

The Orange Door

The Orange Door listens and helps you to get the support you need. It's free and you don't need a referral.

For immediate danger, call Triple Zero (000). If you are not in immediate danger, but feel unsafe, contact The Orange Door.

The Orange Door can help if:

- you have experienced family violence
- someone close to you is making you feel afraid or unsafe such as your partner, ex-partner, family member or carer
- you are a young person who doesn't feel safe or cared for
- you no longer feel safe to return home and need immediate support
- you are worried about the safety of someone you know.

Support for:

- Migrants, refugees or those without permanent residency
- Aboriginal and Torres Strait Islander people
- Safety planning to keep you and your children safe if someone is making you feel unsafe
- Connection to services that can help with counselling, accommodation, family violence support, mental health and drug and alcohol services, parenting support groups, services for children, financial help, or legal assistance
- Access to funding for basic living expenses and some other costs

The Orange Door
52 Grant St
Bacchus Marsh VIC 3340
1800 219 819

Crisis Support

**Call the statewide
Homeless Crisis Response
number 1800 825 955 to
find the nearest service for
homeless people.
Hours - Monday to Friday
9am-5pm.**

Tenant Services

Tenants Victoria

Informs and educates renters about their rights.

Provides a free service for community workers at organisations assisting renters. This includes legal advice, guidance through procedures like applying to VCAT, and strategies for the best possible outcomes in rental disputes.

Family Violence Protection Tenancy Kit designed for support workers and advocates who assist people affected by family violence, to help renters know their rights, have a secure home and limit any financial loss.

Call 9416 2577
tenantsvic.org.au



HOUSING AND HOMELESSNESS SUPPORT



HOMELESSNESS ACCESS POINT

Cafs is the entry point for Moorabool in Bacchus Marsh that provides assessment and planning for people who are experiencing housing insecurity and supporting transitional accommodation where available.

Homeless Support Services - Cafs

52 Grant Street, Bacchus Marsh

Call 5367 9900

www.cafs.org.au

Cafs delivers a range of homelessness, housing and tenancy support programs for people in our community, including specialised services for young people and First Nations people.

Tenancy Advocacy and Advice

Cafs can help you understand your rights and responsibilities as a tenant. If your tenancy is at risk, they can work with you to develop a support plan. Cafs can act as your advocate and make every effort to keep you in your home.

Tenancy Support: Advocacy and advice for people in private residential tenancy agreements, including rooming house residents and caravan parks.

Tenancy Plus: Support for people in public or community housing.

Aboriginal Tenancies at Risk (ATAR): Case managed advocacy and support for Aboriginal renters and residents in public housing, community housing or renting from Aboriginal Housing Victoria.

Cafs Programs supporting Young People

TRANSITIONING IN AND OUT OF CARE:

When transitioning to independence, all young people benefit from guidance and support, but not everyone can access that support from family or friends.

YOUTH CARE: Cafs operates five Residential Care Homes in Ballarat, striving to provide a safe and home-like environment for children and young people and supporting them as they prepare to return to their parents, to foster or kinship care. Young people are also supported to leave care and transition to independent living.

BETTER FUTURES: If you have an experience of out-of-home care this program can assist you up to the age of 21 to identify and achieve your personal goals and aspirations across five key areas – housing, education, employment, health and wellbeing, and community connections.

CREATING CONNECTIONS: Creating Connections is a housing initiative for young people living in the Hepburn and Moorabool regions. Young people are assisted to maintain existing housing or to find suitable accommodation and Cafs advocate for young people on housing applications. Other support provided to navigate logistics for a positive start to independent living.

Current at July 2025

Homelessness Support - Uniting Ballarat

Advice about paying rent and bills, rental arrears, rent in advance and bonds

Tenancy support- your rights as a tenant to reduce the risk of being evicted

Housing information- referrals, support and advice

Housing options- if you're sleeping rough, couch surfing or living in insecure or overcrowded housing

Referrals to vacancies- including crisis, transitional and long-term housing provided by Uniting

Call 5332 1286

www.unitingballarat.org.au

Care finders

A free service that supports vulnerable older Australians to access aged care services. It is designed specifically for people who have no one else who can support them.

This can include people who are:

- homeless or at risk or becoming homeless and on a low income
- in an insecure housing situation
- facing challenges finding a place to live.

Primary Health Networks (PHNs) are responsible for managing care finder services
Western Victoria PHN 5222 0800 (Moorabool except Bacchus Marsh)

North West Melbourne PHN 9347 1188
(Bacchus Marsh area)

www.myagedcare.gov.au/help-care-finder

For information on other support for older people visit

www.myagedcare.gov.au/support-people-facing-homelessness#commonwealth-home-support-programme