

# NEED HELP or know someone that does?

Useful Support Services in Ballarat



COMPASSIONATE  
BALLARAT

*creating a nurturing city*

2025



# VOUCHERS AND FOOD HAMPERS

## Food aid - Community Pantry

Wendouree Neighbourhood Centre, Holly Grove  
<http://www.wnc.org.au>

Aid includes free food parcels of non-perishable pantry items. Eligibility Located in Ballarat local government area. Individuals and families experiencing disadvantage

## Food aid - The Salvation Army Doorways

102 Eureka Street, Ballarat  
<https://www.salvationarmy.org.au/locations/victoria/v263/ballarat-community-support-services/>  
Emergency relief of bread, and fruit/vegetables for individuals & families experiencing disadvantage.

## Food Is Free Green Space

305 Ripon St South, Ballarat  
Always Open. Collect or drop-off fruit, vegetables and herbs. [www.foodisfree.com.au](http://www.foodisfree.com.au)

## Friday Food Bank – Hill top Church

17 Dawson Street Nth Ballarat Central.

Friday Food Bank 1:30 – 2:00pm

Hampers available [office@hilltop.church](mailto:office@hilltop.church) P:5331 5957

Mid-Week. Register to receive help

P: 5331 5957 for an appointment.

<https://harvestfoodministry.org.au>

## Community Gardens

Ballarat Community Garden 45 Dyte Parade, Ballarat,  
[www.ballaratcommunitygarden.org.au](http://www.ballaratcommunitygarden.org.au)

Ballarat North Neighbourhood House Community Garden, 6 Crompton St, Soldiers Hill  
M: 0491 753 307

Buninyong Community Garden  
[info@buninyongsustainability.org.au](mailto:info@buninyongsustainability.org.au)

Delacombe Community Garden  
16 Nandiriog Drive, Delacombe

Lucas Community Garden  
160 Eleanor Dr, Lucas,  
M: 0409 169 357  
[lucascommunitygarden@gmail.com](mailto:lucascommunitygarden@gmail.com)

Soul + Food – 7th Day Adventists  
Wendouree campus at 1290 Grevillea Rd, Wendouree  
P: 4368 7089

Thursdays 10:30AM – 12:30PM

Food and personal care items available

<https://www.facebook.com/SoulplusFoodBallarat>

## Vinnies

6 Dawson St South, Ballarat and 15 Violet Grove, Wendouree

Food, vouchers and funding for medical scripts and MYKI top-ups,

P: 5334 2844 or <https://www.vinnies.org.au>



# SUPPORT SERVICES

## **OVERVIEW of Services**

<https://mycommunity.ballarat.vic.gov.au/Families>

## **Anglicare**

49 Lydiard St South, or 14 Victoria St, Bakery Hill or  
103 Napier St, Creswick. P: 5333 0600

[https://www.anglicarevic.org.au/contact-us/  
locations/](https://www.anglicarevic.org.au/contact-us/locations/)

## **Ballarat and District Community Support Register**

Register your details for relevant authorities in case of  
accident or illness. M: 0431 655 015

[https://ballaratnc.org.au/?view=article&id=88&-  
catid=11](https://ballaratnc.org.au/?view=article&id=88&-catid=11)

## **Ballarat Community Health Centre**

Doctors, Community Programs, Alcohol & Drug  
Services, Mental Health, NDIS, trans and gender-  
diverse services, etc. P: 5338 4500 <https://bchc.org.au>

## **Ballarat Neighbourhood Centre**

Four neighbourhood houses provide support  
for education, community activities, migrant  
assistance and jobs support via Jobs Victoria.

<https://ballaratnc.org.au>

## **Ballarat Neighbourhood Houses:**

Ballan Neighbourhood House

Ballarat Neighbourhood Centre

Ballarat East Neighbourhood House

Ballarat North Neighbourhood Centre

Clunes Neighbourhood House

Creswick Neighbourhood Centre

Darley Neighbourhood House  
Daylesford Neighbourhood Centre  
Haddon Community Learning Centre  
Laurels Education and Training, Bacchus Marsh  
Meredith Community Centre  
Pyrenees Community House  
Trentham Neighbourhood Centre  
Wendouree Neighbourhood House

## **Office of Catherine King MP. Commonwealth Government services**

For assistance with Commonwealth services such as  
Centrelink, NDIS, Veterans Affairs  
5 Lydiard Street North, Ballarat, P: 5338 8123 email  
Catherine.King.MP@aph.gov.au

## **Unity Living**

Home and Community care services – ph) 1300 312 733  
[https://www.mycommunitydirectory.com.au/Victoria  
/Ballarat/Ageng\\_Services/General\\_Ageing\\_  
Services/117222/239830/Unity\\_Living](https://www.mycommunitydirectory.com.au/Victoria/Ballarat/Ageng_Services/General_Ageing_Services/117222/239830/Unity_Living)



## **SERVICES FOR SPECIFIC GROUPS**

### **Aboriginal Support Services**

See also

<https://mycommunity.ballarat.vic.gov.au/Indigenous>  
for range of services

Aboriginal Health Services 1 Drummond St Nth  
Ballarat P: 5320 4000 or [ahlodept@gh.org.au](mailto:ahlodept@gh.org.au)  
Monday to Friday, 8.30am – 5pm & Saturday  
and Sunday, 11.30am – 8pm  
[https://www.bhs.org.au/services-and-clinics/  
allied-health/aboriginal-health/](https://www.bhs.org.au/services-and-clinics/allied-health/aboriginal-health/)

BADAC – Ballarat & District Aboriginal Cooperative  
106–108 Armstrong St Ballarat P: 5331 5344.

<https://www.badac.net.au>

Koorie Engagement Action Group P: 5320 5500

<https://www.facebook.com/KEAGBallarat>

Koorie Services Hub 403–407 Main Rd Golden Point  
P: 4308 0781

Koorie Youth Ballarat

<https://www.facebook.com/koorieyouthballarat/>

Victorian Aboriginal Community Services Ass.

496 High Street, Northcote P: 9416 4266

<http://www.vacsal.org.au/about-us.aspx>

YARN

Free and confidential service available 24/7 – 13YARN  
run by Aboriginal and Torres Strait Islander people.

Ph) 139 276 [13yarn.org.au](http://13yarn.org.au)

## **Dementia support**

National Dementia Hotline. P: 1800 100 500 – 24 hours

Dementia Australia, 4 East St South Ballarat.

<https://www.dementia.org.au>

Bigger Hearts Dementia Alliance

<https://www.biggerhearts.com.au>

Dementia-friendly walking trail.

[https://www.parks.vic.gov.au/places-to-see/  
parks/woowookarung-regional-park](https://www.parks.vic.gov.au/places-to-see/parks/woowookarung-regional-park)

## **Disability services**

List of services to assist a range of disabilities  
can be found at

[https://mycommunity.ballarat.vic.gov.au/Disability  
Access/DisabilitySpecificServices](https://mycommunity.ballarat.vic.gov.au/DisabilityAccess/DisabilitySpecificServices)

## **Document witnessing by a Justice of the Peace**

Free document signing services are available at  
the following centres, but phone first to confirm hours

[https://www.rvahj.org.au/information/document-  
signing-stations/?location=Ballarat&postcode=](https://www.rvahj.org.au/information/document-signing-stations/?location=Ballarat&postcode=)

Police Station 20 Dana St Ballarat VIC 3350

M: 0402 091 823 Mon – Fri 11:00am–6pm

Barkly Square, 25 Barkly St Ballarat VIC 3350

Thu 12pm–1:30 pm Ballarat Neighbourhood Centre.

M: 0422 833 262

Ballarat Hospice Care. P: 5333 1118

## **Domestic Violence**

The Orange Door.

Provides help for people experiencing family violence or need support with the care and wellbeing of children and young people.

Ph) 1800 219 819 – [cha@orangedoor.vic.gov.au](mailto:cha@orangedoor.vic.gov.au)

WRISC Family Violence Support. P: 5333 3666.

<http://www.wrisc.org.au>

Safe Steps Family Violence Response Centre.

P: 1800 015 188 (24 hrs). <http://www.safesteps.org.au>

National Sexual Assault, Domestic and Family Violence Counselling Service. P: 1800 737 732 (24 hrs)

<https://1800respect.org.au>

Men's Referral Service. P: 1300 766 491 (24 hrs)

<https://ntv.org.au/get-help/>

Ballarat & Grampians Community Legal Aid

P: 5331 5999 <http://www.bgcls.org.au>

## **Drug and Alcohol Counselling**

Uniting Care. 105 Dana St, Ballarat.

<http://unitingvictas.org.au>

Ballarat Community Health Service.

<http://www.bchc.org.au>

Directline. Confidential drug and alcohol counselling.

P: 1800 888 236. <https://www.directline.org.au>

## **Family Relationship Issues**

Ballarat & Grampians Community Legal Aid

P: 5331 5999 <http://www.bgcls.org.au>

Family Relationship Advice Line.

P: 1800 050 321. <http://familyrelationships.gov.au>

Mensline Australia. P: 1300 789 978 (24 hrs).

<https://mensline.org.au>

## **Financial Counselling**

Child & Family Service (CAFS). Debt management.

<http://www.cafs.org.au/financial-counselling/>

National Debt Hotline. Financial counselling.

P: 1800 007 007. <http://www.ndh.org.au>

Salvation Army. Financial counselling.

P: 5337 0600 [www.salvationarmy.org.au/ballarat](http://www.salvationarmy.org.au/ballarat)

## **Grief counselling**

Griefline. P: 1800 845 745 8am to 8pm Mon to Fri

<http://www.griefline.org.au>

Kids Helpline Phone support for 5 to 25 year-olds.

P: 1800 551 800 <http://www.kidshelpline.com.au>

Legal Aid Victoria Legal Aid P: 5329 6222

<http://www.legalaid.vic.gov.au>

## **Gamblers Help**

<https://cafs.org.au/gamblers-help> – Therapeutic

Counsellors for harm from gambling ph) 5337 3333 or

Gambler's Help 24/7 on 1800 858 858

## **Ballarat & Grampians Community Legal Service**

Offers free legal services for family violence – homelessness – or residing in rural or remote areas

<https://www.bgcls.org.au/>

## **LGBTIQA+ support**

QLife: <https://qlife.org.au/>

Headspace Zaque. Support for 12–25 year olds.28

Camp St Ballarat. P: 5304 4777 <https://www.facebook.com/zaqueheadspaceballarat/>

LBGTQIA+ Ballarat Newsletter Facebook Group

[https://www.facebook.com/groups/580058852048820/perma-](https://www.facebook.com/groups/580058852048820/permalink/6126246880763295/?mibextid=unz460&paipv=0&eav=AfYnvvGr6HqTj6ad3GUo2ZV6vrRjHcWlddULUYNgkHXw7RoXsPv6MQykKrHx7otzxoI)

[link/6126246880763295/?mibextid=unz460&paipv=0&](https://www.facebook.com/groups/580058852048820/permalink/6126246880763295/?mibextid=unz460&paipv=0&eav=AfYnvvGr6HqTj6ad3GUo2ZV6vrRjHcWlddULUYNgkHXw7RoXsPv6MQykKrHx7otzxoI)

[eav=AfYnvvGr6HqTj6ad3GUo2ZV6vrRjHcWlddULUYNg](https://www.facebook.com/groups/580058852048820/permalink/6126246880763295/?mibextid=unz460&paipv=0&eav=AfYnvvGr6HqTj6ad3GUo2ZV6vrRjHcWlddULUYNgkHXw7RoXsPv6MQykKrHx7otzxoI)

[kHXw7RoXsPv6MQykKrHx7otzxoI](https://www.facebook.com/groups/580058852048820/permalink/6126246880763295/?mibextid=unz460&paipv=0&eav=AfYnvvGr6HqTj6ad3GUo2ZV6vrRjHcWlddULUYNgkHXw7RoXsPv6MQykKrHx7otzxoI)

Pride in Place at Uniting for Housing support

<https://prideinplace.org.au>

QHub for young LGBTIQA+ people and their families

<https://ds.org.au/our-services/safe-spaces/>

Rainbow Ballarat Facebook group

<https://www.facebook.com/groups/189198615258948/>

Rainbow & Allies Crafting Group

[https://www.facebook-](https://www.facebook.com/groups/1728676514231490/)

[book.com/groups/1728676514231490/](https://www.facebook.com/groups/1728676514231490/)

Rainbow Coffee

<https://www.facebook.com/groups/rainbowballarat/>

Rainbow Door P: 1800 729 367

<http://www.rainbowdoor.org.au>

Trans & Gender Diverse Services BCHC P: 5338 4500

<https://bchc.org.au/service/tgd/>

Uncoordinated Queers – low key activities

<https://www.facebook.com/uncoordinatedqueers/>

<https://www.facebook.com/zaqueheadspaceballarat/>

Qlife – peer support, web chat & Ph counselling P:

1800 184 527 <https://qlife.org.au>

## **Mental Health Services**

The office of Juliana Addison MP produces a directory of mental health services:

<https://www.julianaaddison.com.au/info-centre/community-directory/mental-health-contacts-and-services-guide/>

Ballarat Community Mental Health <https://bchc.org.au/>

[services/mental-health-services/](https://bchc.org.au/services/mental-health-services/)

Ballarat Mental Health <https://ballaratmentalhealth.com.au>

Grampians Mental Health services

<https://www.bhs.org.au/services-and-clinics/mental-health-services/>

<https://gch.org.au/service/mental-health-and-wellbeing-connect/>

Haven Foundation offers high-quality housing for people with significant mental health with an NDIS Plan

<https://www.mindaustralia.org.au/services/haven-foundation-integrated-social-housing-and-support-haven-ballarat-west>

## **Multicultural Support Services**

Ballarat Regional Multicultural Council P: 5383 0613

<http://www.brmc.org.au/services>

<https://www.ballarat.vic.gov.au/community/intercultural-services>



## Older Persons Support

My Community Aged Services

<https://mycommunity.ballarat.vic.gov.au/AgedServices>

Senior Citizen's groups

<https://mycommunity.ballarat.vic.gov.au/AgedServices/>

SeniorCitizenClubs

The Older Persons Advocacy Network (OPAN) offers free, independent & confidential support/advocacy for Older people. P: 1800 700 600. <http://www.opan.org.au/support>

Aging Well – support for over 55's and carers.

Ph: 03 53 205 500 –

<https://www.ballarat.vic.gov.au/community/ageing-well-balarat/community-connection-service>

## Sexual Assault Support

Ballarat Centre Against Sexual Assault (CASA).

Grampians Health. Sebastopol Complex, Corner Vale and Edwards Street Sebastopol. P: 1800 806 292 or P: 5320 3933. <https://casacv.org.au>

National Sexual Assault, Domestic and Family Violence Counselling Service. P: 1800 737 732 (24 hrs) <https://1800respect.org.au>

## Styled for Success

Provides free styling advice and one free formal outfit for interviews, appointments or events.

P: 5333 5600 or [styledforsuccess@bgt.org.au](mailto:styledforsuccess@bgt.org.au) or <http://www.bgt.org.au/styledforsuccess>

## Suicide Counselling

Ballarat Community Health Centre. Counselling available. P: 5338 4500 <http://www.bchc.org.au>

Lifeline. Suicide crisis counselling & mental health support. P: 13 11 14 (24 hrs) <https://www.lifeline.org.au>

Suicide Call Back Service. P: 1300 659 467 (24 hrs). <https://www.suicidecallbackservice.org.au>

## Veterans Support

Ballarat Veterans Assistance Centre. 41 Barkly St, East Ballarat P: 4349 6339 <https://bvac.net.au>

Ballarat RSL Veterans Support, 330 Heinz Ln Invermay Park 10AM – 4PM P: 5332 3300.

<http://www.ballatrsl.com.au/veteran-support.html>

## Victorian Government Concessions Information

Including health and utilities such as energy, water, hardship provisions, etc <http://www.dffh.vic.gov.au>

## Youth Support

My Community general list of services <https://mycommunity.ballarat.vic.gov.au/Youth>

Headspace. A range of mental health services for young people. <http://www.headspace.org.au>

Y-Direct. Directory of youth services, particularly mental health. [y-dir.com.au/categories](http://y-dir.com.au/categories)

# OVERVIEW

## OF ALL SERVICES LISTED UNDER MYCOMMUNITY PAGES

<https://mycommunity.ballarat.vic.gov.au>

- Arts Culture & Heritage
- Children
- Education
- Families
- Recreation and Sport
- Indigenous
- Cultural Diversity
- Aged Services
- Disability Access
- Community Facilities & Organisations
- Environmental Groups
- Youth



## FOOD

### **Ask Izzy Food Map**

<https://askizzy.org.au/food/Ballarat-VIC/map>

### **Breakfast - Anglicare Victoria**

Diocesan Centre, 49 Lydiard St Sth, Ballarat Central

Every week day morning. 8.30-10 AM. Wheelchair accessible. <https://www.anglicarevic.org.au>

Ballarat Community Breakfast A community breakfast is provided as emergency relief.

Eligibility: Located in Ballarat local government area

### **Morning Tea and Lunch - Café@102 Salvation Army Doorways**

102 Eureka Street, Ballarat

Monday – Friday 10.00AM – 1.30PM Gold coin donation

<https://www.salvationarmy.org.au/locations/victoria/v263/ballarat-community-support-services/>

Cafe-style food program offering soup, toasties, salad rolls, cake, scones and barista hot beverages.

Eligibility – members of the Ballarat local government area, who are homeless or under threat of homelessness, those who are socially isolated, and experiencing financial difficulty. Referred by Self or agency.

## **Lunch - Ballarat City Senior Citizens' Centre**

Ballarat City Senior Citizens, 16 Little Bridge Street  
Ballarat VIC Monday - Friday 11:45 AM-12:30 PM  
ballaratcityseniorcitizens@gmail.com

A daily community lunch provides social opportunities for members of the Senior Citizens' Centre.

Eligibility: Located in Ballarat and district & member of the Senior Citizens' Centre.

## **Lunch - Community Meals Ballarat Central Uniting Church**

105 Dana Street Ballarat. Everyday  
11:30AM-1:00PM.<https://www.unitingvictas.org.au/locations/ballarat-105-dana-street/>

Free hot meal or take away lunch is available for individuals who are marginalised, homeless, living in insecure housing or who have no cooking facilities.

Eligibility: Located in Ballarat, Daylesford and Bacchus Marsh.

## **Lunch - Cooking for Community Group**

Wendouree Neighbourhood Centre, Holly Grove  
Tuesday 9:30 AM- 2PM. <http://www.wnc.org.au>

The group cooks meals which are then frozen and sold, providing emergency relief for individuals and families experiencing disadvantage and for local community members.

Eligibility Located in Ballarat local government area. Individuals and families experiencing disadvantage and local community members.

## **Lunch - Sebastopol Uniting Church**

104-106 Albert Street Sebastopol  
Wednesdays 12:00 PM  
<https://ballaratsouth.unitingchurch.org.au/contact-us/>  
Shared lunch for the local community following the Craft Morning session.

No information about eligibility or cost

Lunch - Meals for Change

For people aged 15 to 25 years old, for affordable meals in local cafes.

Call 0407 814 126 (Jen)

## Evening meal - The Soup Bus

Parked in front of Cameron Welding & Industrial Supplies, 124 Armstrong Street, South Ballarat.

Monday- Thursday 7:30 PM-9:00 PM or 7 – 8.30PM

Sunday 5:30 PM-7:30 PM

<https://www.facebook.com/TheSoupBus/> or

<http://ontrackfoundation.org.au/contact-us/>

Provides: free hot soup as an evening meal. Eligibility

Located in Ballarat local government area.

Referred Self or agency People who are homeless, at risk of homelessness or otherwise in need.



## SHELTER

### Uniting

Housing and crisis support.

105 Dana Street, Ballarat P: 5332 1286

<https://askizzy.org.au/service/2734831-uniting-vic-tas-ballaratballaratreception@vt.uniting.org> OR

<https://www.unitingvictas.org.au/services/homelessness/>

The main access point for singles, couples and families who are homeless or at risk of homelessness.

Services include an assessment for access to emergency housing, short-term housing or transitional housing as well as support; assistance to secure or maintain current housing; housing advice; financial assistance; advocacy; and referral to appropriate support services.

Eligibility Located in Central Highlands region.  
Singles, couples and families who are homeless or at risk of homelessness.

Homeless Crisis Response – 1800 825 955

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

Housing 115 Lydiard St North, BallaratP: 1800 692 237

<https://cafs.org.au/housing-support/>

<https://askizzy.org.au/service/5760353-child-family-services-cafs-ballarat>

### **Catholic-Care**

4-6 Peel Street Nth, Ballarat

P: 5337 8999 or <https://www.catholiccarevic.org.au>

Various programs with different eligibilities. Housing and emergency support.

### **Orange Sky**

Free laundry, showers and conversation for people experiencing homelessness or hardship – 102 Eureka St Ballarat

<https://orangesky.org.au/locations/ballarat/>

### **Victorian Department of Families, Fairness and Housing**

Provides information about crisis and emergency accommodation that can be accessed here:

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



## LEARNING

### **Ballarat Reads**

Mails books to children for the first five years of their life  
<https://www.ballaratfoundation.org.au/page/89/ballarat-reads>

### **Central Highlands Association of Neighbourhood Houses**

Provides support for neighbourhood houses and the many learning services the houses provide  
<https://www.chanh.org.au>

### **Central Highlands Libraries**

Personal computers can be booked at all libraries, assistance is available from library staff and occasional technical help sessions can be booked.  
[https://centralhighlandslibraries.org.au/client/en\\_AU/chls/](https://centralhighlandslibraries.org.au/client/en_AU/chls/)

### **Federation University TAFE**

Free tuition fees for eligible courses.  
<https://federation.edu.au/institutes-and-schools/federation-tafe/free-tafe-for-priority-courses>

### **Learn Local**

Many courses available to prepare for employment.  
<https://learnlocal.org.au>

### **Parenting**

Ballarat City Council: Parent Place  
<https://www.ballarat.vic.gov.au/parentplace>  
Let's Read program for parents with children from birth to five years. [www.letsread.com.au](http://www.letsread.com.au)  
Raising Children Network  
<https://raisingchildren.net.au>

### **Permaculture**

The Ballarat Permaculture Guild shares knowledge about permaculture and the sustainable practices.  
<https://ballaratpermacultureguild.org>



COMPASSIONATE  
BALLARAT

*creating a nurturing city*

**Compassionate Ballarat is part of the global Charter for Compassion movement promoting compassion as an essential part of individual, community and organisation decision-making. We are a volunteer organisation to develop and implement a strategic approach to creating Ballarat as a Compassionate City.**

**[www.compassionateballarat.com.au](http://www.compassionateballarat.com.au)**