

2.3b Free or Low Cost Counselling Services -also see Support Services 2.3a

General:	Community Health Social Workers, DHHS	Phone: local CHC	Huon	6264 8850	
	Provide free short-term counselling; based at Community Health Centres throughout Tasmania.	Brighton:	6268 4240	Kingston:	6211 8520
		Bruny Is:	6293 1143	New Norfolk:	6262 2833
		Clarence:	6211 4504	Risdon Vale:	6211 4600
		Cygnets:	6295 1235	Clarence Plains:	6214 6035
		Glenorchy:	6233 8900	Spring Bay:	6257 3356

FEES: Non-government agencies often use the formula: \$1 for every \$1000 annual income, eg \$30 for \$30,000/yr. Some agencies are willing to waive fees in cases of hardship.

	Anglicare Tasmania Inc Family, relationship & financial counselling for a wide range of issues. No crisis counselling.	Phone: 1800 243 232 Fees: dependent on income / free to health care card holders
	Centacare Tasmania Counselling for a wide range of issues.	Phone: 6278 1660 Fees: dependent on income
	Hobart City Mission General counselling service for adults and children covering mental health and drug and alcohol issues.	Phone: 6215 4251
Aboriginal	Counselling Program Aboriginal Health Service -Tasmanian Aboriginal Centre Monday to Friday 9am - 5pm. Free and confidential individual and group counselling service to assist people with problems of all kinds.	Phone: 1800 132 260
Adolescents:	See YOUNG PEOPLE	
Alcohol and drug issues:	See sheet on AGENCIES WORKING WITH ADDICTIVE BEHAVIOURS - Section 3.1	
Cancer Help Line:	Cancer Council Tasmania www.cancertas.org.au Information, counselling and support, including support group meetings. Cancer Connect peer support program.	Phone: 13 11 20
Carers' issues:	Carers Tasmania Education and training. Support for young carers www.carersaustralia.com.au	Phone: 6231 5507 Freecall: 1800 242 636
	Family Mental Health Support Service - Anglicare Tasmania Providing support, information and referral to families coping with mental illness	Phone: 6231 3555
Children's Services	See YOUNG PEOPLE	
Chronic pain:	Arthritis Tasmania Challenging Pain program, an information & support service including provision of healthy lifestyle and chronic disease self management programs (Tai Chi and warm water exercise).	Phone: 1800 011 041 Membership fees (not essential)
	Pain Management Unit, RHH Access to psychologist for Pain Management Unit patients (needs referral by their team).	Phone: 6222 8087 Free
Crisis:	Lifeline Hobart Inc. 24-hour, 7 day confidential telephone counselling, information and referral service.	Phone: 13 11 14 Cost of a local call

2.3b Free or Low Cost Counselling Services continued -also see Support Services

Domestic violence:	<p>Centacare Kids Club Weekly group program (after school) for children experiencing family violence.</p>	<p>Phone: 6278 1660 Fees: dependent on family income</p>
	<p>Changing Abusive Behaviours CAB, Centacare CAB is an educational program for men who have been angry, aggressive or abusive toward their partners. Offers participants the information, skills and awareness to develop relationships based on respect and equality and can help to regain the trust of partners and children.</p>	<p>Phone: 6278 1660 Fees: depend on income</p>
	<p>Domestic Violence Crisis Service 24 hour, 7 day a week referral service that connects through to Family Violence Counselling and Support Services during hours listed (see entry below). For calls outside these hours, police support is offered and contact details for call back by a counsellor are taken for non crisis situations.</p>	<p>Phone: 1800 633 937 Free</p>
	<p>Family Violence Counselling and Support Services Confidential counselling, support and emergency assistance for victims; help to arrange safe accommodation, legal advice and protection.</p>	<p>Phone: 1800 608 122 Monday to Friday-9am to midnight Weekends and public holidays-4pm to midnight</p>
	<p>Specialised Family Violence Service -Centacare A family service for couples who are dealing with issues related to controlling, fighting, violent and abusive behaviours in their relationship. After assessment by professional counsellors, family members are offered a range of options, including individual counselling and group programs for men, women and children.</p>	<p>Phone: 6278 1660 Fees: depend on income.</p>
Drug and Alcohol issues:	See sheet on AGENCIES WORKING WITH ADDICTIVE BEHAVIOURS Section 3.1	
Family resolution:	<p>Anglicare “Options” Counselling for parents and adolescent children to solve problems and improve relationships.</p>	<p>Freecall: 1800 243 232 Fees: dependent on income/Free to Health Care Card holders</p>
	<p>Family & Relationship Counselling -Centacare Offers counselling to families, couples, individuals & children who may be experiencing relationship difficulties or the impact of family separation.</p>	<p>Phone: 6278 1660</p>
	<p>Family Support Service -Lady Gowrie Tasmania Family Support Service assists families with dependent children at times when support is needed to cope with stresses from within or external to the family. Family Support staff provide counselling, advocacy, home visits and referrals to other agencies</p>	<p>Phone: 6230 6860 Mon to Thurs 8:30 to 5:30, Fri 8:30 to 12:30 fss@gowrie-tas.com.au</p>
	<p>Positive Solutions -Community Mediation Service Private and confidential mediation and counselling services for a wide range of disputes in families (specialising in children’s matters) communities or workplaces.</p>	<p>Phone: 1800 664 200 Fees: dependent on income</p>

2.3b Free or Low Cost Counselling Services continued -also see Support Services

Financial problems:	Anglicare Financial Counselling Service Budgeting advice and financial management assistance; negotiating with creditors.	Freecall: 1800 243 232 Free
	Centrelink Financial Information Service Provides independent and confidential information to people on pensions or benefits from Centrelink or DVA.	Phone: 13 10 21 Free
Gambling:	See sheet on AGENCIES WORKING WITH ADDICTIVE BEHAVIOURS in Section 3.1	
Gender and sexuality issues:	“Working it Out” Support and education service providing direct support, education programs and professional development to health services and community centres. www.workingitout.org.au	Phone: 6231 1200 Mobile: 0429 346 122 Free exec@workingitout.au
Grief:	Centacare Family & Relationship Counselling Grief & loss counselling for adults & children.	Phone: 6278 1660
	Grief & Loss Counselling Service -RHH Short term grief counselling and support – referral criteria exist, please call to discuss.	Phone: 6222 8344 Free
	Miscarriage, Stillbirth and Neonatal Death Support (SANDS) Support for bereaved parents from other parents who have experienced death of a baby through miscarriage, stillbirth or neonatal death.	Phone: (03) 9899 0218 Free
Men’s issues:	Changing Abusive Behaviours (CAB) -Centacare CAB is an educational program for men who have been angry, aggressive or abusive toward their partners. Offers participants the information, skills and awareness to develop relationships based on respect and equality and can help to regain the trust of partners and children.	Phone: 6278 1660
	Malcolm Tyler -Community Health Social Worker -DHHS One to one counselling, general health focus. Can provide grief and loss counselling and support re nursing home placements. Please ring or email to discuss. malcolm.tyler@dhhs.tas.gov.au	Phone: 6222 7606 Free
	Mensline Australia www.menslineaus.org.au 24-hour, 7 day national phone counselling line for men with family and relationship concerns. Also available to partners and family members.	Phone: 1300 789 978 Cost of a local call
	Tassie Male - Relationships Australia Statewide free confidential services for men facing challenges in personal relationships and/or other areas of life. Also offers short term counselling as well as community education through informal, evening group sessions and short courses.	Phone: 6211 4050 Fees: depend on income.
	Tools for Men - Anglicare The “Tools for Men” program offers men information, advice and options about relationships, fathering and personal matters. Qualified counsellors provide individual counselling, information sessions or family work.	Phone: 6213 3555 Fees: dependent on income for counselling.

2.3b Free or Low Cost Counselling Services continued -also see Support Services

Migrants and refugees:	Integrated Humanitarian Support Service (IHSS) -Centacare Provides a six month holistic case management service that addresses the ongoing individual settlement needs of each family.	Phone: 6278 1660
	Migrant Resource Centre Counselling, confidential advice & support, befriending, visiting and assistance with filling out forms.	Phone: 6221 0999 Free
	Phoenix Centre-Migrant Resource Centre Confidential counselling service (9am to 5pm) for refugees having experienced torture or trauma. Early intervention program for new arrivals.	Phone: 6234 9330 (counselling) Phone: 6234 9138 Free
	Settlement Grants Program -Centacare Provides information, referral, case work and advocacy services to individuals and families who are exiting the IHSS program after six months, and who are still struggling with day-to-day issues.	Phone: 6278 1660
	Sudanese Sewing Group IHSS & SGP -Centacare This weekly program teaches Sudanese women sewing and craftwork as well as helping the women to understand the English language.	Phone: 6278 1660
Older People:	CHATS -Lifeline Hobart Inc. CHATS program provides social support for isolated elderly people who live in their own home.	Phone: 6224 3450
	Community Visitor Scheme (CVS)-Lifeline Hobart Inc. Community Visitor Scheme provides social re-engagement for the isolated elderly in aged care facilities.	Phone: 6224 3450
Parenting difficulties:	Lady Gowrie Provides support, advice and child-care facilities to families with children aged 0-12 years. Inclusion Support Agency assists children with high and ongoing additional needs attending Commonwealth funded children's services programs.	Phone: 6230 6800 Phone: 6230 6840
	Parenting Centre -DHHS Counselling and support for parents with infants and toddlers (up to 5 yrs). Access by appointment, 8:30-5 pm (limited child-care for appointments).	Phone: 6233 2700 Free
	Parenting Line 24-hour phone service for stressful and general parenting issues.	Freecall: 1300 808 178 Cost of local call
	Wetaway Program -DHHS Service to children aged 5 plus who are bedwetting.	Phone: 6230 7899 Free
	Psychological Assessment & Intervention Services	The Tasmanian University Psychology Clinic Services provided by Postgraduate Clinical Psychology interns working under intensive supervision by experienced clinicians and are suitable for people experiencing anxiety, phobias, depression, relationship problems, eating disorders, and lifestyle/coping issues.

2.3b Free or Low Cost Counselling Services continued -also see Support Services

Relationship problems:	Anglicare Tasmania Family and relationship counselling; adjusting to step-families, separation or death.	Phone: 1800 243 232 Fees: depend on income, free to Health Card holders
	Family and Relationship Counselling Program -Centacare Relationship, family and individual counselling.	Phone: 6278 1660 Fees: depend on income
	Relationships Australia Relationship, marriage and family counselling. Counselling and education for step-families. Assistance with supervised access visits for children of separated couples.	Phone: 6211 4050 Fees: dependent on income
Road Accident trauma victims:	Road Trauma Support Team Inc. Free, confidential counselling and support for people affected by road accidents. roadtrauma.support@dhhs.tas.gov.au	Phone: 0427 487 251
Sexual assault:	Malcolm Tyler -Community Health Social Work -DHHS Counselling for male survivors of childhood sexual abuse.	Phone: 6222 7606 Free
	Sexual Assault Support Service 24 hour, 7 days/week confidential crisis support service for men, women or children who have been sexually assaulted. During office hours this call goes directly to support services. On weekdays from 5 pm to 9 am and on weekends this is a paging service where return contact details are requested and a counsellor will return the call. 9 am to 5 pm, 5 days/week counselling service for adults, children and young people. Information on associated legal, hospital and court procedures.	Phone: 6231 1817 Crisis Service www.sass.org.au
	Galileo House 9 am to 5 pm, 5 days/week confidential support and service for children and young people under 18 who have been subjected to sexual assault.	Phone: 6231 0044
	Melaleuca House 9 am-5 pm 5 days a week confidential support service for adults who have been subjected to sexual assault.	Phone: 6231 1811
Suicide Prevention:	See Support for Suicidal Patients and Those Bereaved by Suicide in Section 2.4 (orange sheet)	
Veterans:	Veteran's and Veteran's Families Counselling Service 24 hour confidential counselling service for veterans and their families in marital, family and personal relationships, financial difficulties, employment, stress, anxiety and legal matters. Self-help and fitness programs also available.	Phone: 6231 0488 Free for those eligible Phone: 1800 011 046
	Women's issues:	Family Planning Tasmania Inc Information, education, training, counselling and clinical services relating to reproductive health, menopause and sexuality. Counselling and support for patients with disabilities. Women's Health Information Line -DHHS Counselling, information and support for women on general health issues. Also provides information on local support services. Business hours.

2.3b Free or Low Cost Counselling Services continued -also see Support Services

Pregnancy Counselling & Support

24 hour confidential counselling, support and referral for pregnant women whatever their circumstances.

Office hours 9 am to 4:30 pm, Mon to Fri.

Phone: 6224 2290

1300 655 156

Free

Work issues:

CRS AUSTRALIA

Vocational rehab services for people who have a disability or injury to get a job or return to their job. Assessments to identify specific vocational barriers; individualised rehab programs to overcome barriers; specialised job matching and placement, and personal and career counselling. Referral criteria: Australian citizens or residents who have an injury, disability or health condition. Referrals through Centrelink.

Phone: 6211 9200 Mon to Fri 9 am – 5 pm.

Based at: 25 Argyle St Hobart and 48 Cambridge Rd Bellerive (6245 8350)

Visiting services to Bridgewater, Sorell and Huonville.

Young people:

CKC –Centacare Kids’ Club

CKC offers a 10 week group program for children and their parents who have experienced family violence.

Phone: 6278 1660

Health Hub - a new initiative of The Link Youth Health Service

Young people aged 12 to 24 can attend psychological sessions provided by Mental Health Allied Health Professionals who bulk bill through the Better Access to Mental Health Care Initiative. Following a GP assessment and referral, prompt appointments are available.

Phone: 6231 2927

Free

Kids’ Express - Centacare

Kids’ Express is an 8 week group program that helps children aged 6-11 understand, manage and express strong emotions.

Phone: 6278 1660

Kids Help Line

Confidential national phone counselling service for 5 to 25 year olds.

24 hours/day, 7 days/week, staffed by paid, professionally trained and supervised counsellors.

Phone: 1800 551 800

Free

www.kidshelp.com.au

Pulse Youth Health Centre - Glenorchy

A youth drop-in/recreational facility and a health service. Provides counselling, referrals, shower and laundry facilities, and recreational facilities for young people aged 12-24. Access to bulk-billing doctors; nurses, social workers, youth workers, Legal Aid worker, Creative Arts worker and alcohol & drug worker.

Phone: 6233 8900

Free

Seasons for Growth - Centacare

Group counselling program for children who have experienced grief through separation, divorce or death.

Phone: 6278 1660

The Link Youth Health Service - Liverpool Street, Hobart

A service for young people aged 12-24. It provides bathroom and laundry facilities, toiletries, mail service and financial assistance for some medical costs. Can assist with whole of health issues, has up-to-date information, Alcohol and Drug counselling and supported referrals. The Link uses a harm reduction model, includes a Needle Syringe Program and vein care support. Also able to arrange prompt appointments with private Psychologists.

Phone: 6231 2927
