



Community Support Program BOOKLET

**This booklet will
walk you through:**

- How to apply for Community Support
- What programs are available
- Helpful resources

Balaki Wurrekang

‘Talking to Community, talking to the Mob’

Balaki Wurrekang (the Member Engagement Team) plays a central role in connecting Dja Dja Wurrung Clans Corporation (DDWCAC). The team focuses on supporting the social, emotional, cultural, and economic wellbeing of Djaara People. While strengthening connection to culture, community and Country. This booklet outlines all available Community Support Program sub-programs, including relevant guidelines and the application form.

Dja Dja Wurrung Clans Aboriginal Corporation, trading as DJAARA, developed the Community Support Program (CSP) in 2014 with a suite of targeted initiatives, funded by the Community Benefits that are received by DJAARA from activities within the Land Use Activity Agreement.

- The primary aim is to provide the opportunity for DJAARA to increase the health and wellbeing, economic participation, and financial independence of DDWCAC Members.
- All sub-programs are assessed on a needs basis. Individual guidelines specify the allocated amount of funds available. Changes to this program are at the DDWCAC Board’s discretion and subject to availability of funds.
- CSP is continuing to evolve to better reflect the needs of DDWCAC Members.
- Changes to the CSP are guided by direct feedback from Members, with feedback gathered through the Bakarlu Wayaparrangu Members Weekend. This feedback is being used to ensure the CSP remains aligned with Member priorities. These adjustments have been made in consultation with and approval from the DDWCAC Board to strengthen the program’s financial sustainability and to reaffirm our ongoing commitment to supporting self-determination for our people.

Balaki Wurrekang Team works closely with Members

- By supporting Djaara people to be healthy, connected and self-determining, the Community Support Program Engagement strengthens connection to country, culture and community. When mob is supported, Country is cared for.
- Balaki Wurrekang enables Members to get support to return to Country or to remain connected to Country, access education and economic opportunities, respond to crisis and participate in cultural life.
- Delivering programs that support Elders, families, young people and knowledge holders ensure cultural knowledge is shared and carried forward across generations.
- By addressing immediate needs while building long-term wellbeing, Balaki Wurrekang helps create strong people, strong families and strong futures by delivering the Country Plan, Dhelkunya Dja through everyday practice.

There is support available

We know that forms and booklets like this can be a roadblock to getting the support that you need. If you would like culturally safe and judgement-free support with your CSP application or to ask questions about the CSP, please contact the Balaki Wurrekang Team.

Email: members@djadjawurrung.com.au

Ph.: (03) 5444 2888

Visit us: Larnagurrak (Our place) 43 Hattam Street, Golden Square VIC 3555



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CSP Sub-program Overview:

- **Education, Skills & Development**
Supports Members to access education and skill-building opportunities that build confidence and pathways to employment and upskilling.
- **60+ Support**
Supports Elders' wellbeing and connection while recognising their important role as knowledge holders and community leaders.
- **Healthy Living**
Supports physical, mental and social wellbeing through engaging in activities, supports and resources.
- **Micro Business**
Supports Members to develop their small business and strengthen economic independence through practical, culturally appropriate support.
- **Moving to Country**
Assists Members to relocate to Country to strengthen cultural connection and wellbeing.
- **Workshop Facilitation: Knowledge Holder**
Supports Elders and knowledge holders to receive relevant materials and equipment to support the ability to share cultural knowledge through workshops and community activities.
- **Kick-Start Independent Living**
Provides essential items and support to help Members establish and maintain safe, stable independent living.
- **Family Group Meetings**
Supports family groups to come together in a culturally safe ways to talk, make decisions and strengthen relationships.
- **Christmas/End of Year Gift Card Support**
Replaces the annual Christmas gift card mailout. Support is still available only upon applying.
- **Travel & Related Expenses**
Assists with travel costs so Members can attend important Member related meetings.
- **Sorry Business**
Provides respectful support to Members and families during periods of loss and mourning.





Application Process

Balaki Wurrekang Team application assessment

You are able to apply for more than one CSP Sub-program.

Applications are primarily assessed on importance and urgency of need.

If one or more Sub-programs align with your needs, you will need to use separate application forms for each Sub-program. You can reach out to the Balaki Wurrekang Team for additional application form(s) via email, in person or through the Djaara Members' Portal on our website.

Email	members@djadjawurrung.com.au
In person	Larnangurrak 43 Hattam Street, Golden Square, VIC 3555
Djaara Members' Portal	djadjawurrung.com.au

Application submission

Applications can be submitted via email, in person or via mail:

Email	members@djadjawurrung.com.au
In person	Larnangurrak 43 Hattam Street, Golden Square, VIC 3555
Mail	Balaki Wurrekang Team PO Box 1026 Bendigo, VIC 3552

Important application considerations

When submitting an application, **it is the applicant's responsibility to provide all required documentation to support their request.** Incomplete applications or missing documentation may result in delays to processing.

****Please note, multiple attempts to follow up on your application can bring unnecessary delays. We ask for your patience, allowing up to 3 weeks for whole process to be completed***

Other factors that may delay the processing of your application include:

- Incomplete sections of the application form.
 - Required documentation not being provided.
 - Payments processed via credit card only.
 - Supplier processing timeframes.
 - Staff capacity.
 - High demand for Community Support Program funding.
-



Why your application may be declined:

- All requests must be for essential items only and at a fair and reasonable costs.
- The application does not align with the sub-program guidelines.
- The applicant has already submitted multiple applications across sub-programs, and funding must be distributed fairly.
- Funding for the relevant sub-program has been fully allocated.

The request is not considered essential or reasonable (for example, excessive quantities of school uniform items for one child or non-essential items such as gaming devices), or of reasonable cost.

Special Consideration

If you have urgent needs that could lead to employment opportunities or could impact your ability to maintain employment that do not align with any of the available sub-programs, there is an opportunity to apply for **Special Consideration**.

The primary focuses of **Special Consideration** is supporting DDWACC Members who have opportunities to engage in elite sport or higher education, or who are experiencing personal hardship.

Special consideration also includes applications that are outside a particular Sub-program's guidelines, but the application and request for funds is aligned with any of 5 applicable goals from **Dhelkunya Dja** (Healing Country), the Dja Dja Wurrung Clans Country Plan goals.

Our suggestion is to begin your application early to ensure you have time to gather all necessary documentation.

The 5 Dhelkunya Dja goals

GOAL 1: Djaara (Our People) Every Djaara person is happy, healthy and secure in their identity, livelihood and lifestyle	Objectives To achieve our goal, we will: • be recognised as a sovereign Aboriginal nation and the Traditional Owners of Djandak • reduce the major risk factors to our People and ensure there is access to appropriate education, health services and housing • have more Djaara living on Country and in stable employment • ensure our full range of rights and interests are legally recognised and reflected in the policies and actions of government.
GOAL 2: Gurang gungang (Being and doing) Djaara (Dja Dja Wurrung People's) customs and practices are alive and respected – keeping us connected to our past, our present and our future	Objectives To achieve our goal, we will: • actively practice our ceremonies and teach our ways to our young ones • continue to bayikina djali – reawaken our language • consolidate and protect our traditional knowledge, using it to guide cultural practices and the way our Country is managed • advance reconciliation with the broader community by sharing our giyakiki (stories), values and customs.



GOAL 3: Malamiya (Cultural Heritage) Our Malamiya is recognised and protected as a celebration of our identity and community	Objectives To achieve our goal, we will: • strengthen our understanding of cultural places and connections on Djandak • secure and realise the right and means to effectively protect and manage cultural landscapes and places • ensure Ancestral Remains, cultural objects and collections of Djaara (Dja Dja Wurrung People) are repatriated and protected • apply our Malamiya to promote healing, and teach Djaara about Country, lore and laws • raise and promote public awareness, education and respect for Aboriginal Cultural Heritage and living culture, to contribute to ongoing reconciliation.
GOAL 7: Gungilangurrak (Our doing) As our Country's first people, Djaara (Dja Dja Wurrung People) have an established place in society and are empowered to manage our own affairs	Objectives To achieve our goal, we will: • be a clearly identified group of people with well-defined goals and objectives, authority and leadership structures • have a strong, well-governed corporation that effectively represents the interests of Djaara • effectively implement the Dja Dja Wurrung Recognition and Settlement Agreement • be meaningfully involved as a partner in managing Djandak and take the lead in managing Country where Djaara hold freehold and Aboriginal Title • have an active and engaged community that participates in all aspects of society.
GOAL 8: Murrunayangu (We all live, thrive) We have a strong and diverse economic base to provide for our health and wellbeing, and strengthen our living culture	Objectives To achieve our goal, we will: • grow our asset base and use it wisely and sustainably to generate economic benefit for Djaara • attract and secure the professional expertise required to create and leverage economic development and employment opportunities • continue to build strong enterprises with respected brands and a high level of client satisfaction • leverage significant human, financial and information resources through the development of strategic partnerships and joint ventures • seed, support and strengthen Djaara business • utilise Djaara's strategic resources in supporting economic self-determination.

How to apply:

On the back page of the Community Support Program application form, please fill out in as much detail as possible, circumstances/opportunity and how financial assistance may assist you, attach all required documentation – for example, a letter of offer /payable invoice and email, with your CSP application to or via the other ways to submit a CSP application listed on page 5 of this booklet.

****Please note this Special Consideration section is limited, pending available funding and fair distribution of funds.***



STEP 1 DOCUMENTATION AND APPLICATION:

When all of your documentation has been provided, the DJAARA Member Engagement team will review to ensure that all is in order and meets the requirements of the program guidelines, and check your request is within the allocated amount. From there, the Member Engagement team will send through your application to for approval processing.

STEP 2 APPROVAL:

If approved, all documents and approval will be shared with the DJAARA Finance team for the payment process to begin. All approved applications will be processed at the end of each week (unless it is Sorry Business which will be prioritized). Once your application has been processed it will then be required final sign off.

STEP 3 CONFIRMATION

Member Engagement will be in contact with you once we have received confirmation of payment and purchase is either ready for collection or been paid. We can request a remittance if required (this can be a receipt or proof of payment).

STEP 4 EVALUATION AND FEEDBACK

Once all steps have been completed, we will have a set of questions to ask about your experience with the Community Support Program and how this purchase may support your needs.



CSP Sub-program Guidelines

Education, Skills & Development

To apply for any Education, Skills & Development CSP you must:

- Provide relevant evidence or documentation, such as confirmation of enrolment or a letter of offer.
- For requests relating to technology, provide evidence demonstrating that a device is required, along with a fair and reasonably priced quote for consideration. Please be aware that limitations apply to the range of devices supported; applicants should clearly outline their primary purpose (for example, design work or essay writing).

Eligibility Criteria	Requirement
Eligible Applicant	DDWCAC Member or Djaara child.
Eligibility Conditions	Support must relate to education, study participation, accreditation, training or employment pathway workshops.
Funding Cap	Primary: up to \$250 per year. Secondary: up to \$500 per year , recognising higher costs for uniforms, books, laptops and equipment. Tertiary: up to \$1,000 per year. Training and workshops: up to \$300 per training course or workshop.
Frequency Limit	Once per year per Member or Djaara child.
Eligible Expenditure	Education materials; required course/training costs; essential IT devices required for study (fit-for-purpose); PPE/equipment required for training.
Excluded Expenditure	Luxury/non-essential devices or discretionary upgrades.
Key Conditions / Rules	Support is assessed on demonstration need and its contribution to future education, skills or employment capability; it is not a general entitlement. IT devices must be recommended by the school or provider. A repeat claim for an item such as a laptop will not be supported where the Member or Djaara child received the same type of item in the previous year, unless exceptional circumstances are approved through the (Special Consideration).
Evidence Requirements	Proof of enrolment/participation; itemised quote(s); evidence device/item is required (school list/provider advice).
Payment Method	Payment must be made directly to the supplier against an invoice.

60 + Support

Eligibility Criteria	Requirement
Eligible Applicant	DDWCAC Member aged 60 years or over.
Eligibility Conditions	Support must benefit the Member directly and may be used flexibly for security, independence, wellbeing or cultural knowledge transfer within the stated limits. Milestone celebration support is a separate form of support.
Funding Cap	Two components (1) Elder milestone celebration support: up to \$1,500 for the 60th birthday then every five years. (2) Elder Member Elder Cultural Knowledge Transfer activities support: up to \$1,000 per year.
Frequency Limit	Support is available once per year. Milestone celebration support is separate and available at age 60 and then every five years.
Eligible Expenditure	Two components (1) Elder milestone celebration supports: venue hire/catering/party décor for milestones celebrations; travel by Elder Member celebrating their milestone and carer (if applicable) only). (2) Elder Cultural Knowledge Transfer activities: transport costs.
Excluded Expenditure	(1) Travel/accommodation for the other family members beyond the eligible Elder Member celebrating a milestone birthday and carer, if applicable).
Key Conditions / Rules	Support is only available to the eligible Member and their carer (if applicable).
Evidence Requirements	Statement of need; quote/invoice where applicable; carer details if travel support is requested.
Payment Method	Payment must be made directly to the supplier against an invoice.

Healthy Living

Eligibility Criteria	Requirement
Eligible Applicant	DDWCAC Member.
Eligibility Conditions	Support must deliver direct health and wellbeing benefit and fit within the defined eligible categories.
Funding Cap	Two components: (1) up to \$150 per Member per year for exercise footwear/clothing/equipment; and (2) up to \$400 per Member per year for gym membership, swimming lessons, quit smoking programs/aides, and dental.
Frequency Limit	Once per year per Member (Subject to the two component caps).
Eligible Expenditure	Swimming lessons; sports/club/gym memberships and uniforms; runners for sport or walking; quit smoking programs or aides; dental; exercise footwear/clothing/equipment (within cap).
Key Conditions / Rules	Items outside the defined categories; reimbursements.
Evidence Requirements	Invoice or quote must be provided. Reimbursements are not supported. Requests outside clearly defined categories must be referred for clarification or special consideration.
Payment Method	Payment must be made directly to the supplier against an invoice

Micro Business

Eligibility Criteria	Requirement
Eligible Applicant	DDWCAC Member.
Eligibility Conditions	Applicant must hold an ABN or be assisted to obtain an ABN prior to receiving funds.
Funding Cap	Up to \$2,000.
Frequency Limit	Available once every five years per Member per business. Repeat support for the same business is not available unless the application presents a genuinely distinct business proposal.
Eligible Expenditure	Business start-up costs, materials and equipment aligned to the business concept/plan.
Excluded Expenditure	Personal or unrelated expenditure.
Key Conditions / Rules	Applicant must complete an Indigenous Business Australia (IBA) business workshop (e.g., "Your Business & IBA" – free and online). CSP is not a loan and does not require repayment.

Moving to Country

Eligibility Criteria	Requirement
Eligible Applicant	DDWCAC Member.
Eligibility Conditions	Support is for relocation to Djaara Country (relocation costs only).
Funding Cap	Up to \$3,000.
Frequency Limit	Available once every 5 years per Member.
Eligible Expenditure	Removalist costs; storage; packing materials.
Key Conditions / Rules	Furniture; luxury/discretionary purchases.
Evidence Requirements	Support is available one month before relocation or one month after. Applications cannot be backdated outside this window.
Payment Method	Evidence of relocation timing (e.g., lease/booking); itemised quote(s) for removalist/storage/packing.

Workshop Facilitation: Knowledge Holder

Eligibility Criteria	Requirement
Eligible Applicant	DDWCAC Member acting as workshop facilitator (Knowledge Holder).
Eligibility Conditions	Workshop must facilitate cultural knowledge and practice sharing for Members; start-up costs only for facilitating Members.
Funding Cap	Facilitation costs/materials/equipment up to \$2,000. Co-facilitator support up to \$500 (where required).
Frequency Limit	Available for facilitating Members (start-up support).
Eligible Expenditure	Facilitation costs; materials; equipment that supports ongoing facilitation. Co-facilitator travel/accommodation/meals where required for operations.
Excluded Expenditure	Expenditure not linked to approved facilitation plan or not required for delivery.
Key Conditions / Rules	A facilitation/workshop plan must be provided. Where a supplier does not have an ABN, a statement by the supplier is required.
Evidence Requirements	Workshop plan; itemised quote(s); supplier ABN or supplier statement if no ABN; co-facilitator rationale if requested.
Payment Method	Payment must be made directly to the supplier against an invoice.

Kick-Start Independent Living

PROGRAM	GUIDELINES
Eligible Applicant	DDWCAC Member aged 18 to 25 who is moving into independent living.
Eligibility Conditions	Once-off support for a young person establishing independent living. The applicant must provide evidence of the move, such as a lease, mortgage or recognised change of address.
Funding Cap	Two purposes: (1) up to \$1,000 per Member to secure a driver licence for the first time; (2) up to \$1,000 per Member/household plus \$200 per dependant under 18 for essential household items.
Frequency Limit	Once only per eligible Member. This is not an annual benefit.
Eligible Expenditure	Driving lessons, test and licence fees (first licence); essential furniture and appliances; essential household items.
Excluded Expenditure	Non-essential household items; duplicate/upgrade purchases not tied to genuine need.
Key Conditions / Rules	Household item funding is capped per household to avoid multiple adult Members in one household each accessing the full amount for the same household needs.
Evidence Requirements	Itemised quotes; evidence that the applicant is aged 18 to 25; and evidence of moving into independent living, such as a lease, mortgage or recognised change of address. Evidence that a licence is the applicant's first licence and dependant details are also required where relevant.
Payment Method	Payment must be made directly to the supplier against an invoice.

Family Group Meetings

Eligible Criteria	Requirement
Eligible Applicant	DDWCAC Members participating in a Family Group Meeting.
Eligibility Conditions	Meeting must be an approved Family Group Meeting supported under CSP.
Funding Cap	As approved per meeting/event based on costings and budget.
Frequency Limit	As scheduled/approved by the program.
Eligible Expenditure	Venue hire; catering; materials (as per event plan).
Excluded Expenditure	Non-event related expenditure.
Key Conditions / Rules	Travel and accommodation support is for Elders only (and one carer, if applicable).
Evidence Requirements	Event plan including date, location, purpose, expected attendees and approved budget; cost breakdown or quotes for venue, catering and materials.
Payment Method	Payment must be made directly to the supplier against an invoice.

Christmas/End of Year Gift Card Support

Eligibility Criteria	Requirement
Eligible Applicant	DDWCAC Member.
Eligibility Conditions	Eligible if DDWCAC Member applies through the CSP only.
Funding Cap	\$100
Frequency Limit	Once per year
Eligible Expenditure	N/A
Excluded Expenditure	Applying after the cut-off date (1 week before Christmas)
Key Conditions / Rules	Ensure details are up to date, must apply within identified timeframe.
Evidence Requirements	N/A
Payment Method	\$100 Gift Cards issued buy DJAARA

Travel & Related Expenses (AGM & SGM)

Financial support provided to attend Annual General Meetings (AGMs) and/or Special General Meetings (SGMs) to exercise member rights, aligning with the Travel and Related Expenses Policy.

Eligible Criteria	Requirement
Eligible Applicant	DDWCAC Member.
Eligibility Conditions	Support to attend AGMs and/or SGMs where virtual attendance is not possible.
Funding Cap	Distance bands: 0–50km: \$0; 50–100km: \$50; 100km+: \$100 (per approved trip).
Frequency Limit	Capped at up to 2 meetings per Member per year (subject to approved budget).
Eligible Expenditure	Travel support to attend meeting(s) to exercise Member rights.
Excluded Expenditure	Reimbursements; late applications; support for Members who have not updated their details.
Key Conditions / Rules	All support must be pre-approved. Processing occurs in line with weekly processing settings; Sorry Business and Crisis Support are prioritised.
Evidence Requirements	Meeting details/registration confirmation; distance calculation (as required); confirmation Member details are up to date.
Payment Method	Payment must be made directly to the supplier against an invoice.



Sorry Business

**Please note, outside of funeral director and or cemetery invoice, the remaining balance cannot be utilised.*

Eligibility Criteria	Requirement
Eligible Applicant	Family representative applying in relation to a deceased DDWCAC Member.
Eligibility Conditions	The deceased must be a DDWCAC Member with 24 months or more membership. Non-member support is not available. Children of Members aged 21 years and under
Funding Cap	Up to \$9,500 total for a deceased DDWCAC Member.
Frequency Limit	Per eligible funeral.
Eligible Expenditure	Funeral director / service costs; burial or cremation related costs; ceremony and wake expenses where applicable (within balance limits).
Excluded Expenditure	Accommodation; gift cards; travel cards; car hire. Remaining balance cannot be re-allocated to other items.
Key Conditions / Rules	Any external payment or support will reduce the amount available under this sub-program. CSP may only fund the remaining eligible balance, up to the approved cap, and must not duplicate support already provided by another source.
Evidence Requirements	Itemised funeral invoice/quote; confirmation deceased is a DDWCAC Member; evidence of the other funding relevant.
Payment Method	Payment must be made directly to the supplier against an invoice

Resources

Housing Support

Service	Details	Phone	Website & Email	Address
Aboriginal Private Rental Assistance Program (APRAP)	This program is for people currently residing in the following North-East Metropolitan area.	(03) 9416 4266	vascal.org.au/aboriginal-private-rental-assistance-program/	496 High Street, Northcote VIC 3070
		reception@vacsal.org.au		
Aboriginal Tenants at Risk Program (ATAR) Melbourne	The Aboriginal Tenants at Risk Program is a program that is available in the North and West Metropolitan regions.	(03) 9480 7777	aal.org.au/aboriginal-tenants-at-risk-program/	2 Watt Street, Thornbury VIC 3071
Victorian Housing Register (VHR)	The VHR is where you can register for social housing in Victoria. Social housing is made up of public housing and community housing.	1300 475 170	housing.vic.gov.au/Victorian-housing-register	50 Lonsdale Street, Melbourne VIC 3000
RentAssist Bond Loan	Loans are for bonds only.	1300 475 170	housing.vic.gov.au/rentassist-bond-loan	50 Lonsdale Street, Melbourne VIC 3000
Aboriginal Housing Victoria (AHV)	AHV provides culturally safe, affordable and secure housing for Aboriginal and/or Torres Strait Islander Victorians.	(03) 9403 2122	ahvic.org.au	125-127 Scotchmer Street, Fitzroy North VIC 3068
		clientservices@ahvic.org.au		



Haven Home Safe	A registered community and affordable housing provider delivering housing and homelessness services across Victoria	1300 428 364	www.havenhomesafe.org.au	Offices in: • Bendigo • Mildura • Epping • Geelong • Kyabram
		After hours: 1800 825 955		
DJAARA Mayam Mayam	The Mayam Mayam Dja Dja Wurrung Housing Strategy aims to: • Invest in DJAARA's land and capital in new housing development • Pursue government funding and partnership opportunities • Build MAYAM MAYAM's capacity in housing delivery, renter management, and community support	(03) 5444 2888	mayammayam@djadjawurrung.com.au	Larnangurrak 43 Hattam Street, Golden Square VIC, 3555
			djadjawurrung.com.au/projects/mayam-mayam	
HomeConnect	Works with people before a housing crisis occurs and provides support to stabilise their current housing or to find more appropriate housing.	(03) 9304 0147	vincentcare.org.au/our-services/home-connect	-
			homeconnect@vincentcare.org.au	
Community Connections Program (CCP)	The CCP undertakes work with adults within the local government areas of Hume and Moreland for people aged 25 years and over. The program aims to provide assistance to people who are experiencing homelessness or are at risk of homelessness or who live in low-quality accommodation and have multiple unmet health needs.	0439 584 520	vincentcare.org.au/our-services/community-connections-program	179 Flemington Road North Melbourne VIC 3051



Urgent/Crisis

*****Please note: Mainstream services are available 24/7 and can provide immediate support, we will also connect you with culturally safe Aboriginal services as provided to ensure support feels right for you.***

Service	Details	Phone	Website & Email	Address
Homelessness Australia	Connects people to local crisis accommodation and support services.	Contact form on website	homelessnessaustralia.org.au	-
HousingVic Crisis & Emergency	Free 24/7 phonenumber.	1800 015 188	housing.vic.org.au/crisis-emergency-contacts	-
Launch Housing	Free 24/7 phonenumber. Crisis accommodation and homelessness support.	1800 825 955	info@launchhousing.org.au	Drop-in services in: • Cheltenham • Richmond • St Kilda
			launchhousing.org.au	
1800RESPECT	Free 24/7 national domestic, family, sexual violence counselling, information and support service.	1800 737 732	1800respect.org.au	-
		Textline: 0458 737 732	Online chat and video call services available	
Kids Helpline	Free 24/7 online and phone counselling for young people aged 5-25.	1800 551 800	kidshelpline.com.au	-
13 YARN	Free, 24/7 national service to provide crisis support without judgement and provide a confidential, culturally safe space to yarn about your needs or concerns.	13 92 76	13yarn.org.au	-
Beyond Blue	Free 24/7 wellbeing support organization that provides free, confidential services for anxiety, depression, and suicide prevention.	1300 224 636	beyondblue.org.au Online chat service available	-
Lifeline	Free 24/7 national emotional crisis and suicide prevention service support line.	13 11 14	lifeline.org.au	-
		Textline: 0477 13 11 14	Online chat service: lifeline.org.au/chat	



Health & Medical

Service	Details	Phone	Website & Email	Address
Aboriginal Hospital Liaison Officers (AHLOs)	Generally located in Hospital's in the First Nations Health Units, AHLOs help First Nations patients and their families feel culturally safe and supported while they are in the hospital.	(03) 5454 7131 (Bendigo Health)	aboriginalhealth@health.vic.gov.au	Bendigo Health Aboriginal Services Team Ground floor, 100 Barnard Street, entry via Mercy Street, Bendigo VIC 3550
		Contact your local hospital for an AHLO	bendigohealth.org.au/aboriginalserviceteam	
MediStays	Connecting patients and families with nearby, accessible accommodation options near hospitals and medical clinics, financial support and links to transport.	1300 085 036	contact@medistays.com.au	-
			medistays.com.au	
Patient Assisted Travel Schemes (PATS, VPTAS)	State and territory government programs that provide financial subsidies for travel and accommodation costs for medical services.	1300 650 172 (VIC only)	betterhealth.vic.gov.au/victorian-transport-assistance-scheme	-
National Aboriginal Community Controlled Health Organisation (NACCHO)	The national peak body representing 148 Aboriginal Community Controlled Health Organisations (ACCHOs) acts as the main voice for Aboriginal and Torres Strait Islander health and wellbeing. NACCHO gives advice to the Australian government on health policies and budgets; help design and manage health programs for Indigenous communities.	(02) 6246 9300		naccho.org.au
Dhelkaya Health	Low-cost mental health, counselling and medical services in Mount Alexander Shire Council area.	(03) 5471 3555 (Castlemaine)	dhelkayahealth.org.au	142 Cornish Street, Castlemaine VIC 3450
		(03) 5475 2000 (Maldon)		1 Chapel Street, Maldon VIC 3463



Our Mob and Cancer	Our Mob and Cancer had many resources about different cancers.	1800 624 973	enquiries@canceraustralia.gov.au	-
		(02) 9357 9400	ourmobandcancer.gov.au	
Carer Gateway Victoria	Emergency respite, immediate care options for unexpected circumstances, emotional support and practical services including financial support for carers.	1800 422 737	carergateway.gov.au	-
		Call or email-back services available		
Victorian Aboriginal Health Service (VAHS)	Provides medical, dental and community services.	(03) 9419 3000	vahs.org.au	-
		Locum service: 132 660		
Closing the Gap Pharmaceutical Benefits Scheme (PBS) Co-Payment	Eligible patients can access cheaper or free medicines.	Services Australia 132 290		pbs.gov.au/publication/factsheets/closing-the-gap-pbs-co-payment-measure
Integrated Team Care (ITC)	This program supports Aboriginal and Torres Strait Islander people who live with complex chronic conditions.	(03) 5442 4947 (Bendigo)	health.gov.au/our-work/integrated-team-care-program	-
			bdac.com.au/integrated-team-care (Bendigo & District Aboriginal Co-operative)	119 Prouses Road, North Bendigo, Victoria, 3550
Australian Indigenous Health InfoNet	Helping to close the gap by providing the evidence base to inform practice and policy in Aboriginal and Torres Strait Islander health. The HealthInfoNet provides different types of knowledge tools and resources on health topics & health systems.	(08) 6304 6336	healthinfonet@ecu.edu.au	-
			healthinfonet.ecu.edu.au	



Community Services

Service	Details	Phone	Website & Email	Address
Aboriginal Community Controlled Organisation (ACCO)	Your local ACCO can assist with most of your needs or will be able to link you in with relevant services and resources.	-	saacson.org.au/the-acco-network	
NACCHO My Aged Care	Provides tailored support for Aboriginal and Torres Strait Islander people aged 50 and over.	(02) 6246 9300	aged.care@naccho.org.au	-
			naccho.org.au/aged-care	
Community Food relief		(03) 5444 3409 (Bendigo)	providers.dffh.vic.gov.au/community-food-relief	-
			info@bendigofoodshare.org.au	
			bendigofoodshare.org.au	
The Salvation Army (Salvos)	Food, fuel, bills and emergency accommodation support	(03) 8873 5288	salvationarmy.org.au/services-and-support	-
			salvationarmy.org.au/bendigo/get-help	
The Victorian Aboriginal Funeral Service (VAFS)	The service provides immediate initial contact and advice to families after death occurs, including transportation, flowers, coffins, and burial place	(03) 9480 7777	aal.org.au/victorian-aboriginal-funeral-service	2 Watt Street, Thornbury VIC 3071
The Aboriginal Funeral Transport Program (NSW)	This initiative is not intended to be the primary source of funds for the transport provided but rather a source of funds to enable transport to be undertaken where, despite all efforts, there are insufficient resources to undertake the travel, and the travel is not local.	1300 361 787	megan.hockam@transport.nsw.gov.au	-
			transport.nsw.gov.au/operations/community-transport-operators/aboriginal-funeral-transport-program	



Other Financial Support

Service	Details	Phone	Website & Email	Address
Centrelink (Services Australia)	Link in with your dedicated Indigenous Services Officers to help navigate payments and services: • Crisis Payment • Childcare Subsidy • Family Tax Benefit • Rent Assistant • Student Start-up Loan • VET Student Loans • Carer Payment • Parenting Payment • AbStudy & Youth Allowance	1800 136 380	servicesaustralia.gov.au	-
			Finding a Centrelink service centre near you: findus.servicesaustralia.gov.au	
Centrelink Indigenous Debt Recovery Line	Use this line if you're an Aboriginal or Torres Strait Islander Australian and need help repaying a Centrelink debt.	1800 138 193	servicesaustralia.gov.au	-
			Finding a Centrelink service centre near you: findus.servicesaustralia.gov.au	
The Victorian Utility Relief Grant Scheme (URGS)	The grant provides help to pay a non-mains energy or water bill that is overdue due to a temporary financial crisis. This can include bills for: • Liquefied petroleum gas (LPG) • Diesel and petrol (for a generator) • Firewood • Metered electricity from an embedded network • Septic tank cleaning (for homeowners) • Carted water	1800 658 521	urgis.applications@health.vic.gov.au	-
			services.dffh.vic.gov.au/utility-relief-grant-scheme-non-mains	



Mob Strong Debt Help	A free nationwide legal advice and financial counselling service for Aboriginal and Torres Strait Islander people. Mob Strong Debt Help have information about things like Money Problems, Debt or Insurance & Super.	1800 808 488	mobstrong.org.au	-
ASIC's Money Smart Indigenous Helpline	Budgeting and saving, loans, superannuation, paying for funerals and renting appliances.	1300 365 957	moneySMART.gov.au	-
Emergency Recovery Hotline (VIC)	For disaster-related financial help.	1800 560 760	vic.gov.au/emergency-recovery-support-program	-
			Locations: vic.gov.au/community-recovery-hubs	
MoneyCare	Free and confidential financial counselling and capability service.	1800 722 363	salvationarmy.org.au/moneycare	-
No Interest Loan Scheme (NILs)	With NILs, you only pay back what you borrow. Borrow up to \$2000 for essentials such as appliances or furniture, car repairs, a new computer or laptop, or medical, dental or vet expenses, and up to \$3000 for bond on a new rental property or for recovery from a natural disaster.	13 64 57	goodshep.org.au/services/nils	-
			Find a NILs provider: nils.com.au/find-a-provider	



Education & Employment

Service	Details	Phone	Website & Email	Address
Australian Children's Education and Care Quality Authority (ACECQA)	Resources for families about children's education.	-	acecqa.gov.au/resources/information-families	-
StartingBlocks	Free government website to find and compare services by quality ratings, fees, vacancies and inclusions and stay updated on safety information.	-	startingblocks.gov.au	-
Opening The Doors Foundation (VIC)	First Nations led organisation supporting educational opportunities for First Nations children. Assists with school fees, uniforms, and books for Aboriginal children in Catholic or independent schools.	1300 236 356	openingthedoors.org.au	434 St Georges Road, Thornbury VIC 3071
National Indigenous Australians Agency (NIAA) Indigenous Advancement Strategy	Funding applications available for 6 components including Children and Schooling.	1800 079 098	Applying for funding: grants.gov.au	-
			Or through local NIAA Office: niaa.gov.au/about-niaa/contact-us/regional-offices-around-australia	
Indigenous Skills and Employment (ISEP) via National Indigenous Australians Agency (NIAA)	ISEP website will direct you to all region-specific employment projects.	1800 079 098	niaa.gov.au/our-work/employment-and-economic-development/indigenous-skills-and-employment-program-isep	-



Legal Support

Service	Details	Phone	Website & Email	Address
Victorian Aboriginal Legal Services (VALS)	An organisation supports Aboriginal people of all ages and genders in the areas of criminal, family and civil law. VALS also have our dedicated youth practice; Balit Ngulu and our Wirraway Practice, supporting clients who experience harms due to the actions of police or prison authorities.	1800 064 865	vals.org.au	Offices in: • Bendigo • Melbourne • Mildura • Shepparton • Warrnambool • Werribee • Morwell
Aboriginal Family Violence Prevention Legal Service (DJIRRA)	The Aboriginal Family Violence Legal Service is a program of Djirra. The Djirra legal team helps Aboriginal and Torres Strait Islander people with both legal and non-legal support.	1800 105 303	info.afvls@djirra.org.au	Offices in: • Bendigo • Melbourne • Echuca • Melton • Mildura • Shepparton • Warrnambool
			djirra.org.au	
Aboriginal Legal Services (ALS)	Supports Aboriginal Tenants rights.	1800 765 767 (NSW/ACT)	alsnswact.org.au	



Community Support Program Application form

Community Support Program – Application Form

Djaara (Dja Dja Wurrung Clans Aboriginal Corporation) developed the Community Support Program and Guidelines in 2014, as a suite of targeted initiatives which aim to provide the opportunity for Djaara members to increase their health and wellbeing, economic participation, and financial independence.

Please select ONE sub-program from the list below:

- | | |
|--|--|
| ☐ Education, Skills & Development | ☐ Kick-start Independent Living |
| ☐ 60 + Support | ☐ Family Group Meetings |
| ☐ Healthy Living | ☐ Christmas/End of Year Gift Card Support |
| ☐ Micro Business | ☐ Sorry Business |
| ☐ Moving to Country | ☐ Travel & Related Expenses |
| ☐ Workshop Facilitation: Knowledge Holder | ☐ Special Consideration |

For relevant guidelines, please refer to the CSP booklet.

Applicant details

Family group

Applicant first name

Applicant last name

Street number

Street name

Suburb

State

Post code

Email address

Contact phone number

Date of birth (DD/MM/YYYY)

Signature

Date (DD/MM/YYYY)

Funds requested (please list items you require funds for, with an invoice)	Cost
TOTAL	

Other (any other important details)

Special consideration

Please use the space below if your needs do not align with any of the sub-programs listed above.

*For example: my child has been accepted into a state sports competition and requires financial support for registration and accommodation to attend. Or, my application and request for funds is aligned with any of 5 applicable goals from **Dhelkunya Dja** (Healing Country), the Dja Dja Wurrung Clans Country Plan.*

Save this form and once completed, email this application to: members@djadjawurrung.com.au or return it in person to the team at the front desk of **Larnangurrak** (Our place)

NOTES

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Save this form and once completed, email this application to: members@djadjawurrung.com.au or return it in person to the team at the front desk of **Larnangurrak** (Our place)

Feedback, Complaints & Good News Stories

As part of our continuous improvement, we would appreciate and value an opportunity for you to provide us with feedback regarding the application process. If there is anything that DJAARA could do better or if you have had a positive experience, please let us know.

Good news stories can help the programs keep going. Your experience could help fund future opportunities, as we use de-identified (anonymous) positive stories in grant applications. We strongly encourage you to reach out if the support you have received has made a difference or positive impact on your life.

Your feedback will be greatly valued and will be kept confidential.

Please send all feedback to members@djadjawurrung.com.au or call (03) 5444 2888. **Dumarr** (thank you).





Larnangurrak (Our place)

43 Hattam Street,
Golden Square, Vic 3555
Djandak (Dja Dja Wurrung Country)

members@djadjawurrung.com.au