children who are experiencing family violence. This support service is provided by women for women and children.

Address: 125 Eureka Street, Ballarat, VIC, 3350

Phone: (03) 5333 3666

24-Hour Free Call: 1800 806 292

Fax: (03) 5332 7778

Email: wrisc@wrisc.org.au



## FAMILY SERVICES

### CHILDREN AND FAMILY SERVICES (CAFS)

*CAFS provides support services for families, children and young people. Services include: family and early childhood services, out of home care and support services, homelessness assistance and community services, family violence intervention and family support programs.*

Address: 115 Lydiard Street North, Ballarat Central, VIC, 3350

Phone: (03) 5337 3333

Fax: (03) 5332 1724

Email: ceo@cafs.org.au

### Family & Early Childhood Services

*Family & Early Childhood Services provides a number of services to support families in the community:*

#### Family Services

*Provides in-home support for families with children aged 18 years and younger. A trained and qualified Family Services worker can assist with a range of issues from routines to ensuring families are supported by appropriate specialist services.*

#### Early Childhood Parenting Centre

*For parents with very young children, the Early Childhood Parenting Centre assists in adjusting to being a new parent, sleeping, settling and developing a secure attachment and a happy and healthy baby. The Day Stay program assists parents with professional one-to-one support.*

Phone: (03) 5327 1100, Monday to Friday

#### Out of Home Care & Support Services

*CAFS provides care and support for children and young people who have been removed from their families due to child safety concerns. Young people are given the chance to recover from trauma and reach their potential. CAFS supports 160 children up to 18 years, as well as their carers, every night of the week.*

#### Family Violence Intervention & Family Support Programs

*Children and young people often suffer due to conflict between parents. CAFS aims to prevent children being caught up in parental conflict by educating parents to consider their child's needs, assisting men to change abusive behaviours and supporting family members through the stress of family breakdown.*

#### Financial Counselling

*Counsellors are available to provide individual advocacy and support to those experiencing financial difficulties.*

#### Gambler's Help Services

*This service provides counselling services to gamblers and people close to them experiencing the effects of problem gambling.*

#### Homelessness Assistance & Community Services

*Families and individuals requiring assistance to overcome the effect of financial and housing crises are helped through this range of services.*



## CAFS PACT Programs

CAFS PACT Programs provide tenancy advocacy and support in the following programs:

### Social Housing Advocacy and Support Program (SHASP)

Free case-managed tenancy advocacy and support to public housing tenants. Tenants can receive case-managed support for establishing a new tenancy or for a tenancy at risk due to rental arrears, property condition and ongoing maintenance issues.

### Aboriginal Tenants at Risk Program (ATAR)

ATAR provides free case-managed tenancy advocacy and support to Aboriginal tenants and residents in public housing, Aboriginal Housing Victoria and community housing. Tenants can receive case managed support for establishing a new tenancy or for a tenancy at risk due to rental arrears, property condition, rebates, tenancy applications and ongoing maintenance issues.

### Tenancy Advocacy and Advice Program (TAAP)

TAAP provides free tenancy advocacy to tenants and residents in private rental, community housing, NRAS Caravan Park and Rooming Houses. Tenants can receive advocacy for rental arrears, Notice to Vacate, issues with landlords, tenancy information and advice, representation and preparation for VCAT, and repair issues.

### Step Up

Step Up is a program addressing adolescent violence in the home which aims to restore positive family relationships through Family Casework, Counselling and Group Work services. Focused on developing and achieving goals for both young people and their parents/care-givers, this program is focussed on 12 to 18 years and available in Ballarat, Bacchus Marsh and Hepburn.

Email: [stepup@cafs.org.au](mailto:stepup@cafs.org.au)

### VCAT Duty Service

CAFS operates a duty service in VCAT on Wednesdays in Ballarat. For information, contact the VCAT registrar.

Address: 115 Lydiard Street North, Ballarat Central, VIC, 3350

Phone: (03) 5337 3333

Email: [housingreferrals@cafs.org.au](mailto:housingreferrals@cafs.org.au)

### Child FIRST

Child FIRST ensures that vulnerable children, young people and their families are linked effectively into relevant services. This service operates Monday to Friday in office hours. People struggling to care for child/ren with concerns for their safety, development, social or economic disadvantage, should contact Child FIRST. People with immediate, urgent concerns for a child's safety and wellbeing, should contact Child Protection or in the case of an emergency, phone 000 for emergency services.

Address: 115 Lydiard Street North, Ballarat Central, VIC, 3350

Phone: 1300 783 341 or (03) 5337 3333

Email: [info@cafs.org.au](mailto:info@cafs.org.au)

### Parent Place

Parent Place provides a safe and welcoming environment for all families. Families can visit Parent Place to change nappies, feed babies and young children, meet other parents, and relax enjoying a cup of tea or coffee. Information is available about the City of Ballarat Family and Children's Services including Maternal and Child Health, childcare, Family Day Care, playgroups, immunisation, and kindergartens. Parent Place also provides information on other services and programs in Ballarat. Parent Place is coordinated by the City of Ballarat staff and facilitated by a dedicated and skilled group of volunteers.

Address: 39 Sturt Street, Ballarat, VIC, 3350

Open: 9am to 5pm, Monday to Friday

Phone: (03) 5320 5165

Email: [ballcity@ballarat.vic.gov.au](mailto:ballcity@ballarat.vic.gov.au)





### Parentline Victoria

*Available 8am to midnight, 7 days a week, Parentline is a state-wide telephone counselling service to parents and carers of children aged from birth to 18 years and is able to give advice and support on a wide variety of issues relating to parenting.*

Phone: 13 22 89

### Victorian Child Protection

*The Victorian Child Protection Service is specifically targeted to those children and young people at risk of harm or where families are unable or unwilling to protect them. The main function of child protection is to investigate matters where it is alleged that a child is at risk of harm including physical, sexual, emotional abuse and neglect. In the case of an emergency, phone 000 for emergency services.*

Phone: 1800 000 551 or 13 12 78 (After Hours)

## FINANCIAL ADVICE AND COUNSELLING

### CAFS Financial Counselling Services

*Able to provide a broad range of information and assistance on a large variety of financial matters, helping you to take control and realistic ownership of your financial situation in a manner which can be effectively managed. This service is for people experiencing small to complex, high, personal debt issues.*

Address: 115 Lydiard Street North, Ballarat, VIC, 3350

Phone: (03) 5337 3333

Email: [info@cafs.org.au](mailto:info@cafs.org.au)

### CAFS Gamblers Help Services

*Specific assistance is offered to people with financial difficulties arising from the problem gambling behaviour of themselves or a family member. Financial counselling and referral to counselling support is available.*

Address: 115 Lydiard Street North, Ballarat, VIC, 3350

Phone: (03) 5337 3333

Email: [info@cafs.org.au](mailto:info@cafs.org.au)

## FINDING RELATIVES AND TRACING SERVICES

### Australian Red Cross

*The Australian Red Cross provides support to those who are vulnerable due to migration. It also helps reconnect family members who have lost contact due to international or internal conflict, war and/or disaster.*

Address: 23-47 Villiers Street, North Melbourne, VIC, 3051

Phone: (03) 8327 7700 or free call: 1800 131 701

Fax: (03) 8327 7711

Email: [vicinfo@redcross.org.au](mailto:vicinfo@redcross.org.au)



## GOVERNMENT SERVICES

### Ballarat City Council

*The City of Ballarat provides various Local Government services to the residents and ratepayers of the Municipality of Ballarat.*

Address: The Phoenix, 25 Armstrong Street South, Ballarat, VIC 3350

Phone: (03) 5320 5500

Email: [ballcity@ballarat.vic.gov.au](mailto:ballcity@ballarat.vic.gov.au)

### Multicultural Information Place

*The Multicultural Information Place (MIP) desk is located at the Central Ballarat Library. Information is available regarding various services to assist new and existing migrants. Ask the friendly volunteers questions that relate to settlement such as employment, housing, education, significant places to visit, and learn about the region.*

Address: Ballarat Library, 178 Doveton Street North, Ballarat, VIC, 3350

Volunteers available: 10am to 4pm, Monday to Friday

### Australian Government Department of Human Services

*Delivers social and health-related payments and services through Centrelink and Medicare.*

Address: 12 Albert Street, Ballarat Central, VIC, 3350

Phone: 132 468

Website: [www.humanservices.gov.au](http://www.humanservices.gov.au)

Centrelink Fax: 1300 786 102

Medicare Enquiries: [medicare@humanservices.gov.au](mailto:medicare@humanservices.gov.au)

### Department of Early Education and Childhood Development (DEECD)

*The Department of Education and Early Childhood Development offers learning plus development support and services and resources for all Victorians, from birth to adulthood.*

Address: 109 Armstrong Street North, Ballarat, VIC, 3350

Phone: (03) 5337 8444

Fax: (03) 5333 2135

Email: [c0988311@edumail.vic.gov.au](mailto:c0988311@edumail.vic.gov.au)

### Department of Immigration and Border Protection (DIBP)

*This Federal Government Department's key objectives are to: manage migration, protect refugees, contribute to Australian security, make decisions for those entering or leaving the country, support migrant and refugee settlement, and to promote citizenship and multicultural Australia.*

Address: Casselden Place, 2 Lonsdale Street, Melbourne, VIC, 3000

Phone: 131 881

Fax: (03) 9235 3300

### Geoff Howard – Member for Buninyong

*Geoff Howard (MP) represents the Buninyong State Electorate which covers Buninyong, Ballarat South and East, and Regional Victoria. He is available to help with issues regarding State Government services and welcomes ideas on how the Victorian Government can provide better services to individuals and their families.*

Address: 15 Main Road, Ballarat, VIC, 3350

Phone: (03) 5331 7722

Fax: (03) 5332 8487

Email: [geoff.howard@parliament.vic.gov.au](mailto:geoff.howard@parliament.vic.gov.au)



### **Catherine King – Federal Member for Ballarat**

*Catherine King (MP) is Ballarat's local Federal Member of Parliament. She is available to address enquiries on matters relating to responsibilities of the Federal Government, as well as questions on local services or issues.*

Address: 5 Lydiard Street North, Ballarat, VIC, 3350

Phone: (03) 5338 8123 or 1300 131 743

Fax: (03) 5333 7710

Email: Catherine.KING.MP@aph.gov.au

### **Sharon Knight – Member for Wendouree**

*Sharon Knight (MP) represents the State Electorate of Wendouree. This electorate covers Wendouree and Ballarat Central. She is available to help with issues regarding State Government services and welcomes ideas on how the Victorian Government can provide better services to individuals and their families.*

Address: 17 Lydiard Street North, Ballarat, VIC, 3350

Phone: (03) 5331 1003

Fax: (03) 5331 5165

Email: sharon.knight@parliament.vic.gov.au

### **Joshua Morris – Member for Western Victoria**

*Joshua Morris (MP) is an Upper House State Government representative for the Western Victorian Electorate. The Western Victoria Electorate includes the lower house districts of, Bellarine, Buninyong, Geelong, Lara, Lowan, Melton, Polwarth, Ripon, South Barwon, South-West Coast and Wendouree.*

Address: 211 Dana Street South, Ballarat, VIC, 3350

Phone: (03) 5332 9443

Fax: (03) 5338 7033

### **Simon Ramsay – Member for Western Victoria**

*Simon Ramsay (MP) is an Upper House State Government representative for the Western Victorian Electorate. The Western Victoria Electorate includes the lower house districts of, Bellarine, Buninyong, Geelong, Lara, Lowan, Melton, Polwarth, Ripon, South Barwon, South-West Coast and Wendouree.*

Address: 69a Gheringhap Street, Geelong, VIC, 3220

Phone: (03) 5222 1941

Fax: (03) 5222 3237

### **Jaala Pulford – Member for Western Victoria**

*Jaala Pulford (MP) is an Upper House State Government representative for the Western Victorian Electorate. The Western Victoria Electorate includes the lower house districts of, Bellarine, Buninyong, Geelong, Lara, Lowan, Melton, Polwarth, Ripon, South Barwon, South-West Coast and Wendouree.*

Address: 15 Main Road, Ballarat, VIC, 3350

Phone: (03) 5332 2405

Fax: (03) 5333 3109

Email: jaala.pulford@parliament.vic.gov.au

### **James Purcell – Member for Western Victoria**

*James Purcell (MP) is an Upper House State Government representative for the Western Victorian Electorate. The Western Victoria Electorate includes the lower house districts of, Bellarine, Buninyong, Geelong, Lara, Lowan, Melton, Polwarth, Ripon, South Barwon, South-West Coast and Wendouree.*

Address: 2nd floor, 1 Yarra Street, Geelong, VIC, 3220

Phone: (03) 5222 1503

Fax: (03) 5221 8677

Email: James.Purcell@parliament.vic.gov.au



## Medicare

**See: Australian Government Department of Human Services, under Government Services, page 42.**

### Medicare Local Grampians

*Medicare Local Grampians is a not-for-profit member organisation which provides:*

- *Find a Practice – local general medical practices listed by town*
- *Need-a-GP Ballarat – GPs taking new patients in the Ballarat region*
- *After Hours Healthcare*
- *Mental Health Services*
- *Developmental Disability – support and contacts for families with children who have a developmental disability*
- *Pap Smear test providers*
- *Service Directory – find specialists and health providers*
- *Headspace Ballarat – mental health centre for young people*

Address: 105 Webster Street, Ballarat, VIC, 3350

Postal Address: PO Box 36W, Ballarat West, VIC, 3350

Phone: (03) 5331 6303

Fax: (03) 5331 5754

Email: ballarat@grampiansml.com.au

### Office of Housing (Vic)

*The Office of Housing provides public housing assistance and tenancy management services.*

Address: State Government Offices, Cnr Mair and Doveton Streets, Ballarat, VIC, 3350

Phone: (03) 5333 6530

Fax: (03) 5333 6094

Email: housing@dhs.vic.gov.au.

### Overseas Qualification Unit (OQU)

*The OQU provides those who have an overseas qualification with free, confidential and reliable information so that their personal and career goals can be achieved.*

Postal Address: GPO Box 4509, Melbourne, VIC, 3001

Phone: 1800 042 745

Email: oqu@LiveInVictoria.vic.gov.au (Migrants) or employersupport@LiveInVictoria.vic.gov.au (Employers)

### Australian Taxation Office

*The Australian Taxation Office is the Federal Government's main revenue collection agency. Its role is to manage and shape tax, excise and superannuation systems that fund services for all Australians. To visit a Australian Taxation Office in person, Victoria has three shop-fronts located in Melbourne, Geelong and Dandenong.*

Postal Address: GPO Box 9990, Melbourne, VIC, 3000

Phone: 13 28 61

### VicRoads

*VicRoads plans, develops and manages Victoria's major road networks and provides registration and licencing services.*

Address: 88 Learmonth Street, Ballarat, VIC, 3355

Postal Address: PO Box 580, Ballarat, VIC, 3350

Phone: 13 11 71



**Victorian Consumer Affairs & Business Centre**

*Consumer Affairs Victoria is a business unit of the Department of Justice & Regulation, within the Victorian Government. It is Victoria's consumer affairs regulator with a purpose to help Victorians be responsible and informed businesses and consumers.*

Address: 113 Exhibition Street, Melbourne, VIC, 3000

Phone: 1300 55 81 81

Website: [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)

Email: via website

**Victorian Department of Human Services (Concessions Unit Infoline)**

*The Department of Human Services offers concessions to those who are experiencing difficulty paying Council rates, water, gas and electricity bills.*

Address: State Government Offices, Cnr Mair and Doveton Streets, Ballarat, VIC, 3350

Phone: (03) 5333 6530 or 1300 650 172



## HEALTH SERVICES

### **Ballarat Community Health (BCH)**

*The Ballarat Community Health Centre provides the community with quality and affordable health care and promotes health and wellbeing. Health and wellbeing services include:*

- Refugee Health Nurse
- Humanitarian Settlement Services (HSS)
- Settlement Grants Program (SGP)
- GP Clinics
- Immigrant Paediatric and Vitamin D Clinic
- Sexual Health Clinic
- Podiatry
- Diabetes Education and Services
- Diabetics
- General Counselling
- Self Help Groups and Support Groups
- Youth Support Services
- Health Promotion

#### **Administration for all sites**

Phone: (03) 5338 4500

Fax: (03) 5331 5470

Email: [info@bchc.org.au](mailto:info@bchc.org.au)

#### **Centres are located at:**

##### **Lucas**

Address: 12 Lilburne Street, Lucas, VIC, 3352

##### **Wendouree**

Address: 10 Learmonth Road, Wendouree, VIC, 3355

##### **Sebastopol**

Address: 260 Vickers Street, Sebastopol, VIC, 3350

### **Ballarat Health Services - Psychiatric Services and Ballarat Mental Health Services**

*Ballarat Health Services' Psychiatric Services provides treatment access to the client, their families and their carers to ensure people experiencing a mental illness have the greatest opportunity to recover.*

Address: Sturt Street, Ballarat, VIC, 3350

Phone: (03) 5320 3030 or 24-Hour Helpline: 1300 661 323

Fax: (03) 5320 4028

Website: [www.bhs.org.au](http://www.bhs.org.au)

Email: via website

### **Ballarat Health Services: Public Hospital (BHS)**

Address: Drummond Street North, Ballarat Central, VIC, 3350

Phone: (03) 5320 4000

Website: [www.bhs.org.au](http://www.bhs.org.au)

Email: via website



### Child & Adolescent Mental Health Services

*Child and Adolescent Mental Health Services provide specialist care to people aged up to 18 years who have a serious emotional disturbance. This service is provided by Ballarat Health Services (BHS).*

Address: 111 Ascot Street, Ballarat, VIC, 3350

24-Hour Helpline: 1300 661 323

Phone: (03) 5320 3030

Fax: (03) 5320 3062

Website: [www.bhs.org.au](http://www.bhs.org.au)

Email: via website

### Centacare Mental Health Services

*Centacare offers a variety of mental health services that include: home-based outreach support, mother support programs, intensive home-based outreach support programs, respite services and residential rehabilitation for young adults.*

Address: 4-6 Peel Street, Ballarat, VIC, 3350

Phone: (03) 5337 8999

Fax: (03) 5332 4465

Email: [centacare@centacareballarat.org.au](mailto:centacare@centacareballarat.org.au)

### GP helpline

*The After Hours GP helpline is a telephone service offering medical advice outside of normal business hours. Staffed by registered GPs and Nurses.*

Phone: 1800 022 222

### Headspace Ballarat

*Headspace is the National Youth Mental Health Foundation helping young people of all backgrounds who are going through a difficult time. Able to assist people aged 12 to 25 years experiencing a very broad range of issues relating to their general, mental and sexual health. Also provides services or links to counselling, education and employment services, and drug and alcohol services.*

Address: 28 Camp Street, Ballarat, VIC, 3350

Phone: (03) 5304 4777

Email: [info@headspaceballarat.org.au](mailto:info@headspaceballarat.org.au)

### Mind

*Mind aims to support individuals in their personal recovery from a mental illness.*

Address: 714 Sturt Street, Ballarat Central, VIC, 3000

Phone: (03) 5331 2633

Fax: (03) 5331 3899

Email: [info@mindaustralia.org.au](mailto:info@mindaustralia.org.au)

### Nurse-On-Call

*Nurse-On-Call is a phone service that provides immediate, expert health advice from a registered nurse, 24 hours a day, 7 days a week.*

Phone: 1300 60 60 24

### Reconnexion

*Reconnexion helps people challenged by anxiety, stress, depression and benzodiazepine dependency and similar conditions. Services include: counselling, phone support and information, community information and health practitioner education.*

Address: 1939 Malvern Road, Malvern East, VIC, 3145

Phone: 1300 273 266 or (03) 9809 8200

Fax: (03) 9886 0650

Email: [info@reconnexion.org.au](mailto:info@reconnexion.org.au)



### Salvation Army Community Support Services

*The Salvation Army provides support services to strengthen and help families who are struggling to cope. Services include: family support and related counselling services, women's refuges and family violence services, adolescent and children services, marriage and family education support, crisis responses and long term support.*

Address: 102 Eureka Street, Ballarat East, VIC, 3350

Phone: (03) 5337 0600

### Sexual Health Clinic - Ballarat Community Health Clinic

*The Sexual Health Clinic provides information on all aspects of an individual's health and is staffed by General Practitioners and Registered Nurses. This service is available to men and women of all ages and treatment is confidential.*

Address: 12 Lilburne Street, Lucas, VIC, 3352

Phone: (03) 5338 4500

Email: info@bchc.org.au

### St John of God Hospital Ballarat

Address: 101 Drummond Street North, Ballarat, VIC, 3350

Phone: (03) 5320 2111

Fax: (03) 5333 1682

Email: info.ballarat@sjog.org.au

### Wellbeing Wendouree Community Inc.

*The Wellbeing Wendouree Community Inc. aims to provide socially inclusive activities regardless of an individual's financial situation. Services include: community gym and physical activity classes, social groups, women's body image group, breakfast club and a boxing program.*

Address: Wendouree West Community Learning Hub, Wendouree, VIC, 3355

Phone: (03) 5339 4056

Fax: (03) 5339 4419

Email: admin@wellbeingwendouree.com.au

### Women's Health Grampians

*Women's Health Grampians provides women's health and wellbeing leadership, advice and support to policy makers and service providers.*

Address: 2 Drummond Street South, Ballarat, VIC, 3350

Postal Address: PO Box 414W Ballarat West, VIC, 3350

Phone: 5322 4100 or free call: 1800 013 432

Website: [www.whg.org.au](http://www.whg.org.au)

Email: via website





## MATERNAL AND CHILD HEALTH (MCH)

### 24-Hour Maternal Child and Health Line

*The Maternal and Child Health Line is available 24 hours a day for the cost of a local call throughout Victoria. Interpreter services are available.*

Phone: 13 22 29

### Maternal and Child Health

*Maternal and Child Health supports the health and well-being of children aged 0 to 6 years and their families. Services include: Maternal and Child Health services such as development tracking and immunisation, parenting advice and support, young parents' service, Indigenous service, and a children's playgroup and occasional education sessions.*

#### **Girrabanya Centre**

Address: 11B Steinfeld Street North, Ballarat Central, VIC, 3350

Phone: (03) 5320 5155

Fax: (03) 5320 5833

#### **Buninyong**

Address: 208 Learmonth Street, Buninyong, VIC, 3357

Phone: (03) 5320 5155

#### **Wendouree Coinda Centre**

Address: 10 Learmonth Road, Wendouree, VIC, 3355

Phone: (03) 5320 5155

#### **Sebastopol**

Address: 181-185 Albert Street, Sebastopol, VIC, 3356

Phone: (03) 5320 5155



## INDIGENOUS SERVICES

### **Ballarat & District Aboriginal Cooperative (BADAC)**

*BADAC is the Aboriginal Community-Controlled Organisation (ACCO) for the Ballarat and district areas.*

*Programs include: active lifestyle, administration, cultural connections, health, housing, Koori children support, Men's Shed, Women's Group, Koori Family Services and Vocation.*

Address: 5 Market Street, Ballarat Central, VIC, 3350

Postal Address: PO Box 643, Ballarat, VIC 3353.

Phone: (03) 5331 5344

Fax: (03) 5333 1637

Email: [reception@badac.net.au](mailto:reception@badac.net.au)

### **Koorie Engagement Action Group (KEAG)**

*The City of Ballarat's KEAG was established to continue the previous work of the Unfinished Business Advisory Committee. The group's aim is to enhance the opportunities for Aboriginal and Torres Strait Islander residents of Ballarat to contribute, participate and benefit from Ballarat's community life.*

Phone: (03) 5320 5500

Email: [ballcity@ballarat.vic.gov.au](mailto:ballcity@ballarat.vic.gov.au)

### **Koorie Engagement Support Officer (KESO)**

*Koorie children and their families are provided with appropriate services and support.*

Address: 109 Armstrong Street North, Ballarat, VIC, 3350

Phone: (03) 5337 8444

Fax: (03) 5333 2135

Email: [swvr@edumail.vic.gov.au](mailto:swvr@edumail.vic.gov.au)

### **Koori Hub**

*Located in the former Kirrit Barreet Centre, the Koori Hub is the centre for the following services and programs: Victorian Aboriginal Community Services Association Ltd (VACSAL), Victorian Aboriginal Legal Service (VALS), Victorian Aboriginal Child Care Agency (VACCA), Lakidjeka Program, Victorian Aboriginal Education Association Inc. (VAEAI), Aboriginal housing, and Youth Services.*

Address: 403 Main Road, Ballarat, VIC, 3350

Phone: (03) 4308 0781

### **Registered Aboriginal Party (RAP)**

*The Wathaurung Aboriginal Corporation, a Registered Aboriginal Party since 21 May 2009, represents the Indigenous people of Geelong and Ballarat and ensures the Aboriginal culture is maintained in these places.*

*The organisation trades as Wadawurrung.*

Address: 99 Mair Street, Ballarat, VIC, 3350

Phone: (03) 4308 0420



## LANGUAGE AND TRANSLATION SERVICES

### All Graduates Interpreting and Translating

*All Graduates provides translation and interpreting services recognised by the Australian National Accreditation Authority to government, community and corporations in Australia.*

Address: Level 8, Suite 802, 343 Little Collins Street, Melbourne, VIC, 3000

Phone: (03) 9605 3000

Translation Desk Phone: (03) 9605 3071

Fax: (03) 9600 0048

Email: [admin@allgraduates.com.au](mailto:admin@allgraduates.com.au)

### AMES Education

*AMES provides English support for immigrants and refugees, asylum seekers in Ballarat and the Central Highlands Region. Free English classes for eligible clients available via AMEP.*

Address: Federation University - SMB Campus, Lydiard Street South Ballarat, VIC, 3350

Phone: 13 26 37 or (03) 5327 8000

Email: [info@federation.edu.au](mailto:info@federation.edu.au)

Website: [www.ames.net.au](http://www.ames.net.au)

### National Accreditation Authority for Translators and Interpreters (NAATI)

*NAATI provides training and issues accreditations which meet the national standards for practitioners who wish to work as a translator or interpreter.*

Address: Suite 14, Level 1 Lonsdale Court, 600 Lonsdale Street, Melbourne, VIC, 3000

Phone: 1300 557 470 or (03) 9642 3301

Fax: (03) 9642 3303

Email: [infovic@naati.com.au](mailto:infovic@naati.com.au)

### ONCALL Interpreters and Translators Agency Pty Ltd

*ONCALL provides on-site and phone translating services, video conference interpreting, translations and multi-lingual desktop publishing, cultural awareness training, diversity and working with interpreters. ONCALL is available 24 hours a day, 7 days a week.*

Address: Level 2, 150 Albert Road, South Melbourne, VIC, 3205

Phone: (03) 9867 3788

Fax: (03) 8807 2300

Website: [www.oncallinterpreters.com](http://www.oncallinterpreters.com)

Email: via website

### Translating and Interpreting Service (TIS)

*TIS is a national translation service provided by the Department of Immigration and Border Protection. It is available 24 hours a day, 7 days a week for people who do not speak fluent English and for English speakers who wish to communicate with non-English speakers. Translation services are provided over the phone and on-site.*

Phone: 131 450

Website: [www.tisnational.gov.au](http://www.tisnational.gov.au)

Email: [tispromo@immi.gov.au](mailto:tispromo@immi.gov.au)

### VITS Language Link

*VITS provides cost effective and efficient language services.*

Address: Level 7, 620 Bourke Street, Melbourne, VIC, 3000

Phone: (03) 9280 1941

Fax: (03) 9280 1970

Website: [www.vits.com.au](http://www.vits.com.au)

Email: via website







## LEGAL ADVICE

### Central Highlands Community Legal Centre

*Central Highlands Community Legal Centre is a not-for-profit organisation that provides free, reliable and accessible legal advice, information and community legal education for those who live, work or study in the Central Highlands Region.*

Address: 15 Dawson Street North, Ballarat, VIC, 3305

Phone: (03) 5331 5999 or free call: 1800 466 488

Fax: (03) 5331 8239

Email: info@chclc.org.au

### Dispute Settlement Centre of Victoria

*The Dispute Settlement Centre is government-funded and provides free dispute resolution services. DSCV can help resolve: common neighbourhood disputes, disputes about anti-social behaviour, workplace disputes, and disputes within committee, clubs or incorporated associations.*

Address: Ballarat Justice Service Centre, 206 Mair Street, Ballarat, VIC, 3350

Phone: (03) 4301 7000

Fax: (03) 4301 7017

### Victoria Legal Aid

*Victoria Legal Aid provides free legal information and education to all Victorians in the following areas: access and equity, civil justice, family law, criminal law, chambers, managing the quality of legal services, and research and analysis. Focus is placed on prevention and early resolution of legal issues.*

Address: Area A, Level 1, 75 Victoria Street, Ballarat, VIC, 3350

Phone: (03) 5329 6222 or free call: 1800 081 719

Email: ballarat@vla.voc.gov.au

### Wyndham Legal Service

*Wyndham Legal Service provides:*

- *Legal advice for debt, fines, motor vehicle accidents, divorce and separation, family violence, disputes with banks, neighbourhood disputes, consumer issues and problems with essential services including gas and electricity providers*
- *Community legal education*
- *Duty lawyer services at Werribee Magistrate's court for family violence and infringement matters*

Address: 10/2-14 Station Pl, Werribee, VIC, 3030

Phone: (03) 9741 0198

Email: admin@wyndhamls.org.au



## LIBRARIES

### Central Highlands Libraries

*Central Highlands Libraries consists of 14 static and outreach libraries. The service covers 20,000 square kilometers and a population of approximately 182,000 people.*

*Branch libraries are located at Ararat, Avoca, Bacchus Marsh, Ballan, Ballarat, Beaufort, Clunes, Creswick, Daylesford, Hamilton, Maryborough, Sebastopol, Trentham and Wendouree.*

### Ballarat Library

Address: 178 Doveton Street North, Ballarat Central, VIC, 3350

Phone: (03) 5338 6850

Email: [library@centralhighlandslibraries.org.au](mailto:library@centralhighlandslibraries.org.au)

### Multicultural Information Place

The Multicultural Information Place (MIP) desk is located at the Central Ballarat Library. Information is available regarding various services to assist new and existing migrants. Ask the friendly volunteers questions that relate to settlement such as employment, housing, education, significant places to visit, and learn about the region.

Address: Ballarat Library, 178 Doveton Street North, Ballarat, VIC, 3350

Volunteers available: 10am to 4pm, Monday to Friday

### Sebastopol Public Library

Address: 181 Albert Street, Sebastopol, VIC, 3350

Phone: (03) 5335 7985

Email: [library@centralhighlandslibraries.org.au](mailto:library@centralhighlandslibraries.org.au)

### Wendouree Library

Address: Stockland Shopping Centre, 330 Gillies Street North, Wendouree, VIC, 3355

Phone: (03) 5339 3505

Email: [library@centralhighlandslibraries.org.au](mailto:library@centralhighlandslibraries.org.au)

### Ballarat Health Services Library

*The Ballarat Health Services Library provides a fully integrated, high quality, multi-site clinical information service to all staff and delivers information as required by students and health professionals.*

Address: Base Hospital Second Floor, Medical Services Building, 1 Drummond Street North, Ballarat Central, VIC, 3350

Phone: (03) 5320 4455

Fax: (03) 5320 4833

Email: [gemmas@bhs.org.au](mailto:gemmas@bhs.org.au)

### Ballarat Mechanics Institute Library

*The Ballarat Mechanics Institute Library is a subscription library for members and the public, with low annual rates and a generous book loan period.*

Address: 117 Sturt Street, Ballarat, VIC, 3350

Phone: (03) 53 313042

Email: [bmilibrary@ncable.net.au](mailto:bmilibrary@ncable.net.au)



**Ballarat Toy Library**

*The Ballarat Toy Library loans a wide range of quality toys, equipment, puzzles and games to families with a membership.*

Address: 507 Humffray Street South, Ballarat, VIC, 3350

Postal Address: PO Box 180W, Ballarat, VIC, 3350

Phone: 0439 002 769

Email: [info@ballarattoylibrary.com.au](mailto:info@ballarattoylibrary.com.au)

**Federation University – Australia**

*The Federation University Libraries aim to provide a range of high quality scholarly information, resources and services for the Federation University community.*

**Mount Helen**

Address: E J Barker Library (Building L), Mount Helen Campus, University Drive, Mount Helen, VIC, 3350

Phone: (03) 5327 9594 or 1300 552 567

Email: [libinfo@ballarat.edu.au](mailto:libinfo@ballarat.edu.au)

**SMB**

Address: E J T Tippett Building (Library), SMB Campus, Lydiard Street South, Ballarat, VIC, 3350

Phone: (03) 5327 8484 or 1300 552 567

Email: [libinfo@ballarat.edu.au](mailto:libinfo@ballarat.edu.au)





## CULTURAL ASSOCIATIONS

### Asian-Australian Association of Victoria (AAA)

*AAA strengthens the relationship between Asians and the broader Australian community through information sharing, providing support for international students, promotion of Asian language skills and offering support for new settlers from Asia.*

Postal Address: PO Box 13235, LAW COURTS PO, VIC, 8010

Phone: 0437 516 594

Email: [info@aaavic.asn.au](mailto:info@aaavic.asn.au)

### Australian-East Timor Friendship Association (AETFA)

*The AETFA promotes the human rights and ongoing self-determination of the East Timorese people. It assists the Timorese to rebuild their lives and country and creates public awareness in Australia on the history, culture and contemporary situations in East Timor.*

Postal Address: PO Box 240, Goodwood, SA, 5034

Phone: (08) 8295 6481 or (08) 8344 3511

Email: [William.Fisher@postgrads.unisa.edu.au](mailto:William.Fisher@postgrads.unisa.edu.au)

### Australian-Iranian Society of Victoria (AISoV)

*AISoV is a non-profit, non-political and non-religious organisation which aims to: promote Persian culture; provide welfare, social services, and support to the Iranian community; to enhance the employability of the Iranian community; to promote social, recreational and sporting activities; to liaise with the government and non-government agencies to enhance their understanding of community needs.*

Address: 79 Mahoneys Road, Forest Hill, VIC, 3131

Phone: (03) 9894 2644

Fax: (03) 9894 4686

Email: [info@iranian-vic.org.au](mailto:info@iranian-vic.org.au)

### Ballarat African Association

*Members are Africans from any African country. The aim is to strengthen membership participation in the positive development of the Ballarat community and to identify as "one people" in spite of cultural diversity.*

Postal address: PO Box 9, Ballarat, VIC, 3353

Website: [ballaratafricanassociation.org](http://ballaratafricanassociation.org)

### Ballarat Ainaro Community Development Organisation (BACDO)

*BACDO works to support and inform the work of Ballarat Friends of Ainaro Community Committee (BFACC), in partnership with the Administration of the District of Ainaro, to develop the awareness of possibilities and also the capacity of the people of Ainaro so that they can generate ideas and initiatives for projects that will benefit their own community.*

Chairperson: Kim Patterson – [Pattersonk@phsc.vic.edu.au](mailto:Pattersonk@phsc.vic.edu.au)

### Ballarat & District Aboriginal Co-operative (BADAC)

*BADAC focuses on prevention and early intervention. Service programs include: active lifestyle, administration, cultural connections, health, housing, Koori children support, Koori family services and vocation.*

Address: 5 Market Street, Ballarat, VIC, 3350

Postal Address: PO Box 643, Ballarat, VIC, 3353

Phone: (03) 5331 5344

Fax: (03) 5333 1637

Email: [Reception@badac.net.au](mailto:Reception@badac.net.au)



### **Ballarat East Timor Association**

Address: 508 Peel Street North, Black Hill, VIC, 3350

Phone: 0419 368 199

Email 1: david@macphail.net.au

Email 2: shawidea@cbl.com.au

### **Ballarat Indian Association Inc. (BIA)**

*The Ballarat Indian Association aims to actively promote the Indian culture within the Indian community. It also actively strives to promote and develop goodwill, understanding and harmony within the wider Ballarat community.*

Address: C/O Unit 2/1173, Geelong Road, Mount Clear, VIC, 3350

Phone: 0418 315 773

Email: tbiainc@gmail.com

### **Ballarat Interfaith Network (BIN)**

*The Ballarat Interfaith Network aims to build bridges of understanding and respect between people of all faiths and those of no faith. The Network runs annual forums, projects and visits to places of worship of different religions. All people interested in furthering interfaith harmony are welcome to attend meetings, every fourth Wednesday of each month at the Eastwood Leisure Centre at 7pm.*

Phone: (03) 5342 0286 or 0421 001 363 or 0418 383 802

### **Ballarat Italian Association**

*A multicultural social club for people with Italian ancestry and for people keen to embrace Italian culture and language. Italian Conversation Group meets Tuesdays, 3:15 to 5pm, and is open to the community.*

Postal address: PO Box 167, Ballarat, VIC, 3353

Phone and Email: Cesare Dichiera (President) - 0400 990 542, cedichiera@bigpond.com

Adrian Morisi (Vice-President) - 0419 891 752, asmorisi@gmail.com

### **Ballarat Polish Seniors Club**

Address: 405 Rubicon Street, Sebastopol, VIC, 3356

Phone: Roman Skrypko - (03) 5335 7276

### **Ballarat Regional Multicultural Council (BRMC)**

*The BRMC provides support, advocacy and advisory services for both established and newly arrived migrants. This organisation enables individuals from all backgrounds to come together and celebrate cultural diversity and multiculturalism.*

Address: 102 English Street, Golden Point, Ballarat, VIC, 3350

Phone: (03) 5332 5941

Fax: (03) 5332 5944

Email: admin@brmc.org.au

### **Ballarat Sri Lankan Association**

Address: Unit 1/204, Leith Street, Redan

Phone: (03) 5300 2375

Email: s.jayasekera@ballarat.edu.au

### **Ballarat Sudanese Association**

Address: 207 Callow Street, Ballarat East, VIC, 3350

Phone: Koang Pan Jock - 0413 896 550



**Central Highlands Asian-Australian Association of Victoria Inc. (CHAAAVI)**

*Promoting harmony, understanding and goodwill among the diverse cultural groups in the Central Highlands region.*

Postal Address: PO Box 1342, Bakery Hill, Ballarat, VIC, 3354

Phone: 0400 714 497

Email: Vivian Bradbury - bradvb@ncable.net.au

**Centre for Multicultural Youth - (CMY)**

*CMY is a Victorian not-for-profit organisation supporting young people from migrant and refugee backgrounds to build better lives in Australia.*

Address: C/O Federation University - SMB Campus, 12/107 Lydiard Street South, Ballarat, VIC, 3350

Phone: (03) 5317 7172

Email: ballarat@cmy.net.au

**China Community Committee (CCC) Ballarat**

*The CCC Ballarat meets at the Ballarat Town Hall on the third Monday of the month at 4:30pm.*

Address: 3 Parker Street, Ballarat, VIC, 3350

Phone: Jim Quinn - (03) 5331 5847

Website: [www.ballaratchinese.global2.vic.edu.au](http://www.ballaratchinese.global2.vic.edu.au)

**Chinese Australian Cultural Society of Ballarat Inc (CACSB)**

*The Chinese Australian Cultural Society of Ballarat promotes friendship, cultural exchange and understanding; educates individuals on the history and cultural practices of China; provides support and opportunity for those of Chinese and other ethnic backgrounds; plus participates in activities within the wider community.*

Postal Address: PO Box 2038, Ballarat, VIC, 3354

Phone: 0421 608783

Email: [info@chineseballarat.org.au](mailto:info@chineseballarat.org.au)

Website: [www.chineseballarat.org.au](http://www.chineseballarat.org.au)

**Chinese Community Association Inc. (CCA) (Ballarat)**

*The Chinese Community Association in Ballarat was established to retain the Chinese culture whilst also aiming to create a broader understanding of it throughout the community.*

Postal Address: PO Box 381W, Ballarat West, VIC, 3350

Phone: Shirley Doon - (03) 5333 3041

**Circolo Pensionati Italiani de Ballarat**

*Circolo Pensionati Italiani provides support, companionship and recreation for the aged Italian community and those from other nationalities who live in Ballarat.*

Address: 7 Conniston Street, Wendouree, VIC, 3355

Phone: Ugo Lolacono - (03) 5339 2811

Email: [loincono@optusnet.com.au](mailto:loincono@optusnet.com.au)

**(The) Cornish Association of Victoria Inc. (Ballarat)**

Address: 906 Ligar Street, Ballarat, VIC, 3350

Phone: Lenice Stuchberay - (03) 5332 2580

Email: [jolestuch@bigpond.com](mailto:jolestuch@bigpond.com)



### **Croatian Association (Australian)**

*The Australian Croatian Association provides hospitality, sporting venues, library and a place for Croatian people to preserve their own culture and converse in their own language.*

Postal Address: PO Box 531, Ballarat, VIC, 3353

Phone: (03) 5332 7051 or 0418 508 944

### **Dutch Karnival Club Ballarat**

*The Dutch Karnival Club is a group for Dutch people from the Netherlands, who participate in fundraising and social activities.*

Postal Address: 309 Sago Hill Road, Haddon, VIC, 3351

Phone: Hank Schroeder (President) - (03) 5342 4483 or Keith Naus - 5334 1761

### **Filipino Australian Association of Ballarat Inc.**

Postal Address: PO Box 72, Ballarat, VIC, 3350

Phone: Sherley Hart- (03) 5337 6962 or (03) 5338 1266 or 0468 559 563

### **German-Austrian Association**

Address: 334 Joseph Street, Ballarat, VIC, 3350

Phone: Ronald Males - (03) 5332 4284

Email: ronaldmales@bigpond.com

### **Hellenic Orthodox Community of Ballarat (Greek Association)**

Postal Address: 116 Humffray Street North, Ballarat East, VIC, 3350

Phone: 03 5331 6831 or 0438 671 809

### **H.O.L.A - Latin Community of Ballarat (Latin Association) Inc.**

*The Latin Association promotes Latin values and traditions in Ballarat and is open to Australian Latin-culture lovers.*

Phone: Meire de Mello (President) - 0457 321 979

Email: hola.latins@gmail.com

### **Intercultural Women's Network Ballarat Inc. (IWNB)**

*IWNB offers women new to Ballarat and from different cultural backgrounds the opportunity to make new friends. Activities include cooking diverse meals, arts and craft activities, song (choir) and dance.*

Address: Eureka Hall, Stawell Street, Ballarat East, VIC, 3350

Email: iwnballarat@gmail.com

### **International Students Support (ISS) – Federation University**

*The International Student Support (ISS) office provides assistance to students who may experience difficulty adjusting to life at university and in Victoria. The support staff provides guidance and support through a number of programs and support options, including a peer support program, social activities and information sharing opportunities, individual assistance and a student committee.*

Address: Vice-Chancellor's Office, University Drive, Mount Helen, VIC, 3350

Phone: (03) 5327 9018

Fax: (03) 5327 9017

Email: international@ballarat.edu.au

### **Iranian Association of Ballarat**

*Celebrating and facilitating various Persian events and activities throughout the year including Persian New Year.*

Address: 137 Canadian Lake Boulevard, Canadian, VIC, 3350

Phone: Samii Biargemand - 0448 124357

Email: a\_s\_civil80@yahoo.com



**Islamic Society of Ballarat Inc.**

*The Islamic Society aims to provide amenities to local Muslims to facilitate the Muslim way of life. The society has been registered as an Incorporated Association and functions according to its Constitution.*

Address: 1322 Geelong Road, Mount Clear, VIC, 3350

Phone: 0403 027 986

Email: info@islamicsocietyballarat.org

**L'Alliance Francaise De Ballarat Et District Inc.**

*L'Alliance Francaise De Ballarat Et District Inc. is a French cultural organisation that has world-wide links and conducts various activities in Ballarat.*

Postal Address: PO Box 729, Ballarat, VIC, 3353

Phone: (03) 5330 1465

**Migrant Women's Support Group**

*The Migrant Women's Support Group meets every Tuesday at 11am.*

Address: Eureka Hall, 119 Stawell Street, Ballarat, VIC, 3350

Phone: Elham Jamali - (03) 5342 0286 or (03) 5309 2467

**Scottish Country Dance Group (Ballarat)**

Address: 211 Mill Street, Ballarat Central, VIC, 3350

Phone: (03) 5332 1328

Email: hreavey@bigpond.com

**Togolese Association of Ballarat**

Conducts annual events and celebrations to share their cuisine and culture with the wider Ballarat Community.

Address: 3 Jade Close, Delacombe, VIC, 3350

Phone: Komi Dzagba - 0431 070 697 or 5340 0418

**For more information on various Cultural Associations active in Ballarat, visit [www.brmc.org.au](http://www.brmc.org.au)**

## PLACES OF WORSHIP

**Ballarat Central Uniting Church**

Address: 103 Lydiard Street South, Ballarat, VIC, 3350

Phone: (03) 5333 1361

Email: bcuc.org.au

**Ballarat North Baptist Church**

Address: 316 Walker Street, Ballarat North, VIC, 3350

Phone: (03) 5333 1958

Email: pastor@ballaratnorthbaptist.org.au

**Ballarat (Islamic) Mosque**

Address: 116 Elsworth Street, Ballarat, VIC, 3355

**Ballarat South Uniting Church**

Address: Albert Street, Ballarat, VIC, 3350

Phone: (03) 5341 3515

Email: ballaratsouthuca@gmail.com



**Ballarat Synagogue**

Address: Cnr Princes and Barkly Streets, Ballarat, VIC, 3355  
 Phone: (03) 5332 1271

**Breakthrough Worship Centre Inc.**

Address: 34 Caravan Street, Wendouree, VIC, 3355  
 Phone: (03) 5339 6488  
 Fax: (03) 5339 6599

**Buninyong Anglican Church**

Address: 706 Warrenheip Street, Buninyong, VIC, 3357  
 Phone: (03) 5341 3281

**Buninyong Uniting Church**

Address: Learmonth Street, Buninyong, VIC, 3357  
 Phone: (03) 5341 3515  
 Email: ballaratsouthuca@gmail.com

**Carmel Welsh Presbyterian Church**

Address: 261 Albert Street, Sebastopol, VIC, 3356  
 Phone: (03) 53358252

**Christ Church Anglican Cathedral**

Address: 49 Lydiard Street South, Ballarat, VIC, 3350  
 Phone: (03) 5331 1183

**Church of Christ:*****Central***

Address: 37-39 Peel Street South, Ballarat, VIC, 3350  
 Phone: (03) 5333 4396 or 0448 842 307  
 Email: balcentcc@aapt.net.au

***One2One***

Address: 121 Gillies Street South, Ballarat, VIC, 3350  
 Phone: (03) 5334 1882

***Mt Clear***

Address: 1185 Geelong Road, Ballarat, VIC, 3350  
 Phone: (03) 5330 1637

***York St***

Address: 410 York Street, Ballarat, VIC, 3350  
 Phone: (03) 5331 1079

**Church of Jesus Christ of Latter Day Saints**

Address: 1 Grammar Street, Wendouree, VIC, 3355  
 Phone: (03) 5338 2294

**Greek Orthodox Church of St. Nicolas**

Address: 116 Humffray Street North, Ballarat East, VIC, 3350  
 Phone: 0438 671 809



**Jikishoan Zen Buddhist**

Phone: (03) 5333 2063

**Sebastopol Anglican Church**

Address: 227 Albert Street, Sebastopol, VIC, 3350

Phone: (03) 5331 1183

**Soul Food**

*Soul Food features live music, audio-visual pieces and readings from faiths and philosophers, authors, leaders and indigenous cultures, from all over the world. The purpose of Soul Food is to inspire us to transform our lives, our neighbourhoods and communities, with actions that promote the unity and betterment of society.*

Soul Food is presented by the Baha'is of Ballarat and is held 10:30 to 11:30am, every second Sunday at the Art Gallery of Ballarat, Lydiard Street North, Ballarat, VIC, 3350.

Phone: 0423 242 972

**St Aloysius Catholic Church**

*St Aloysius conducts a Polish Church Service monthly as well as regular Catholic Services and activities.*

Address: 506 Heith Street, Redan, VIC, 3350

Phone: (03) 5335 9460

Fax: (03) 5336 2996

Email: [redan@ballarat.catholic.org.au](mailto:redan@ballarat.catholic.org.au)

**St Andrew's Uniting Church**

Address: 502 Sturt Street, Ballarat, VIC, 3350

Phone: (03) 5333 1361

**St James Catholic Church**

Address: Cnr Albert and Vale Streets, Sebastopol, VIC, 3356

Phone: (03) 5336 1353

Email: [sebastopol@ballarat.catholic.org.au](mailto:sebastopol@ballarat.catholic.org.au)

**St John's Anglican Church**

Address: 606 Armstrong Street North, Soldiers Hill, VIC, 3350

Phone: (03) 5332 4723

**St John's Lutheran Church Ballarat**

Address: 204A Doveton Street, Sebastopol, VIC, 3356

Phone: (03) 5336 2088

Email: [stjohns.ballarat.vic@lca.org.au](mailto:stjohns.ballarat.vic@lca.org.au)

**St Matthew's Anglican Church**

Address: 204 Forest Street, Wendouree, VIC, 3355

Phone: (03) 5339 1657

**St Paul's Anglican Church – Bakery Hill**

Address: 5 Humffray Street South, Ballarat, VIC, 3350

Phone: (03) 5332 6479

Email: [stpaulsballarat@hotmail.com](mailto:stpaulsballarat@hotmail.com)



**St Peter's Anglican Church**

Address: 1307 Sturt Street, Ballarat Central, VIC, 3350  
 Phone: (03) 5332 3929  
 Email: frger@ncable.net.au

**St Patrick's Cathedral**

Address: 5 Lyons Street, Ballarat Central, VIC, 3350  
 Phone: (03) 5331 2933  
 Fax: (03) 5332 3229  
 Email: ballarat@ballarat.catholic.org.au

## REAL ESTATE AGENTS

The following businesses buy, sell, rent and lease properties in the Ballarat area.

**Ballarat Property Group**

Address: 602 Sturt Street, Ballarat Central, VIC, 3350  
 Phone: (03) 5330 0500  
 Fax: (03) 5330 0501  
 Email: info@ballaratpropertgroup.com.au

**Ballarat Real Estate**

Address: 402 Sturt Street, Ballarat Central, VIC, 3350  
 Phone: (03) 5331 2233  
 Fax: (03) 5331 7317  
 Email: bre@ballaratrealstate.com.au

**Barry Plant Real Estate**

Address: 409 Sturt Street, Ballarat Central, VIC, 3350  
 Phone: (03) 5320 9300 or (03) 5320 9333  
 Email: ballarat@barryplant.com.au

**Bartrop Real Estate**

Address: 50-54 Lydiard Street South, Ballarat Central, VIC, 3350  
 Phone: (03) 5331 1011  
 Fax: (03) 5333 3098  
 Email: realstate@bartrop.com.au

**Biggin & Scott**

Address: 1006 Sturt Street, Ballarat, VIC, 3350  
 Phone: (03) 5331 3911

**Blue Ribbon Ballarat**

Address: 25 Doveton Street North, Ballarat, VIC, 3350  
 Phone: (03) 5332 7477  
 Fax: (03) 5338 8765  
 Email: sales@blueribbonballarat.com.au

**Caine Real Estate**

Address: 721 Sturt Street, Ballarat, VIC, 3350  
 Phone: (03) 5320 6000  
 Fax: (03) 5320 6060  
 Email: sales.enquiry@cainere.com.au





**Crawford Dowling Pty Ltd**

Address: 1125 Latrobe Street, Ballarat, VIC, 3350  
Phone: (03) 5335 8604  
Fax: (03) 5335 6205  
Email: info@CrawfordDowling.com.au

**Doepel Lilley & Taylor**

Address: 44 Armstrong Street South, Ballarat Central, VIC, 3350  
Phone: (03) 5331 2000  
Fax: (03) 5331 9732  
Email: realestate@doepels.com.au

**Elders**

Address: Cnr Carngham Road and Learmonth Street, Ballarat, VIC, 3350  
Phone: (03) 5337 9999  
Fax: (03) 5337 9900

**First National First Real Estate**

Address: 737 Sturt Street, Ballarat Central, VIC, 3350  
Phone: (03) 5333 2833  
Fax: (03) 5333 3201  
Email: mail@firstnationalballarat.com.au

**Geoff Sewell Real Estate**

Address: 11 Lydiard Street South, Ballarat Central, VIC, 3350  
Phone: (03) 5332 1950  
Fax: (03) 5332 1166

**Gull & Company**

Address: 632 Sturt Street, Ballarat Central, VIC, 3350  
Phone: (03) 5331 2222  
Fax: (03) 5332 1204  
Email: info@gullco.com.au

**Harcourts Ballarat Real Estate**

Address: 56 Lydiard Street South, Ballarat Central, VIC, 3350  
Phone: (03) 5333 1144  
Fax: (03) 5331 3055

**Hayden Real Estate**

Address: 436 Sturt Street, Ballarat, VIC, 3350  
Phone: 1800 012 444 or (03) 5331 2444  
Fax: (03) 5333 2711  
Email: sales@hayden.com.au

**Hocking Stuart**

Address: 729 Sturt Street, Ballarat Central, VIC, 3350  
Phone: (03) 5329 2500  
Email: ballarat@hockingstuart.com.au

**Landmark**

Address: 137 Gillies Street South, Ballarat, VIC, 3350  
Phone: (03) 5334 1030



**PRD Nationwide Real Estate**

Address: 51 Lydiard Street South, Ballarat Central, VIC, 3350  
 Phone: (03) 5331 1111  
 Fax: (03) 5333 5778  
 Email: ballarat@prd.com.au

**Professionals Ballarat**

Address: 612 Sturt Street, Ballarat, VIC, 3350  
 Phone: (03) 5333 2040  
 Fax: (03) 5333 1560  
 Email: Reception@professionalsballarat.com.au

**Ray White Real Estate Ballarat**

Address: 37 Lydiard Street South, Ballarat Central, VIC, 3350  
 Phone: (03) 5333 4444  
 Fax: (03) 5333 4300  
 Email: ballarat.vic@raywhite.com

**RE/MAX Real Estate Solutions**

Address: 619 Sturt Street, Ballarat, VIC, 3350  
 Phone: (03) 5333 4425  
 Fax: (03) 5331 7373  
 Email: reception@remaxsolutionsvic.com.au

**Stockdale & Leggo**

Address: 607 Sturt Street, Ballarat Central, VIC, 3350  
 Phone: (03) 5331 2866  
 Fax: (03) 5333 2722  
 Email: ballarat@stockdaleleggo.com.au

**Titheridge Real Estate**

Address: 601 Sturt Street, Ballarat Central, VIC, 3350  
 Phone: (03) 5332 2137  
 Fax: (03) 5333 1507  
 Email: titheridge@titheridge.com.au

## SENIOR CITIZENS CLUBS

**Ballarat City Senior Citizens Club**

Address: 16 Little Bridge Street, Ballarat, VIC, 3350  
 Phone: (03) 5332 1358

**Ballarat Polish Senior Citizens Club**

Address: 405 Rubicon Street, Sebastopol, VIC, 3350

**Ballarat South Senior Citizens Club**

Address: 600 La Trobe Street, Redan, VIC, 3350  
 Phone: (03) 5336 1544

**Brown Hill Senior Citizens Club**

Address: 379 Humffray Street North, Brown Hill, VIC, 3350  
 Phone: (03) 5331 2157



**Buninyong Senior Citizens Club**

Address: 313 Learmonth Street, Buninyong, VIC, 3357  
 Phone: (03) 5341 8337

**Italian Seniors Club**

Address: 417 Errard Street South, Ballarat, VIC, 3350  
 Phone: (03) 5339 2811

**Ballarat North Senior Citizens Club**

Address: 702 Walker Street, Ballarat North, VIC, 3350  
 Phone: (03) 5332 7825

**Probus Clubs – Ballarat and District**

Address: 213 Wendouree Parade, Lake Wendouree, VIC, 3350  
 Phone: (03) 5331 3271

**Sebastopol Senior Citizens Club**

Address: 250-252 Vickers Street, Sebastopol, VIC, 3350  
 Phone: (03) 5335 7576

**Wendouree Senior Citizens Club**

Address: Coinda Centre, 10 Learmonth Road, Wendouree, VIC, 3355.  
 Phone: (03) 5339 1555

## SETTLEMENT SERVICES

**Asylum Seeker Resource Centre**

*Asylum seeker advocacy, aid and health services include: material aid, food bank, community meals legal advice and representation, housing support, advocacy and referrals, employment and community development, English classes and social activities, counselling, health services and remedial therapy.*

Address: 214 Nicholson Street, Footscray, VIC, 3011  
 Phone: (03) 9326 6066  
 Email: admin@asrc.org.au

**Humanitarian Settlement Services (HSS)**

*Program at Ballarat Community Health which assists humanitarian clients in their early/initial settlement period in Australia. The focus is on building clients' confidence and ability to participate economically and socially in the wider Australian community, while equipping them with knowledge and skills needed to access services in the future.*

Address: 12 Lilburne Street, Lucas, VIC, 3352  
 Phone: (03) 5338 4578  
 Email: info@bchc.org.au

**Settlement Grants Program (SGP)**

*The Settlement Grants Program (SGP) provides case management, information, advice, referrals, community development and referrals for clients and engagement activities for eligible clients who recently arrived into Australia. The program is designed to enable clients to become self-reliant and to participate in society and the wider community, as quickly as possible after arrival in Australia.*

**Ballarat Community Health (BCH)**

Address: 12 Lilburne Street, Lucas, VIC, 3352  
 Phone: (03) 5338 4578



**Immigration Law Service**

A Migration Agent from Diversitat provides an immigration law service at Child & Family Services (CAFS) once a month. Assistance is provided for humanitarian migrants and migrants on other types of visas. For an appointment, contact CAFS.

Phone: (03) 5337 3353 (Tuesday, Wednesday and Thursday)

Email: info@cafs.org.au

**Refugee Immigration Legal Centre (RILC)**

RILC specialises in legal advice and representation in relation to refugee and general immigration matters.

Services include:

- Telephone advice line
- Evening advice services (Tuesday)
- Day time casework
- Offshore refugee Family Reunion Clinics
- Outreach Projects

Address: Level 1/121-123 Brunswick Street, Fitzroy, VIC, 3065

Phone: (03) 9413 0101 (reception) or (03) 9413 0100 (advice line)

Email: rilc@rilc.org.au

## SOCIAL SUPPORT AND COMMUNITY CONNECT

**Ballarat East Community Men's Shed (BECS)**

BECS is open to all men and provides an environment where members can call in for a chat, get involved with some physical activity in the workshop or 'give-back' to the community in a relaxed, inviting atmosphere.

Address: 730 Eureka Street, Ballarat, VIC, 3350

Phone: 1300 636 774

Email: becs@shed.org.au

**Ballarat Regional Multicultural Council (BRMC)**

The BRMC provides support, advocacy and advisory services for both established and newly arrived migrants.

As well as regular planned activity groups, U3A adult classes, sports days and special social activities, social support services and other opportunities provided by BRMC include the HACC Multicultural Tucker, HACC

Telelink program, HACC Friendly Visiting Program, GPLACE Community Garden and GPLACE Mens-Shed.

For more information, please contact BRMC.

Address: 102 English Street, Golden Point, Ballarat, VIC, 3350

Phone: (03) 5332 5941

Fax: (03) 5332 5944

Email: admin@brmc.org.au

**Centre for Multicultural Youth (CMY)**

CMY is a Victorian not-for-profit organisation supporting young people from migrant and refugee backgrounds to build better lives in Australia.

The Ballarat team supports young people through information and support, social and recreational activities,

youth-led community projects, training and consultation for services, advocacy and knowledge sharing.

Address: C/O Federation University - SMB Campus, Ballarat, VIC, 3350

Phone: (03) 5317 7172

Email: ballarat@cmy.net.au



## SPORT AND LEISURE CENTERS

### **Ballarat Aquatic And Lifestyle Centre (BALC)**

Address: Gillies Street North, Ballarat, VIC, 3350  
 Phone: (03) 5334 2499  
 Fax: (03) 5334 2516  
 Email: bac@ymca.org.au

### **Ballarat Badminton Stadium**

Address: Dowling Street, Wendouree, VIC, 3355  
 Phone: (03) 5339 4601  
 Fax: (03) 5338 2884  
 Email: ballbadminton@hotmail.com

### **Ballarat Basketball Association**

Address: Cnr Dowling Street and Grevillea Road, Wendouree, VIC, 3355  
 Phone: (03) 5338 2884  
 Fax: (03) 5338 1992

### **Ballarat OZTENPIN Bowling**

Address: 901 Doveton Street, Ballarat, VIC, 3350  
 Phone: (03) 5331 5610  
 Email: balvol@commander360.com

### **Ballarat Red Devils Soccer Club**

Address: Morshead Park, 910 Pleasant Street South, Ballarat, VIC, 3350  
 Email: info@ballaratreddevils.com.au

### **Ballarat Regional Tennis Centre**

Address: 497 Dowling Street, Wendouree, VIC, 3355  
 Postal Address: PO Box 173, Wendouree, VIC, 3355  
 Phone: (03) 5338 1459  
 Email: ballaratregionaltc@bigpond.com

### **Ballarat Squash & Racquetball Fitness Centre**

Address: 106 Dowling Street, Wendouree, VIC, 3355  
 Phone: (03) 5339 1281  
 Email: bsrfc@ncable.net.au

### **Ballarat Table Tennis Association**

Address: Dowling Street, Wendouree, VIC, 3355  
 Phone: (03) 5339 2680  
 Email: batabtein@ncable.net.au

### **Eastwood Leisure Complex**

Address: 20 Eastwood Street, Ballarat, VIC, 3350  
 Phone: (03) 5331 1912  
 Email: e.l.c@bigpond.com

### **Fernwood Fitness Centre**

Address: 102-106 Hyderd Street North, Ballarat, VIC, 3350  
 Phone: (03) 5332 2300  
 Email: ballarat@fernwoodfitness.com.au



### **Minerdome Sports Club**

Address: Cnr Dowling Street and Grevillia Road, Wendouree, VIC, 3355  
Phone: (03) 5339 3166  
Email: [minerdomesportclub@ballaratbasketball.com.au](mailto:minerdomesportclub@ballaratbasketball.com.au)

### **Swim & Survival Academy**

Address: 403 Dowling Street, Ballarat, VIC, 3350  
Phone: (03) 5339 9911  
Fax: (03) 5339 9916  
Email: [infossacademy.com.au](mailto:infossacademy.com.au)

### **Tennis Ballarat**

Address: 8-40 Grant, Sebastopol, VIC, 3356  
Phone: (03) 5336 2500  
Email: [infotennisballarat.com.au](mailto:infotennisballarat.com.au)

### **Unisports**

Address: Federation University, Gear Avenue, Mount Helen, VIC, 3350  
Phone: (03) 5327 9695  
Email: [unisports@federation.edu.au](mailto:unisports@federation.edu.au)

## **TAX HELP**

### **Ballarat Regional Multicultural Council (BRMC)**

*BRMC offers free tax help for people with income less than \$50,000 per annum.*

Address: 102 English Street, Golden Point, Ballarat, VIC, 3350  
Phone: (03) 5332 5941  
Fax: (03) 5332 5944  
Email: [admin@brmc.org.au](mailto:admin@brmc.org.au)

### **Local Tax Help**

*Tax Help is a network of trained and accredited community volunteers who provide free and confidential tax return assistance to low income earners from July to October.*

Phone: 13 28 61



## YOUTH

### **bYou**

*bYou, the City of Ballarat's Youth Services Department, provides and supports a range of programs, support groups, services and events while promoting and advocating for the best interests and outcomes for young people aged 12 to 25 years. The bYou staff are based at the Central Highlands Library in Doveton Street South, Ballarat but regularly conduct events and outreach work across the area.*

Email: [youthballarat@ballarat.vic.gov.au](mailto:youthballarat@ballarat.vic.gov.au)

Website: [www.youthservicesballarat.com.au](http://www.youthservicesballarat.com.au)

### **Centre for Multicultural Youth (CMY)**

*CMY is a Victorian not-for-profit organisation supporting young people from migrant and refugee backgrounds to build better lives in Australia.*

*The Ballarat team supports young people through information and support social and recreational activities, youth-led community projects, training and consultation for services, advocacy and knowledge sharing.*

Address: C/O Federation University - SMB Campus, Ballarat, VIC, 3350

Phone: (03) 5317 7172

Email: [ballarat@cmv.net.au](mailto:ballarat@cmv.net.au)

### **Headspace Ballarat**

*Headspace is the National Youth Mental Health Foundation helping young people of all backgrounds who are going through a tough time. Able to assist people aged 12 to 25 years experiencing a broad range of issues relating to their general, mental and sexual health, as well as providing services or links to counselling, education and employment services and drug and other alcohol services.*

Address: 28 Camp Street, Ballarat, VIC, 3350

Phone: (03) 5304 4777

Email: [info@headspaceballarat.org.au](mailto:info@headspaceballarat.org.au)



