

Cassandra
Fernando MP

Handy Guide to
**Government and
Community
Services**



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About

Cassandra

Hi, I'm Cassandra and I am here to help!

As your representative in the Australian Parliament and the Albanese Labor Government, I look forward to delivering a better future for our community.

My office can assist you in dealing with Federal Government Services, including:

- » **Veterans' Affairs**
- » **Immigration, citizenship and customs**
- » **Centrelink**
- » **National Disability Insurance Scheme (NDIS)**
- » **Medicare**
- » **Australian Taxation Office (ATO)**
- » **Passports**
- » **Pensions, and My Aged Care**
- » **Child support**

Please get in touch with me anytime you want to discuss a local or national issue, make a suggestion, or seek assistance.

Thank you.

Cassandra Fernando

☎ (03) 8790 0556

✉ Cassandra.Fernando.MP@aph.gov.au

📘 Instagram [CassandraFernandoMP](#)

📍 Shop 7, 1060 Thompsons Road
Cranbourne West VIC 3977

Community

Safety

Emergency – Police, Fire, Ambulance

Ask for the service you need and wait to be connected.

Call 000

Victoria Police – Non-Emergency

Report non-emergency crime and events anytime, anywhere

13 14 44

Cranbourne Police Station

168 Sladen St Cranbourne 3977

03 5991 0600

Dandenong Police Station

41 Langhorne St Dandenong 3175

03 9767 7444

Narre Warren Police Station

8 Coventry Rd Narre Warren 3805

03 9705 3111

Child Protection – South Division Intake

Protecting children and young people at risk of harm

1300 655 795

13 12 78 (After Hours)

services.dffh.vic.gov.au/child-protection

Crime Stoppers

Confidential reporting of crime information

1800 333 000

eSafety Commissioner

To help young people have safe and positive experiences online

1800 880 176

www.esafety.gov.au

National Security Hotline

To report suspicious behaviour

1800 123 400

www.nationalsecurity.gov.au

Neighbourhood Watch

Volunteer crime prevention and community safety group

03 8335 6002 (general enquiries)

www.nhw.com.au

No to Violence Men's Referral Service

Counselling and information to help men take responsibility for their violent behaviour

1300 766 491

www.ntv.org.au

Safe Steps Family Violence Response Centre

Support and information for women and children living with family violence

24/7 Family Violence Response 1800 015 188

www.safesteps.org.au

SES (Victorian State Emergency Service)

Flood, storm, earthquake emergencies

13 25 00

www.ses.vic.gov.au

VicEmergency Hotline

Provides information during and after major incidents in Victoria, and also offers information to help plan for and recover from emergencies

1800 226 226

www.emergency.vic.gov.au

Victorian Poisons Information Centre

Advice about what to do if a person has been poisoned, overdosed, or bitten/stung

13 11 26

www.austin.org.au/poisons

WorkSafe Victoria

Promotion and enforcement of health and safety in workplaces
Level 5/76 Thomas St Dandenong VIC 3175

03 8792 9000

Workplace Emergencies (24 hour) 12 23 60

www.worksafe.vic.gov.au

Australian Government

Australian Electoral Commission

13 23 26

www.aec.gov.au

Australian Taxation Office

Level 1, 27 Robinson Street, Dandenong 3175

13 28 61

www.ato.gov.au

Department of Home Affairs

Migration, citizenship programmes, and border management

13 18 81

www.homeaffairs.gov.au

NDIS (National Disability Insurance Agency)

Individualised support for people with disability

1800 800 110

www.ndis.gov.au

Parliament of Australia

Parliament House Canberra ACT 2600

02 6277 7111

www.aph.gov.au

Smartraveller

24-hour travel advisory and consular information centre

From Australia 1300 555 135

From overseas +61 2 6261 3305

smartraveller.gov.au

Services Australia

7-9 Codrington St Cranbourne VIC 3977

13 24 68

www.servicesaustralia.gov.au

Centrelink

General Enquiries	13 20 11
Feedback & Complaints	1800 132 468
Aged Care	1800 227 475
Apprenticeships	13 36 33
ABSTUDY	1800 132 317
BasicsCard Balance Enquiry	1800 057 111
BasicsCard General Enquiry	1800 132 594
Compensation Recovery	1800 777 653
Child Bereavement and Double Orphan Pension	1800 118 388
Debt Recovery	1800 076 072
Disability, Sickness and Carers	13 27 17
Emergency Information	180 22 66
Employment Services	132 850
Families	13 61 50
Farmer Assistance Hotline	132 316
Financial Information Services	13 23 00
Foreign Income	1800 050 041
Grandparent, Foster and Kinship Carer Adviser	1800 245 965
Help in an Emergency (Crisis Payment)	13 28 50
Income Compliance	1800 171 846
Indigenous Australians	1800 136 380
Indigenous Debt Recovery	1800 138 193
International Services	13 16 73
Isolated Children	132 318
myGov help desk	13 23 07
Multilingual Phone Service	13 12 02
Older Australians	13 23 00
People with Disability	13 27 17
Phone Self Service	13 62 40
Report Income	13 32 76
SmartCard eLM	1800 252 604
Youth and students	13 24 90
Victim of terrorism overseas	1800 040 226

Here to help

Medicare

Compensation Recovery Team	132 127
Continence Aids Payment	1800 239 309
Debt Recovery	1800 037 635
Disaster Health Care Assistance Scheme	1800 660 026
Entitlement Statement	1300 300 271
Healthcare Identifier Service	1300 361 457
International calling	+61 2 8633 3284
Immunisation Register	1800 653 809
Indigenous Access	1800 556 955
Medicare program	132 011
Organ Donor Register	1800 777 203
Telephone claims	132 011
PBS Service	132 290

Child Support Information

Enquiry Line	131 272
Government EasyPay Service	1300 676 420
Info Service	131 107

Victorian

Government

The Victorian state government's responsibilities include schools, hospitals, community safety, transport, and water.

Victorian Government Directory

www.vic.gov.au/victorian-government-directory

Births Deaths Marriages Victoria

Ground floor 595 Collins Street, Melbourne Victoria 3000

1300 369 367

www.bdm.vic.gov.au

Consumer Affairs Victoria

46-50 Walker Street, Dandenong Victoria, 3175

1300 558 181

www.justice.vic.gov.au/dandenong-regional-office

Casey Hospital

62 Kangan Dr, Berwick Victoria 3806

(03) 8768 1200

www.monashhealth.org

Dandenong Hospital

135 David St, Dandenong Victoria 3175

(03) 9554 1000

www.monashhealth.org

Environment Protection Authority (EPA)

Level 3, 14 Mason Street, Dandenong Victoria 3175

24-hour report pollution hotline

1300 372 842

www.epa.vic.gov.au

Nurse-On-Call

1300 60 60 24

Parliament of Victoria

Parliament House, Spring Street, East Melbourne Victoria 3002

(03) 9651 8911

www.parliament.vic.gov.au

Premier of Victoria

1 Treasury Place, East Melbourne Victoria 3002

(03) 9651 5000

www.premier.vic.gov.au

Public Transport Victoria (including myki)

Manages the network of train, tram, and bus operators

1800 800 007

www.ptv.gov.au

South East Water

General enquiries **13 16 94**

Faults and issues **1800 226 226**

southeastwater.com.au

TAC (Transport Accident Commission)

For people injured in transport accidents

1300 654 329

www.tac.vic.gov.au

Victorian Electoral Commission

13 1832

www.vec.vic.gov.au

VicRoads

Driver licensing, vehicle registration, Victorian road network

72 Greens Rd, Dandenong Victoria 3175

13 11 71

www.vicroads.vic.gov.au

Victorian Equal Opportunity and Human Rights Commission

Discrimination and human rights breaches

Level 3, 204 Lygon Street, Carlton Victoria 3053

1300 891 848

www.humanrightscommission.vic.gov.au

Local

Government

Local councils look after services like waste management, parks and animals

City of Casey

2 Patrick Northeast Drive, Narre Warren Victoria 3805

(03) 9705 5200

www.casey.vic.gov.au

Mental Health

Headspace - Youth Mental Health Foundation

Early intervention mental health services for 12-25 years of age

Suite 1, 66 Victor Crescent, Narre Warren Victoria 3805

1800 367 968

www.headspace.org.au

Lifeline

13 11 44

www.lifeline.org.au

Beyond Blue

1300 224 636

www.beyondblue.org.au

Kids Helpline

1800 55 1800

www.kidshelpline.com.au

Community

Support

Community Information and Support Cranbourne

Provides independent, free, impartial and confidential information, referral and support service to all members of the Cranbourne community

03 5996 3333

Casey North Community Information and Support Service

Provides a range of services and programs that have been developed to respond to the pressing needs of the Casey North community

03 9705 6699

Peninsula Community Legal Centre

Offers free legal advice to people who live, work or study in City of Casey

03 9783 3600

South-East Monash Legal Service

Provides free and confidential legal services across the City of Casey

03 9038 8002

U3A Cranbourne

Voluntary seniors' group that provides educational, recreational and social programs

03 5995 0311

Older Persons Advocacy Network

Helps older people understand and exercise their aged care rights, seek aged care services and find solutions to issues with their aged care providers

1800 700 600

Southern Migrant and Refugee Centre

Provides extensive and essential services to refugees and migrants in Melbourne's South-East

03 9767 1900

Ombudsman

Australian Financial Complaints Authority

Independent dispute resolution service for financial complaints

1800 931 678

www.afca.org.au

Commonwealth Ombudsman

Investigates complaints from people treated unfairly or unreasonably by an Australian Government agency

1300 362 072

www.ombudsman.gov.au

Defence Force Ombudsman

Independent complaints mechanism for serving and former Defence members

1300 362 072

www.ombudsman.gov.au

Energy and Water Ombudsman Victoria

Resolves disputes between Victorians and their energy and water companies

1800 500 509

www.ewov.com.au

Fair Work Ombudsman

Information and advice about your workplace rights and obligations

13 13 94

www.fairwork.gov.au

Private Health Insurance Ombudsman

Assists health fund members to resolve disputes through independent complaints handling

1300 362 072

www.ombudsman.gov.au

Public Transport Ombudsman

Examines complaints about public transport in Victoria

1800 466 865

www.ptovic.com.au

Telecommunication Industry Ombudsman

Independent dispute resolution service for telephone and internet complaints

1800 062 058

www.tio.com.au

Victorian Ombudsman

Complaints about Victorian state and local government departments and agencies

1800 806 314

www.ombudsman.vic.gov.au

Post Office

Australia Post

13 76 78

www.auspost.com.au

Blind Bight Post Office

19 Anchorage Dr, Blind Bight VIC 3980

(03) 5998 7373

Clyde Post Office

18 Railway Rd, Clyde Victoria 3978

(03) 5998 5229

Cranbourne Park Post Office

Cranbourne Park Shopping Centre, shop 45/125 S Gippsland Hwy,
Cranbourne Victoria 3977

131 318

Cranbourne North Post Office

Thompson Parkway Shopping Centre, shop 4/1085 S Gippsland Hwy,
Cranbourne North Victoria 3977

(03) 5991 4204

Hampton Park Post Office

Shop 4/55 Hallam Rd, Hampton Park Victoria 3976

13 13 18

Narren Warren South Post Office

Casey Central Shopping Centre, shop 18/400 Narre Warren -
Cranbourne Rd, Narre Warren South Victoria 3805

(03) 9704 2840

Pearcedale Post Office

Pearcedale Village Centre, shop 7a/75-99 Baxter-Tooradin Rd,
Pearcedale Victoria 3912

(03) 5978 6209

Tooradin Post Office

100 S Gippsland Hwy

(03) 5998 3252

Community

Centres

Blind Bight Community Centre

Encourages community participation in activities to enhance health, social wellbeing and advance educational opportunities

33 Anchorage Dr Blind Bight VIC 3980

03 5998 7014

Balla Balla Community Centre

Allows community organisations to deliver key services and for community groups to come together to participate and connect

7-9 Selandra Blvd Clyde North VIC 3978

03 5990 0900

Cranbourne Community House

Provides programs and services for the local community

49 Valepark Cr Cranbourne VIC 3977

03 5996 2941

Hampton Park Community House

Engage and empower our local community by providing social support and educational opportunities

16-20 Stuart Ave Hampton Park VIC 3976

03 8768 8342

Merinda Park Learning and Community Centre

Provides pathways for those who are pursuing a career, change of job or going on to further their education

141-147 Endeavour Dr Cranbourne North VIC 3977

03 5996 9056

Oakgrove Community Centre

Provides social, educational and recreational activities for our local community in a welcoming and supportive space

89-101 Oakgrove Dr Narre Warren South VIC 3805

03 9704 2781

Cranbourne West Community Hub

4 Flicka Blvd Cranbourne West VIC 3977

03 9705 5889

Lynbrook Community Centre

2 Harris St Lynbrook VIC 3975

03 9792 7370

Orana Community Place

16-18 Playwright St Clyde North 3978

03 9709 9615

Libraries

Berwick Mechanics Institute & Free Library

15 High Street Berwick Victoria 3806

9707 3519

Bunjil Place Library

2 Patrick Northeast Drive, Narre Warren Victoria 3805

(03) 8782 3300

Cranbourne Library

65 Berwick-Cranbourne Rd, Cranbourne East Victoria 3977

(03) 5990 0150

Hampton Park Library

26 Stuart Ave, Hampton Park Victoria 3976

(03) 8788 8500

Aquatic &

Leisure Centres

Casey ARC

10 Patrick NE Dr, Narre Warren Victoria 3805

(03) 9705 5000

www.caseyarc.ymca.org.au

Casey Recreation & Aquatic Centre

65 Berwick-Cranbourne Road, Cranbourne East Victoria 3977

03 5990 8600

caseyrace@ymca.org.au

Casey Stadium

Building 4, Terry Vickerman Centre

65 Berwick-Cranbourne Rd, Cranbourne Victoria 3977

(03) 5996 6052

casey.stadium@ymca.org.au

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Get in touch

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