



All images: Posed by models.



The Orange Door works with all types of families and support can be tailored to meet the diverse needs of you and your family members.

The Orange Door welcomes people of any age, gender, sexuality, culture and ability. We acknowledge we are on Aboriginal land and pay our respect to Elders past, present and future.

We take your privacy seriously. To find out how we will use your information, please refer to

orangedoor.vic.gov.au

The Orange Door provides help and support for family violence, as well as families in need of support with the wellbeing and development of children.

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Help and support for parents and families



Southern Melbourne | 1800 271 170



Sometimes things at home are not OK and you need extra help and support.

The Orange Door is here to listen to you and support you to get the help you need quickly and easily.

If you are in immediate danger, call Triple Zero (000).

The Orange Door can help if:

- You are worried about the wellbeing and/or development of your child(ren).
- You need help to strengthen your parenting skills and develop positive family relationships.
- Your family needs help to get through stressful times, which may be caused by a range of reasons including separation, mental health, grief, drug and alcohol abuse, financial worries, illness or living with a disability.
- You need extra help managing the behaviour of your child(ren).
- Someone at home is making you, your children or another family member feel unsafe or afraid.
- You're pregnant or a new parent and need support and advice.
- You have concerns for a vulnerable child in your community.

The Orange Door can help by:

- Listening to you to understand the difficulties you're facing.
- Helping you to explore your options and think about what you want to do next.
- Working with you to improve you and/or your family's situation.
- Connecting you to services that can help, such as parenting support groups, services for children, family violence support, counselling, financial help, or legal assistance.
- Providing advice to help you access funding for basic living expenses and other costs.
- Providing information and advice to professionals if you are worried about a vulnerable child in your community.



How can I access The Orange Door?

The Orange Door is open 9am to 5pm Monday to Friday (closed on public holidays).

Call 1800 271 170

Email sma@orangedoor.vic.gov.au

Walk in 311 Lonsdale Street, Dandenong

For counselling and support for parents and carers of children from 0-18 years, **call Parentline Victoria** on 13 22 89 (*free call*) (8am – midnight, 7 days a week).

For 24/7 support **call Safe Steps** on 1800 015 188.

The Orange Door can work with you if you use communication aids or require an interpreter, including Auslan.

Find out more about The Orange Door or your nearest support service at:

orangedoor.vic.gov.au

The Orange Door - Southern Melbourne

provides services to people in the local councils of Cardinia Shire, Casey and Greater Dandenong.

You can provide feedback about your experience with The Orange Door at orangedoor.vic.gov.au/feedback or by calling **1800 271 170** and asking to speak to your worker, a supervisor or the manager.