

●●●● LOCAL INFORMATION

Find more information, phone numbers, addresses and links to other services through our website:

www.frankston.net

Support Services

- Emergency & personal crisis
- Health and mental health support groups
- Law and legal problems
- Local chemists opening hours
- Drug and alcohol support groups
- Local rental housing options
- Emergency Relief assistance
- Emergency accommodation
- Homeless in Frankston information
- Where to find local assistance: food, bill payments, housing, clothing, financial assistance, medical services (including local bulk billing doctors), low cost haircuts, school payments.
- Permanent residential caravan park accommodation—facilities, rules and cost.
- Information for sole parents including anger management, counselling, depression, domestic violence, stalking, cyber stalking, Intervention Orders etc.

Community Information Links

- Just moved into Frankston information
- Bus & train timetables, cinemas, tourism, history, local schools, churches, organisations and clubs
- Animal aid shelters
- Local MP's & Councillors
- Community & neighbourhood houses
- Ombudsman contact numbers

●●●● OTHER SERVICE AREAS

- Free Public Internet Access (PIAP)
- Limited budget help
- Community Information
- Tax Help — July - October

The agency is located at
35 Beach Street Frankston



●●●● OPEN HOURS

Monday	9:00am — 4:00pm
Tuesday	9:00am — 4:00pm
Wednesday	9:00am — 4:00pm
Thursday	1:00pm — 4:00pm
Friday	9:00am — 4:00pm

To speak to a trained community worker during open hours about a problem phone:

9783 7284

or contact us via email:
csf@frankston.net

COMMUNITY SUPPORT FRANKSTON
Inc. Reg. No. A0000431J ABN 95 426 151 625

Support & Information Service

May 2012

how we can help you



- **emergency relief** ●
- **crisis intervention** ●
- **local information** ●



35 Beach Street, Frankston
Phone: 9783 7284

We aim to assist people deal with their immediate situation in a way that maintains dignity and encourages self-reliance.

Community Support Frankston (CSF) may be able to offer limited assistance for an UNEXPECTED emergency. It is expected that in the majority of cases, your financial hardship will be caused by a significant decrease in your income or high unavoidable expenses. (eg. job loss, high medical/hospital bills). To be eligible you must reside within Frankston City boundaries.

●●● AREAS OF ASSISTANCE

❖ Emergency Relief

People requesting emergency relief will be asked to describe the situation which led them to seek assistance. The interview, with a trained volunteer community worker, will take about an hour and you must be willing to identify and address your problems or issues. It is important your situation is assessed correctly so appropriate assistance or support is given.

The following information or paperwork is required for assessment:

Formal identification with current address (driver's licence, health card, rent receipt etc.)

Details of income (Centrelink pension and allowances, wages/salary, Austudy etc.)

Recently paid and outstanding bills - (gas, rent, power, water, credit cards, council rates, personal loans, car registration, insurance etc.)

General living expenses (food, clothing, rent, education, motor vehicle costs etc.)

Subject to eligibility, help may be provided in the form of food parcels, food cards, essential travel costs, vital medication expenses and assistance in obtaining other basic living essentials relating to your wellbeing or that of your family members.

NOTE: Assistance is never given out in cash.

❖ Emergency Financial Help

A major unexpected situation or event may prevent you paying for essential items like food, accommodation, gas, electricity, medicine, counselling etc. Depending on your circumstances, we may be able to talk to people you owe money to on your behalf, help you make a budget, work out a repayment plan or refer you to an appropriate service.

❖ Domestic violence and crisis intervention

Help is available for people experiencing physical, verbal, emotional or threatened violence. The Centre can provide direct assistance or organise referrals for people experiencing problems in their lives. You can seek assistance with:

- Personal and family issues
- Personal finances
- Accommodation
- Family violence

and for any other problem causing distress. To discuss your situation, visit or phone the Centre and speak to a community worker.

❖ Advocacy

The Centre can provide assistance in helping you negotiate with a Government department, financial institution, landlord etc.

●●● TRAINED VOLUNTEERS

Volunteer community workers at the Centre are selected to assist others because of their good communication skills, experience and understanding of people and their situations. Their specialist skills and own life experiences help them to perform their duties competently.

All community workers have successfully completed accredited Unit of Competency CHCCS416A "Assess and Provide Services to Clients with Complex Needs". They are taught skills in interviewing, basic counselling, communication and providing information.

After completing this course they are required to attend ongoing training to update and improve their skills and to keep informed of current issues.

●●● CONFIDENTIALITY

All information given to the Centre is kept completely confidential. Under the provisions of the Privacy Act information being collected by CSF will be held securely and no one can contact the Centre and obtain information about another person without that person's full authorisation. You have the right of access to, and alteration of, incorrect personal information concerning yourself in accordance with the Privacy Act.