

# Programs & Services

BALLARAT

At CatholicCare Victoria we empower communities and build strength and resilience, to enable everyone to reach their full potential and live life to the full.

We offer over 60 programs and services across Victoria.

Our services are offered to everyone in the community, regardless of race, religious beliefs or economic status.

## Advocacy & Support

### Community Connections

If you are living in low-cost accommodation, are homeless or at risk of homelessness, and are in need of social, emotional or health support, our Community Connections service can help.

Our Community Connections team can advocate for your needs and refer you to specialist/community services that suit your specific needs and situation.

### Victims Assistance Program

This program provides information, practical supports and service referrals for victims of a violent crime or anyone affected by a violent crime. If you have been impacted by family violence, sexual assault, physical assault, homicide or another violent crime, we can support you.

Please call 1300 033 818.

### Clemente

Clemente is a transformative higher education program for disadvantaged adults, supporting them to build self-esteem, develop essential life skills, and get their life back on track.

Every semester, each Clemente student is matched with their own volunteer Learning Partner to provide tutoring support, direction and encouragement at weekly sessions.

In collaboration with lecturers and mental health support staff, our Learning Partners contribute to providing wrap-around support to students - helping them to get through their study and manage whatever life throws at them.

### Assistance with Care and Housing

We provide practical support to find affordable housing and referrals to health and social services, to people aged 50

or over, who are low income and are homeless or in risk of homelessness.

### Access & Support

The Access & Support program advocates for people who due to diverse needs or barriers, have been unable to access services to maintain independent living.

If you are in need of support to stay independent in your home and community, our Access & Support program can link you with essential support services.

## Families

### Family Services

We aid families who are experiencing multiple difficulties such as parenting challenges, family violence and mental health issues. Our practitioners work with families and expectant parents to understand their specific needs and tailor a response that may include a combination of services.

### ParentsNext

Our ParentsNext employment program assist parents to plan and prepare for employment by the time their youngest child reaches school age. If you have not worked in paid employment within the last six months, and your youngest child is aged under six, ParentsNext can help get you work-ready.

### Family Preservation and Reunification Response

The Family Preservation and Reunification Response supports families to keep children safely at home, prevent children's entry into out-of-home care, and safely reunify children recently placed in care with their family.

Families with children aged 0-18 years old who are involved

## BALLARAT PROGRAMS AND SERVICES

with Child Protection, at risk of safety concerns escalating, or who have children recently placed in out-of-home care, can access this service if they are referred by Child Protection.

### Mental Health Support

#### Mental Health Planned Respite

Mental Health Planned Respite provides a short-term change of environment for people with a mental illness and a break for their carers.

Planned respite gives people and their carers some space and time to do things independently. It can also support and improve the relationship between a person living with mental illness and their carer.

#### Family Mental Health Support

Children and young people are particularly vulnerable to the stress of life transitions. During challenging times, children can begin showing signs of emotional and/or behavioural difficulties which can lead to poor mental health outcomes later in life.

Our Family Mental Health Support Service is an early intervention program that aims to enhance the resilience, mental health and wellbeing of children and young people by helping families to improve communication and strengthen relationships, manage stress and anxiety, and resolve conflict.

#### Housing Mental Health Pathways

If you are exiting Ballarat Health Services' Adult Acute mental health inpatient service and you're in need of accommodation or support services, our team can help.

One of our case managers will work alongside you to help you gain access to secure and sustainable accommodation and advocate on your behalf.

Referrals into this program are only accepted from Ballarat Health Services' Adult Acute mental health inpatient service.



## Financial Services

### Emergency Relief

Emergency Relief provides financial or material aid to assist people experiencing financial hardship resulting from their current life situation or an unexpected crisis event.

CatholicCare Victoria provides confidential, non-judgemental support to maintain the dignity of individuals and families. Phone appointments must be made in order to access Emergency Relief, please call 1300 303 988.

### No Interest Loan Scheme (NILS)

If you are on a low income and require financial assistance to purchase essential items or services, NILS can help with small no-interest loans up to \$2,000 for people in need.

Before accessing the NILS program, a Support Worker will assess your needs and financial situation to ensure you meet eligibility. No Interest Loans are repaid over a 12-month period as agreed to in an affordable repayment plan.

## CatholicCare Victoria Housing

Are you looking for an affordable alternative to public housing and private rental accommodation?

CatholicCare Victoria Housing provides long-term housing and support for tenants to sustain their tenancies through links to external agencies or referrals to our support programs.

Housing applications can be made through the MyGov or Housing VIC websites.

### From Homelessness to a Home

Homelessness often goes hand in hand with issues including mental illness, drug and alcohol abuse, and family violence. A safe and secure home is the first step in addressing these issues, and is a way forward for people experiencing homelessness.

We provide support packages to individuals and families who experienced homelessness during the COVID-19 pandemic and were provided with emergency accommodation.

### Housing Support for the Aged

This program provides long-term support to maintain stable accommodation and independent living.

If you are aged 50 or over, are at risk of losing your Public Housing, or are on the Public Housing waiting list, we can help. We work collaboratively with you to assess your capability of maintaining stable accommodation, identify any risks and provide links to appropriate support services as required.