

# VICTORIAN INSPECTORATE

## Welfare Services

The Victorian Inspectorate considers the welfare of complainants, and witnesses and other persons involved in our investigations and inquiries.

If you have any questions or concerns about who you can speak to in relation to an investigation, please let us know so that we can assist you.

## Victorian Inspectorate Contact Details

|                            |   |
|----------------------------|---|
| <b>Telephone and email</b> | 1800 518 197<br>e: <a href="mailto:info@vicinspectorate.vic.gov.au">info@vicinspectorate.vic.gov.au</a> |
| <b>Postal address</b>      | PO BOX 617 Collins Street West, Melbourne 8007  |
| <b>Office hours</b>        | 9.00am- 5.00pm Monday – Friday ( <i>excluding public holidays</i> )                                     |

**Crisis services and other welfare support services are also available – see below.**

## Crisis Services 24/7

|  |   |               |
|--|---|---------------|
| <b>Serious illness, injury or threat that requires urgent attention</b>  | Emergency   | 000           |
| <b>Suicide</b>   | Lifeline  | 13 11 14      |
|  | Suicide Call Back Service                         | 1300 659 467  |
|  | Suicide Help Line                                 | 1300 651 251  |
| <b>Men (all ages)</b>  | MensLine Australia                                | 1300 78 99 78 |
| <b>Children (5-25 years)</b>   | Kids Helpline                                     | 1800 55 1800  |
| <b>Mental Health Crisis line</b><br><br><i>These numbers can be called for immediate help during a mental health crisis - generally they mobilise a local crisis assessment and treatment team (CATT).</i> | Central East                                      | 1300 721 927  |
|  | Dandenong   | 1300 369 012  |
|  | Inner South East                                  | 1300 363 746  |
|  | Inner Urban East                                  | 1300 558 862  |
|  | Inner West  | 1300 874 243  |
|  | Mid West  | 1300 874 243  |
|  | Middle South                                      | 1300 369 012  |
|  | North East  | 1300 859 789  |
|  | North West  | 1300 874 243  |
|  | Northern  | 1300 874 243  |
|  | Outer East  | 1300 721 927  |
| Peninsula  | 1300 792 977                                      |               |
| South West   | 1300 657 259                                      |               |
| <b>Health</b>  | Health Direct Helpline                            | 1800 022 222  |
|  | Nurse On Call                                     | 1300 60 60 24 |
| <b>Beyond Blue</b>   | Support, advice, action<br>24 hours/7 days a week | 1300 22 4636  |

## Day time welfare services

|                                    |   |               |
|------------------------------------|---|---------------|
| <b>General Practitioner</b>        | For medical support and counselling options             | Your local GP |
| <b>For public sector employees</b> | Contact your agency's Employee Assistance Program (EAP) |               |