

For Our
Elders

HAPPY NAIDOC WEEK 2023!



National NAIDOC Week 2-9 July 2023

Gunditjmara Aboriginal Cooperative

July Newsletter 2023

Aboriginal and Torres Strait Islander people should be aware that this publication may contain images and names of deceased persons in photographs.

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Main Office
135 Kepler Street, Warrnambool VIC 3280
ph: 5559 1234

Health Clinic
3 Banyan St, Warrnambool VIC 3280
ph: 5564 3344

July Dates

2nd - 9th NAIDOC Week

3rd

Opening
Ceremony

4th

NAIDOC Youth
Ball

5th

Elders
Lunch

August Dates

4th

National Aboriginal &
Torres Strait Islander
Children's Day

9th

International Day of
the World's Indigenous
Peoples

TBC

Hepatitis C
Awareness Day

*Please note on public holidays
we will be closed

See page 16 for emergency contacts

Follow our socials

 @gunditjmaracoop

 Gunditjmara Aboriginal Cooperative




Do you or someone you know want to receive our newsletter?
You can update your information or sign up on our website!
Visit www.gunditjmara.org.au/newsletter



GUNDITJMARA 2023 NAIDOC WEEK EVENTS


NAIDOC WEEK - JULY 3RD TO JULY 7TH

**MON
3RD**

Opening ceremony 
8:00am - 10:00am

Breakfast, Koko Blokes dancers, smoking ceremony, flag raising & presentation of Gunditjmara NAIDOC Awards.

**WED
5TH**

Elders lunch 
11:00am - 2:30pm

Coffee, tea, and food with our youth. Please contact reception on 5559 1234 if you have any dietary requirements.

LIVE MUSIC FROM UNCLE LEE MORGAN



Harris Street Reserve
64 Harris Street



Lady Bay Restaurant
2 Pertobe Rd, Warrnambool

For more information:



Call: 05 5559 1234



Visit: www.gunditjmara.org.au



**SCAN ME TO
VIEW EVENT
ITINERARY
ONLINE**



For Our Elders



CEO Update

Good day everyone.

We have been very busy getting things together for community as follows:

- Community meeting around feedback for the rebuild at Kepler street took place with surveys completed and returned to the architect. We are waiting for the architect to provide an update which we will bring back to community.
- We continue to build up staff numbers getting closer to capacity at both Banyan street and Kepler street.
- HACC workers are now working out of Fairy street property.

- Harris Street - Secured and renewed 21-year lease with council in principle. Just waiting for agreements to be signed.
- Working with Government on some exciting projects including applying for additional housing.
- Looking forward to seeing as many of community over the next few weeks and over NAIDOC.

Take care everyone.
Danny Chatfield



Danny Chatfield

Shane Keogh

Ngatanwaar to our new staff!

Last month we farewelled Skye Munro, our Manager Family & Community Services, from Gunditjmara. We thank Skye for bringing her passion and knowledge of the industry to help our community throughout her time with us.



Skye Munro

We now welcome Kellie Bethel into the role! Kellie has stepped up from her role as a team leader in our org. Ngatanwaar Kellie!



Kellie Bethel

Thinking about a career at Gunditjmara? Head to our employment page in this newsletter to view our current vacancies

Clothes donation and collection for Community

MORE DONATIONS NEEDED!

Do you or someone you know need some help with new clothes at the moment?

We currently have a rack of donated clothes, ranging from kids to adults, from community available in our front reception area that are free to a good home. We are also accepting any good quality donations. Feel free to pop by head office at 135 Kepler Street to drop off anything you would like to give back to community in need.



Nikki's Health Corner

Have some deadly things
coming up!

If you have any questions or
queries, feel free to contact me
for a yarn!

Stay Deadly & Healthy you mob!



Nikki Walker - Aboriginal Health Promotion Officer

Gunditjmara Aboriginal Cooperative



Tackling Indigenous Smoking

11:00am to 2:00pm

Every fortnight starting from Monday July 10th

THE ONE DAY A WEEK CHALLENGE CHALLENGE YOURSELF OR BE CHALLENGED

Are you looking to give up
smoking or vaping and
just can't seem to keep
yourself accountable?
Maybe you've tried a few
things but can't seem to
nail the solution that
works for you.

The idea of completely
giving up smoking or
vaping is a big task. But
did you know even just
reducing the amount of
days you smoke/vape in
fortnight has noticeable
results for your body?

Our Tackling Indigenous
Smoking (TIS) Group aims
to get you to kick the habit
completely, with a twist.
We understand that going
cold turkey isn't for
everyone, so we're giving
you the challenge to pick
one day in a fortnight,
even just for for a

few hours, where you and
other mob taking up the
challenge will do activities
to to keep your mind and
your hands busy. This
could be anything from
group painting sessions,
solving puzzles, to a walk
on country with the whole
crew!

Come together with other
community members with
a shared goal of giving up
smoking/vaping and have
the support and
encouragement of others
in the group through your
own and their journey.
Challenge each other to
try going at least one day
– or a few hours in the
day without a cigarette or
vape.

To find out more information
or join our group, contact
Nikki Walker on 5559 1234

NAIDOC Youth Ball

Tuesday 4th of July | 6pm to 10pm |
Location: Pavilion Warrnambool

**AGES 13-18 | FREE TICKETS | DJ PUMPING |
FINGER FOOD INCLUDED | PRIZES TO BE
WON FOR BEST DANCER & MORE!**

FOR MORE INFORMATION,
PLEASE CONTACT CODY
CHATFIELD ON 5559 1234



SMOKE AND ALCOHOL FREE EVENT

SCAN ME TO
RSVP FOR FREE!



A SPECIAL THANK YOU



Find out more

We're always looking for more
members! Call us today!

ALLIED HEALTH VISITS

At our health clinic



OPTOMETRY

Once a month
July 14th



AUDIOLOGY

No dates until
September



To book in please call the Gunditjmara Health Clinic on 5564 3344

Can't make your appointment?



Please contact the Gunditjmara Health Clinic 24 hours prior to your scheduled appointment or as soon as possible as this will help us accommodate to others on the waitlist



5564 3344



3 Banyan Street,
Warrnambool VIC



To gantunk!

Health Clinic

Opening hours

Please note our medical clinic now closes at 5:00pm on Wednesdays.

Monday, Wednesday, Thursday

9am - 5pm

Tuesday

9am - 8pm

Friday

9am - 4pm



To contact the clinic, please call 5564 3344

Aggressive Behaviour



Aggressive behaviour and language will not be tolerated at Gunditjmara at any time, this includes via phone, email and text. We understand you may feel frustrated at times, but please remember our staff are doing the very best they can to support yourself, our clients and community.

ZERO

TOLERANCE



VIOLENCE



GUNDITJMARA IS A **ZERO** TOLERANCE TO DRUG AND ALCOHOL AND **ZERO** TOLERANCE TO VIOLENCE SPACE

We'd like to remind community that our organisation is a ZERO TOLERANCE TO DRUG & ALCOHOL and a ZERO TOLERANCE TO VIOLENCE space. These policies are in place to protect our Community and help us keep the space we work in safe. Failure to comply with these policies may result in disciplinary action or the Police to be called. We thank you all you deadly mob out there who are already doing the right thing

Get **\$250** in your pocket*.

All Victorian households can apply for the \$250 Power Saving Bonus.
Needing help to apply? Call us Anglicare on 1800 531 741 for assistance!

Have your energy bill
and bank details on hand



Check you eligibility by visiting
www.compare.energy.vic.gov.au



Scan to learn more

*You must be a Victorian residential energy consumer (i.e. have a residential electricity account) and be the account holder. Only one payment is available per household. Applications for the current round can be submitted up until midnight on 31 August 2023

Round 2 of the Power Saving Bonus is now available!

Victorian households are now able to receive a new \$250 payment, including any households that received a payment through the current round. You can apply online from 24 March 2023.

Head to the below website for more information:
www.compare.energy.vic.gov.au/



Environment,
Land, Water
and Planning



Our Men's Group gets national recognition!



"Culture provides us with connection and identity and what better feeling than knowing who you are as a person."

- Levi Geebung Bidjara-Gunditjmara man and Social and Emotional Wellbeing Caseworker at Gunditjmara Aboriginal Cooperative.

Levi runs the Gunditjmara Aboriginal Men's Group and is a deadly role model in our community, working to improve men's health, explore culture and identity and looks at ways to address the high rates of Aboriginal and Torres Strait Islander men in detention centres and prisons.

"One of the most powerful ways to reduce Aboriginal prison rates is self-determination. Empowering communities to help themselves."

The Gunditjmara Aboriginal Men's Group meets every fortnight to yarn, empower the community, relax, enjoy a good meal, and bring cultural value back into men's lives.

For Men's Health Week this week, Levi did an interview with the National Indigenous Radio Service. In the spirit of this special week, have a listen to the full story here:
<https://ow.ly/lKeA5o0Q6FJ>



COVID-19 AND
FLU VACCINES
NOW BACK IN
STOCK!



Limited flu vaccines still
available for Aboriginal and
Torres Strait Islander patients

To book in or find out more info,
please call our clinic on 5564 3344

Gunditjmara Aboriginal Cooperative

Wata Takoort

Aboriginal cultural
activities every Thursday
and fortnightly Tuesday

June was all about keeping warm and dry. We spent this month mostly at Harris St. For Thursdays, we had Bingo, Board Games, a colouring competition, painting and craft. Auntie Rosi visited as a guest speaker to talk about The Orange Door and her role and Jason from Dementia Australia also dropped by. We were excited to have our biggest group yet, with about 30 people attending Harris StA mystery drive took us to the 12 Apostles.



The final activity for the month saw the group meet up with Goolum Goolum, Winda Mara and DWECH groups to visit Tae Rak and DWECH's Healing Centre, staying the night in Portland. Wata Takoort is gearing up for a big week of NAIDOC activities and our annual Winter Wellness day.

As always check out the socials for any updates and if you would like to come along get in touch with Jo, 55591234.



YARN WITH TRUTH RECEIVERS FROM THE YOORROOK JUSTICE COMMISSION



Yarn with Truth Receivers from the Yoorrook Justice Commission about your experiences of injustice.

Injustices can be things that happened in the past or things that are happening now. Sharing your truth will help Yoorrook create a formal public record of injustice. It will also help Yoorrook recommend real changes to systems and laws affecting our people.

Call Joseph Saunders on 0459871852 to get more information or to make a submission on-on-one. Find out more on the Yoorrook website: <https://yoorrookjusticecommission.org.au/have-your-say/make-a-submission/>

Aged Care Reforms Update

Aged Care Reforms Update

To find out more and help design the changes:

visit the Get Involved page: <https://agedcareengagement.health.gov.au/get-involved/>

or call 1800 318 209.

Watch this space for frequent updates on the changes too. If you would like more information, please contact Tory on 0497 444 110.

Serious Incident Response Scheme

Let's look closer at the **8** types of reportable incidents:

1 Unlawful sexual contact or inappropriate sexual conduct – includes:

- any non-consensual contact or conduct of a sexual nature by any person, including but not limited to sexual assault, an act of indecency or sharing of an intimate image of the consumer
- any contact or conduct of a sexual nature towards a consumer by a staff member or volunteer on duty, regardless of whether the consumer consented
- any touching of the consumer's genital area, anal area or breast in circumstances by a staff member or volunteer on duty where this is not necessary to provide care or services to the consumer, regardless of whether the consumer consented to the touching
- any conduct toward the consumer with the intention of making it easier for the consumer to engage in sexual contact or conduct.



GAC staff will investigate all incidents where it is reported by a consumer. Staff will ensure the safety of the consumer and practice 'open disclosure' by explaining what happened and what actions we are taking to respond. If the incident caused or could have caused injury or discomfort, or could be reported to the police, GAC must report this to the Commission as a Priority 1 incident, within 24hrs of becoming aware of the incident. If you would like to know more about the Serious Incident Response Scheme you can yarn with Tory, Independent Living Team Leader on 0497 444 110.

Did you know...

The Gunditjmara Independent Living team are working each and every day to make a positive impact in the lives of our community.

Our aim is to support healthier, happy, stronger lifestyles of our community members. We are ready to help you with services tailored to your individual needs, with friendly support staff and social programs designed to support and connect you with community. We understand how important it is for everyone to feel safe, strong in culture, independent and healthy.

Our Home Care Support Workers support you to:

- Live healthy, independent and active lives,
- Remain at home safe and supported and
- Keep connected to your community and culture

We work to eliminate any barriers to receiving services, if you are struggling to maintain your home or yard or need support to access the community or do your shopping, give us a call on 5559 1234 to see if we can help.

Economic Abuse

KNOW THE FACTS

"When I did my grocery shopping, he'd see the receipt ... He wanted me to return a packet of chips because I didn't get them on sale." (Angela)

"I said, 'Don't, please, don't do it, because we need to make the payment or we'll default on the credit card,' and he did. He went to the shops ... said they needed some cigarettes, twenty dollars, and they ran down the street laughing, and I said please don't do it, but they did. They defaulted on the credit card and smoked the entire pack of cigarettes that whole day in front of me, laughing in my face ... I said, 'I needed that money to pay it off ... What's going to happen now?' And he goes, 'You pay for it.'" (Georgia)

"I had to provide the money for him for cigarettes and alcohol, and by doing that, I affected the mortgage, the bills. I would get attacked and threatened with knives, my clothes were ripped off me. I was pinned to the corner of the kitchen with the kitchen table just to get my ATM card off me." (Georgia)

He kept trying to accuse me, 'you're only trying to get educated so you can leave me.'" (Jennifer)

Excerpts from Emma Smallwood, Stepping Stones: Legal Barriers to Economic Equality after Family Violence, Women's Legal Service Victoria, September 2015, p7



Examples of economic abuse

- ▲ No control over or access to money
- ▲ Being given an allowance that is closely monitored
- ▲ Criticised for the way money is spent
- ▲ Demanding access to internet banking and passwords
- ▲ Denied access to phones or vehicles
- ▲ All of the bills in one person's name
- ▲ Pressured into signing loan documents
- ▲ Purchasing mobile phone plans for use by a partner
- ▲ Damaging, destroying or selling property
- ▲ Prevented from working and earning money
- ▲ Refusing to pay their share of a mortgage or bills
- ▲ Refusing to pay child support

If any of this behaviour sounds familiar, there is free and confidential support available.



Orange Door Warrnambool - 1800 271 180
9am to 5pm Monday to Friday (closed public holidays)
southwest@orangedoor.vic.gov.au
571-575 Raglan Parade, Warrnambool 3280

1800RESPECT
NATIONAL DOMESTIC FAMILY AND
SEXUAL VIOLENCE COUNSELLING SERVICE

1800 RESPECT - 1800 737 732
24 hours a day, 7 days a week

Gunditjmara Aboriginal Cooperative

KOORNONG MAARR

(ages 12 - 18)

Monday Fortnightly, 4pm to 7pm

JULY DATES

Monday 3rd

Cancelled

Tuesday 4th

NAIDOC Youth Ball

6pm to 10pm

Pavilion Warrnambool

Monday 17th

4pm - 7pm

Cloak making and cultural activities

Dinner DIY cob loaves



Monday 31st

4pm - 7pm

Ten pin bowling/
arcade games

Dinner

Pinky's
Pizza



**NOW TAKING
ENROLMENTS FOR 2023**

Contact 5559 1234 for more info.

**DINNER
PROVIDED**



**PRIVATE FACEBOOK GROUP
SEARCH "KOORNONG MAARR
(YOUTH GROUP)" ON FACEBOOK**

Contact us on 5559 1234 to learn more



Aboriginal
Men's
Group

Wednesday Every Fortnight

Need a lift?
Contact
reception on
5559 1234

JULY

Wednesday 5th

The Elder's of Men's
group are invited to
attend the Gunditjmara
NAIDOC Week Elder's
lunch.

11:00am - 2:30pm
Lady Bay Restaurant

Wednesday 19th

Lake Gilliear visit &
walk on country



Lunch
Allansford Pub

Lunch Provided

Strengthen your
connection to culture



Contact Levi to learn more
Levi - 0447 197 018

Peeneeyt Pootngeerang

Aboriginal Women's Group

Wednesday Every Fortnight

JULY

Tuesday 4th

12 - 2pm

The group are
heading out to
Kirrae for their
NAIDOC Week
event!



Tuesday 18th

12 - 3pm

Smudge stick
making @
Framlingham
Mission



Dinner

BBQ Meats ,salads
& Johnny cakes



Any questions contact:
Belinda - 0467 010 002

The committee of management of U3A Melbourne City is pleased to announce that they will be giving community the opportunity to attend four sessions with speakers from the Indigenous Unit at The University of Melbourne.

Later this year you will be asked to vote in the Referendum on a Voice to Parliament and in the coming months you will be bombarded with opinions from all political perspectives. In the Approaching the Voice series they will bring you voices that you will not regularly hear on radio and television: the voices of people who work continuously in this area and who are willing to share their expertise with us.

U3A Melbourne City is sharing these four 90 minute sessions as webinars via Zoom with all U3As in Victoria. Unfortunately, due to the size of the potential virtual audience there will be no questions via the chat facility but if you would like to contribute to the debate please email Marilyn Harris with your questions for the speakers: MerilynH@u3amelbcity.onmicrosoft.com.

SESSION 1 Monday, 10 July, from 2:00 pm - 3:30 pm

Speaker: Professor Sarah Maddison. Director of the Australian Centre at the University.

Topic - 'Contemporary conversations about treaty and voice'

Scan the QR code to the right to join on your computer or mobile app:

Webinar ID: 849 5780 8951 and Password: 993809



SCAN TO JOIN

SESSION 2 Monday, 17 July, from 2:00 pm - 3:30 pm

Speaker: Dr. Rachel Standfield. Senior Lecturer Indigenous Studies, Culture and Communication.

Topic - 'Politics, truth-telling and history-making: a non-Indigenous person's reflection'

Scan the QR code to the right to join on your computer or mobile app:

Webinar ID: 897 3251 1271 and Password: 17506u



SCAN TO JOIN

SESSION 3 Tuesday, 25 July from 12:30 pm - 2:00 pm

Speaker: Dr. Matt Campbell. lectures in the area of treaty and agreement making.

Topic: Taking Indigenous knowledge seriously- a grounded account of listening to Indigenous voices.

Scan the QR code to the right to join on your computer or mobile app:

Webinar ID: 826 6795 3371 and Password: 805899



SCAN TO JOIN

SESSION 4 Tuesday, 1 August from 12:30 pm - 2:00 pm

Speaker: Professor Barry Judd. Pro-Vice-Chancellor and Director of the Indigenous Studies Program

Topic - 'Indigenous Voice: Uluru as pathway to Australian social reconstruction'

Scan the QR code to the right to join on your computer or mobile app:

Webinar ID: 842 6076 4533 and Password: 251715



SCAN TO JOIN

WATTA TUKKEEN

COMMUNITY DINNER COME EAT

Wednesday 26th July
Harris Street Reserve

Doors open 5:00pm
Food 5:30 - 7:00pm

Call us on
5559 1234
to RSVP



STOLEN GENERATIONS REPARATIONS PACKAGE INFORMATION FOR APPLICANTS

Find out more

- 1800 566 071
- stolen.generations@justice.vic.gov.au
- www.vic.gov.au/stolen-generations-reparations-package
- PO Box 24053 Melbourne VIC 3001

Key points

- Applications are now open
- The application process is quick and accessible
- You do not need your own records and you do not need to retell your story
- Support services are available, including counselling, legal and financial advice
- You're eligible if you were first removed in Victoria, even if born somewhere else or currently living interstate
- Our team is available to help you apply

For further support and assistance

The information you may need to consider can be confronting or disturbing, and may cause sadness or distress. Funding is available for trauma-informed counselling. Please call 1800 566 071 for information.

24 hour support can also be accessed by contacting:

- VAHS Yarning SafeNStrong: 1800 959 563 (<https://www.vahs.org.au/yarning-safenstrong/>)
- Lifeline (24/7): 13 11 14 (<https://www.lifeline.org.au/>).

Who is eligible to apply

The Package is available to people who:

- are an Aboriginal and/or Torres Strait Islander person
 - have been removed by a government or non-government agency in Victoria prior to 31 December 1976, while under the age of 18 years
 - have been first removed in Victoria
 - have been separated from their family for a period of time that resulted in the experience of loss of family, community, culture, identity, and language.
- You cannot apply on behalf of someone who has passed.

Community Hours

Work Days



GUNDITJMARRA
ABORIGINAL COOPERATIVE LIMITED

Come work off or complete your community work hours!

NEW TIME

Each Tuesday
& Thursday at
Harris Street
Reserve

10am to 1pm

Lunch
included on
completion
each week

Culturally safe
space and
environment

Simon Dart - Koori Local Justice Worker



Please contact Simon Dart - Koori Local Justice Worker
on 0428224470

Or speak with your CCS caseworker to organise.

TREATY NEEDS AN

Elders' VOICE.



Are you an Elder?
We want to hear
from you!

We're yarning with Elders
across the state. We're
asking questions like:

- How do you define an Elder?
- What do Elders mean to you?
- Who should sit on the Elders' Voice?

HELP US BUILD
THE ELDERS' VOICE

Call the Elders' Voice Hotline,
email us, or find an in-person Elders'
Voice Gathering happening near you:

- 1800 TREATY (1800 873 289)
- eldersvoice@firstpeoplesvic.org
- firstpeoplesvic.org.au/elders-voice

All Elders are paid a fee for their time and
contribution.



Location:
Harris Street
Reserve

EVERY FRIDAY 11:00AM -12:30PM

Join Bron & Casey!



Bron Ferguson



Casey Harradine



BABIES TO 5 YEAR OLDS WELCOME!



Children are required to be Aboriginal or
Torres Strait Islander descent to attend.
Exceptions - non Aboriginal siblings or
other children in parents/ carers care. Your
child will be introduced to stimulating and
engaging developmental experiences and
activities aimed at getting your child/
children kindergarten and school ready in a
culturally safe environment.



GUNDITJMARRA
ABORIGINAL COOPERATIVE LIMITED

Contact Bron Ferguson on 0418 394 500 for more info



ABORIGINAL TENANCY AT RISK (ATAR)

ATAR CAN HELP WITH



Electricity/gas/water bills – limited brokerage



Maintenance issues



Referrals to appropriate services



Skip bins for property clean up

& more



Skye Pitts – ATAR Case Worker

To yarn with Skye call 5559 1234 or visit at 135 Kepler St Warrnambool

Come have a yarn with...
Neil from Aboriginal Housing Victoria



**Next Visit
21st July**

Have a question about Aboriginal Victorian Housing?

Have a question about maintenance?

Neil will be down the one day of each month to answer your questions!



NGATANWAAR (WELCOME)

Due to enormous expansion and internal promotion, we are seeking the services of multiple roles in our organisation.

Work in an appreciative and supportive environment, that offers generous remuneration – including tax savings and additional leave where you will achieve real and meaningful outcomes that positively affect our community.

Current Vacancies

- General practitioner FRACGP
- Psychologist
- Aboriginal practice lead (Orange Door)
- Holistic family violence practitioner
- Team Leader Out of Home Care
- Home cleaner and general maintenance
- Social & emotional wellbeing early years case worker
- Family & Community Services Team Leader

Why work with us?

We exist to provide community controlled, culturally appropriate holistic services that meet the identified needs of the Aboriginal people and the broader community. You'll work in an inclusive, flexible and supportive environment, that offers generous remuneration where you will achieve real and meaningful outcomes that positively affect our community.

How to apply:

Position descriptions are available to view at www.gunditjmara.org.au/current-vacancies
Please send your covering letter (addressing the key selection criteria) and resume to recruitment@gunditjmara.org.au with the job title in the subject box.



Scan me to learn more!

Colouring Competition

Colour in the picture below and bring it to 135 Kepler Street to go in the draw to win some NAIDOC goodies!

Circle
your age
category

- 0 - 5
- 6 - 10
- 11 - 14
- 15 - 25
- 26+

Name: _____



Emergency Contacts

Family Violence supports

- Safe Steps 24/7 Family Violence Response Centre: 1800 015 188
- Emma House Domestic Violence Service Warrnambool: 5561 1934 (Mon-Fri 9-5pm)
- Elizabeth Morgan House Aboriginal Women's Service: 9403 9400
- InTouch (CALD): 1800 755 988
- w/respect (LGBTIQ): 1800 542 847
- Mental Health crisis number: 1800 808 284
- Lifeline 13 11 14
- National Domestic Violence and Sexual Assault Hotline (24 hours): 1800 737 732 (1800 Respect)

Men's Family Violence supports

- Men's Referral Service: 1300 766 491
- Dardi Munwurro phone support (24 hours): 1800 435 799
- Emergency Services: 000
- Mental Health crisis number: 1800 808 284
- Lifeline: 13 11 14
- Suicide Call Back Service (24/7 support): 1300 659 467

Child and Parenting supports

- Child Protection After Hours: 13 12 78
- Parentline: 8am-Midnight 7 days a week: 13 22 89
- Mental Health crisis number: 1800 808 284
- Lifeline: 13 11 14
- Kids helpline: 1800 55 1800

Housing or Homelessness supports

- Crisis/Homelessness 1800 015 188
- Brophy Family and Youth Services (12-25yo) Mon-Fri 9am-5pm: 5561 8888
- Salvo connect (25yo+) Mon-Fri 9am-5pm: 5564 9111

Health and wellbeing

- South West Health Care: Ryot St, Warrnambool VIC 3280 5563 1666 (24/7)
- South West Healthcare; Emergency Department for GP service and health needs (24/7): 5563 1666
- Nurse on-call: 1300 60 60 24

Mental health supports

- Mental Health crisis number: 1800 808 284
- Lifeline: 13 11 14
- Kids helpline: 1800 55 1800
- Beyond Blue: 1300 224 636
- Headspace (12-25yo): 9am-1am 7 days a week: 1800 650 890
- Suicide Call Back Service (24/7 support): 1300 659 467

Alcohol and other drug supports

- Regional Victorian AOD Intake Line: 1300 022 760 (Mon - Fri) 9:00am - 5:00pm
- Victorian AOD counselling and referral service: 1800 888236 (24/7 support)
- Beyond Blue: 1300 224 636
- Lifeline: 13 11 14
- DirectLine alcohol and drug counselling: 1800 888 236

South West Healthcare supports

Kaye Smith Aboriginal Liaison - Mental Health Services
South West Healthcare
Koroit Street Warrnambool 3280
Monday to Thursday 08.30am to 5.00pm
Phone: 5561 9168 or 0466 862 869

Aboriginal Health Liaison Officer

South West Healthcare
Koroit Street Warrnambool 3280
Monday to Friday 08.30am to 05.00pm
Phone: 0448 010 310

Aboriginal Suicide Prevention Support

South West Healthcare
Koroit Street Warrnambool 3280
Monday to Friday 9.00am to 05.00pm
Phone: 5561 9100 or 0435 700 571
Unavailable on public holidays only

The Orange Door – Wimmera South West

571-575 Raglan Parade Warrnambool (Next To Macca's)
1800271180

For All Family Violence related Referrals and support, Child Wellbeing Support and Other Referral pathways including Mental Health AOD, Parenting Support, Men's Behavioural Change.

**If you are in need of immediate
emergency assistance 000**

What would you like to see in our newsletter?

Share with us your feedback by handing in this page to the Gunditjmara Main Office on Kepler St or by emailing us on media@gunditjmara.org.au

Do you have feedback, suggestions or a complaint?

Feedback

We love to hear your feedback!

Please fill out a feedback form below and leave it in the feedback box at reception.

This form can be accessed via our website at www.gunditjmara.org.au/feedback or can be supplied upon request at Head Office reception at 135 Kepler Street Warrnambool, VIC 3280

Once this form is completed, you can get it to us by:

- Send us an email with the form attached via feedback@gunditjmara.org.au
- Write to us at: Gunditjmara Aboriginal Cooperative, PO Box 732, Warrnambool, VIC, 3280
- Dropping it off in person to the above address

Alternatively, you can:

- Call reception on 03 5559 1234

Your feedback will then be forwarded to the appropriate manager.

Complaints

Making a Complaint

A person wishing to make a complaint may do so in writing or verbally to any GAC representative including;

The staff member they were dealing with at the time

- The manager / team leader of that staff member
- An executive director

Clients also have the right to make a complaint to external organisations such as:

- The Governing body or the Commissioner
- Clients should be notified of their rights to make an external complaint to the above bodies.

Complaints can be made by:

- Submitting a completed Clients & External Stakeholders Complaints Form into the Suggestion Box located at reception at GAC's Kepler St and Banyan St work sites. The Clients & External Stakeholders Complaints Form can be accessed online [here](http://www.gunditjmara.org.au/feedback) or at reception as a hardcopy upon request.
- Submitting a written complaint to the relevant manager or executive director.
- Via telephone to the relevant manager or executive director on 03 5559 1234.
- Anonymous complaints can may be made by phone, writing and or face to face meeting.

Alternatively you can fill out the complaint form via our website www.gunditjmara.org.au/feedback



Do you or someone you know want to receive our newsletter?
You can update your information or sign up on our website!
Visit www.gunditjmara.org.au/newsletter

