
Knox Consumer Resource Guide



This project was funded through Knox City Council's Community Development Fund

July 2019

Foreword

The initiative for this *Smart Consumer Guide for Knox* was developed due to many community enquires and informal surveying which identified a demand and need for this type of resource. We hope that this Guide is of some assistance to you. Any feedback would be greatly appreciated and would assist us to keep the information relevant on an ongoing basis.

We would like to acknowledge the enormous amount of work and dedication made by all involved in the production.

Knox Infolink Inc. would also like to acknowledge and thank Knox City Council for providing the community development grant for this project.

Feedback

1. How useful have you found this Guide?

Completely
Useless

Not very
Useful

Reasonably
Useful

Very
Useful

2. What I found most useful was:

3. What I found least useful was:

4. Do you have a suggestion on how this Guide could be improved?

Please return this Feedback to Knox Infolink Inc, 136 Boronia Rd, Boronia VIC 3155 or email any comments on the Guide to info@knoxinfolink.org.au.

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Services and Emergency Telephone Numbers

Ambulance, Fire, Police

In a life threatening or time critical emergency.....000

Digital Mobile Phone Emergency Service

If you are calling from a digital mobile outside your own provider's network coverage area, you can dial 112 as an alternative to 000.

You may not be able to access 112 from your phone or if you are outside of all network coverage areas.

LIFELINE 24 HRS.....13 11 14

SUICIDE LINE..... .1300 651 251

KIDS HELP LINE 24 HRS..... .1800 551 800

GAMBLING HELP LINE 24 HRS..... 1800 858 858

MENS LINE AUSTRALIA 24 HRS.....1300 789 978

PARENTLINE 24 HRS.....13 22 89

WOMEN'S DOMESTIC VIOLENCE CRISIS SERVICE..... 1800 015 188

NURSE ON CALL

A phone service that provides immediate expert health advice from a registered nurse, 24 hours a day, 7 days a week.....1300 606 024

National Security Hotline

Report suspicious activity which may relate to terrorism FREECALL.....1800 123 400

TTY FREECALL.....1800 234 889

Local Police Stations (open 24 hours)

Boronia 259 Dorset Road, Boronia 3155.....9760 6600

Knox 411 Burwood Highway, Wantirna South 3152.....9881 7000

Rowville 30 Fulham Road, Rowville 3178.....9764 0996

Poisons Information Centre

24hr advice on all exposures to poisons, medicines, plants, bites/stings.....13 1126

State Emergency Service

Storm and Flood.....132 500

VicRoads

On road hazards and emergencies within Victoria.....13 1170

All other VicRoads services.....13 1171

Knox Infolink Inc

136 Boronia Road, Boronia 3155 Telephone 9761 1325

Knox Infolink Inc is a not-for-profit organisation with Public Benevolent Institute status (recognised charity). The Centre's principal functions are to provide information and emergency relief.

Employing community development principles in its model of operation, clients are offered information, support and referral services to support the achievement of personal growth and development and to become more independent and effective members of the community.

Our value to the community is that Knox Infolink Inc is community managed and able to:

- Develop a high quality, relevant service in response to community needs;
- Provide information to the community that is free, confidential, impartial and independent;
- Provide emotional support and referral services and to ensure that individuals and groups have equal access to information about their rights, responsibilities and services available, in order to be independent and effective members of the community;
- Operate an information centre in accordance with the aims, policies and standards of Community Information Support Victoria (CISVic) Inc., as referred to in the membership agreement as entered into by the Centre and CISVic Inc.

Open 49 weeks per year, operating Monday to Thursday 10am – 3pm for Emergency Relief and 10am – 3.30pm for telephone information, we provide and facilitate the following services free-of-charge to the community:

- One to one information and referral provided by trained and accredited Community Information Workers;
- Community Information – we have a wide range of information about local and state-wide services covering topics including Legal, Education, Support Services, Centrelink, etc.;
- Website with current information;
- Emergency Relief;
- No Interest Loans Scheme (NILS);
- Knox Family Violence NILS
- Tax Help Program;
- Advocacy on behalf of the client, letter writing, some form filling assistance, etc.;
- Free photocopy service for the unemployed and those of low-income; and
- Free fax and services for the unemployed and those of low-income.

No Interest Loan Scheme

What is NILS? The No Interest Loans Scheme (NILS®) provides interest-free loans for individuals or families on low income. It's a community-based program that enables people to access fair, safe and equitable credit for the purchase of goods and services.

How does it work? When a borrower makes a repayment to a NILS program, funds are then available as a loan for someone else in the community. This is called "circular community credit" and is a real demonstration of the community in action.

What are the loans for? NILS is generally for the purchase of essential household items such as a fridge, washing machine, TV, bed or clothes dryer. NILS may also be provided to meet other essential needs like health aids or education costs. NILS is not for emergency relief, bond or rent money, living expenses or debt repayment.

Who is eligible? NILS has limited funds so you must have a health care card or pension card and be of genuinely low income, and have been in residence for 6 months.

How much can you borrow? Up to \$1,500. The repayment period is usually around 12 to 18 months.

Would you like to apply for NILS? Please contact us at Knox Infolink Inc.

Knox Family Violence NILS

The Knox FV is a No Interest Loan Scheme (NILS) that offers women on low incomes the opportunity to access credit for essential household items without any fees, charges or interest payments.

Loans are for a maximum of \$2000. Loans are not for cash or bill payments. As loans are repaid, the money is lent out to other women to utilize this service.

Eligibility

Women within the City of Knox who have experienced Family Violence.

- Are re-establishing in the City of Knox
- Have experienced Family Violence in the last 6mths – 2 years
- Engaged or willing to engage with appropriate support services
- Have a current Health Care Card or Pension Card, or a recipient of a Centrelink payment.
- Can establish a willingness and capacity to repay a loan

The decision is made by an Assessment Panel based on the applicant's willingness and capacity to repay.

What Can Loans Be Used For

- Fridges, Washing Machines, Televisions
- Moving costs within the City of Knox
- Beds, lounge suites and dining furniture
- Vehicle rego, repairs and insurance
- Study costs e.g. fees, books, computers
- Medical costs

Payments

Using the Centrepay system is recommended. Loan repayments are usually spread over 24 mths and are set according to the size of the loan and your capacity to make repayments.

PERSONAL MONEY PLAN

Name: _____

Date: _____

Per week/ fortnight/ month: _____

Net income: \$ _____

NOTE: Always work your plan to your pay period

INCOME

\$ _____ 1st Net income
 \$ _____ 2nd Net income
 \$ _____ 1st Benefits
 \$ _____ 2nd Benefits
 \$ _____ Family Allowance
 \$ _____ Board
 \$ _____ Maintenance TOTAL: _____

MEDICAL

\$ _____ Medical Benefits
 \$ _____ Doctor
 \$ _____ Dentist
 \$ _____ Chemist
 \$ _____ Vitamins/Minerals
 \$ _____ Optometrist
 \$ _____ Methadone

LIVING EXPENDITURE

HOUSING

\$ _____ Rent
 \$ _____ 1st Mortgage
 \$ _____ 2nd Mortgage
 \$ _____ Land (Council) Rates
 \$ _____ Water Rates
 \$ _____ Insurance-House/Contents
 \$ _____ House Repairs
 \$ _____ House Replacements
 \$ _____ Strata Plan Levies **A** _____

UTILITIES

\$ _____ Electricity
 \$ _____ Gas
 \$ _____ Heating
 \$ _____ Telephone **B** _____

CAR

\$ _____ Petrol
 \$ _____ Repairs
 \$ _____ Registration
 \$ _____ Insurance
 \$ _____ Licence
 \$ _____ RACV
 \$ _____ Fares **C** _____

FOOD

\$ _____ Groceries
 \$ _____ Meat
 \$ _____ Fruit & Veg
 \$ _____ Milk
 \$ _____ Bread
 \$ _____ Lunches
 \$ _____ Pet Food **D** _____

EDUCATION

\$ _____ School Fees
 \$ _____ Uniforms/School bags
 \$ _____ Excursions/Sport
 \$ _____ Stationery/Books
 \$ _____ Child minding/Pre School
 \$ _____ Self Education **E** _____

PERSONAL

\$ _____ Maintenance
 \$ _____ Life Insurance
 \$ _____ Savings
 \$ _____ Special Projects
 \$ _____ Clothing
 \$ _____ Hair Cuts
 \$ _____ Entertainment-Cinema/Dining out/
 Video
 \$ _____ Papers/Magazines/Subscriptions
 \$ _____ Holidays
 \$ _____ Gifts
 \$ _____ Drinks (Alcoholic)
 \$ _____ Cigarettes
 \$ _____ Kid's Pocket Money
 \$ _____ Laundry/Dry Cleaning/Repairs
 \$ _____ Gambling - Lotto/Scratchies
 \$ _____ Sport
 \$ _____ Vet Fees
 \$ _____ Personal Spending
 \$ _____ Union Fees

Total basic living costs (A-G) \$ _____

OTHER REPAYMENTS

\$ _____ Car
 \$ _____ Bank Cards
 \$ _____ Credit Cards
 \$ _____ Store Accounts
 \$ _____ Finance Companies
 \$ _____ Loans
 \$ _____ Rentals

Total Expenditure (A-H) \$ _____

Net Surplus/Deficiency \$ _____

Managing Your Money

Money Saving Tips

Save energy, water – and money:



Lighting:

- Replace incandescent light bulbs with compact fluorescent globes that use around 80% less energy and last up to eight times longer;
- Turn off all lights in rooms not in use;
- Use light globes with lesser wattage in rooms where brightness is not needed.

Heating and cooling:

- Set heating thermostat to 18-20 °c in winter and 26 °c in summer;
- Heating your room 1 °c less can save up to 10% on running costs.

Water:

- Keep your showers to 4 minutes;
- Use a timer to keep track of your time in the shower. This can save an average of 90 litres of water per day;
- Try to limit the hot water you use. Try using cold water when washing clothes.

Turn off appliances at the switch when you are not using them:

- Most appliances continue to use 'standby' power when they are switched off by the remote control, sometimes as much as when they are on; and
- Save up to 10% on your electricity bill by switching appliances off at the power point when they are not in use.

Save and recycle:

- Save gift wrapping paper and ribbons;
- Save the front of cards and use again;
- Old toothbrushes are handy for cleaning hard to get at places;

- Wash plastic bags and use again for wrapping sandwiches, storing and freezing foods, keeping stockings tidy and snag free;
- Circulate and share magazines; and
- Start a "ragbag" for collecting clean work fabric and use for applying waxes and cleaners, cleaning the car, or as pet bedding.

Growing your own vegetables:

- Save money with home grown vegetables from your own veggie garden;
- Share, trade or freeze the surplus, or make pickle sauces or chutneys;
- Information on No-Dig Gardens can be found on:
www.no-dig.vegetablegarden.com/.

Knox Community Garden Society Inc:

254 Scoresby Road
Boronia 3155

Telephone: **9720 5967**

Email: knoxcommunitygardens@gmail.com

Members are allowed a plot for their exclusive use to grow their own vegetables, herbs, fruits and flowers in a social atmosphere. The Society encourages members to share gardening knowledge for the benefit of all members.

The Diggers Club:

You can eat healthily every day of the year from your garden using just 10 square metres of soil, and it will take a small amount of time each week to maintain. The Diggers Club Australian Garden Book can help, showing what to plant and when. See: www.diggers.com.au or contact them by telephone **5984 7900**.



Money Saving Tips (cont'd)

Discounts for Pensioners:

Some stores have particular days where discounts are available to Pensioners and Health Care Card holders.

Purchase of household goods:

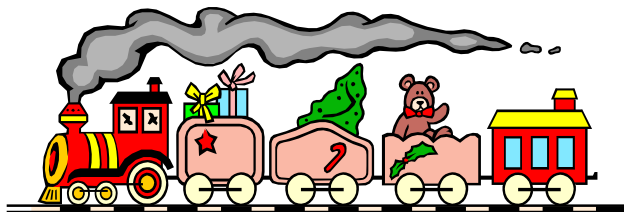
Good Shepherd Buying Service assists low-income earners with the purchase of household goods at lower prices. The service is free and uses the combined buying power to buy at the lowest prices available.

Telephone: **9495 9655**.

Second-hand goods:

If you are on a tight budget and need to buy goods such as clothes, a computer for your children, furniture or toys, one option is to buy goods that are second-hand. You can find second-hand goods for sale in:

- Melbourne Trading Post newspaper
- Your local paper in the classified section
- Internet (Auction of second-hand goods)
- Community noticeboards at your local supermarket
- Local garage sales
- Boronia & The Basin Community News newspaper, "Market Place" section.



Magazines:

Don't buy magazines, use your local library. Libraries are an excellent source of all reading materials. They also have leaflets on display to let you know of free entertainment or current events.

Colds and congestion:

Eucalyptus oil will help alleviate colds and congestion by rubbing it into the base of your foot before bed.

Use bar soaps (such as Velvet) for personal use too. It's cheaper than perfumed soap and it lathers well.

Home made cough remedy:

Boil a lemon in a cup of water, remove lemon, cut in half and extract juice. To the juice, add ½ cup of honey. Take one teaspoon at a time, as required. Stir well before each dose.

Home made sore throat remedy:

Use ¼ cup of vinegar with ¼ cup of honey. Take 1 tablespoon six times a day. The vinegar kills any bacteria.



Eyes:

Cold tea bags help to refresh tired eyes and reduce puffiness. Use for 10 minutes only or the tea will stain your skin. Another alternative is thin cucumber slices.

Headaches:

Drinking 2 glasses of Gatorade can relieve headache pain almost immediately.

Insect bites:

Dab a little eucalyptus oil on the affected area. Repeat if necessary.

Eggs:

To determine whether an egg is fresh, immerse it in a pan of cool, salted water. If it sinks, it is fresh - if it rises to the surface, throw it away.

Concessions & Alternatives

Options for when the going gets tough:

If you are experiencing financial difficulty, it is important to maintain communication with the company you owe money to. Most companies now have a Hardship Policy and can set up a short term arrangement to assist you.

This arrangement could include:

- Reducing payment for a period of time.
- Stopping or reducing interest on a credit card or loan.
- Giving you an extension to pay.

All utility companies have an 'easy way payment' facility available that allows you to pay a regular amount each fortnight. This ensures that you don't get behind in your payments and means that it is easier to budget because you know how much you will be paying each time.

Before contacting the company, ensure you have a copy of the account with the account number and are either the person the account is addressed to or are authorised to speak on the account holder's behalf.

Assistance is also available through:

- Mortgage Relief Scheme
- Winter Energy Concession
- Utility Relief Grant Scheme
- Energy Conservation Advisory Service
- Energy Hardship Program.

Utilities Relief Grant Scheme:

This Scheme provides assistance every 2 years to low-income households in financial crisis who are unable to pay utility accounts. For non-concession cardholders, the household income must be below the income cap as determined by the Department of Human Services.

Criteria include:

- A significant increase in energy or water usage;
- A recent decrease in household income;
- High unexpected expenses on essential items;
- The cost of shelter is more than 30% of household income;
- The cost of utilities is more than 10% of household income;
- The amount granted is generally up to six months worth of utility usage.

Energy Hardship Program:

Energy providers have Customer Support Teams to assist clients in working out a payment plan to cover money owing and future payments to keep ahead of bills whilst taking into account money needed for other ongoing necessities.

Knox Infolink can provide information regarding this.

Rates:

You may elect to pay by instalment rather than a lump sum later in the year. If you are having difficulty paying your rates, contact Knox Council on **9298 8000** to discuss your situation further and make suitable arrangements.

Consumer Credit

Changes over the last few years have made it much easier to gain access to many forms of credit; Bank loans, bankcards, store credit cards, finance company loans, etc. This credit often leads to a loss of financial control because of inadequate planning for these financial commitments and often, very high interest rates are attached to particular credit plans.

Important points about credit:

- Credit is NOT a way of buying what you cannot afford. A budget helps you plan and it ensures you really can afford the payment;
- Credit is NOT unlimited. If you keep using credit, you will quickly find that you cannot afford the payments;
- Credit is NOT free. It is a service that you must pay for. Be aware of interest rates and charges, and what this means in dollar terms. Shop around for the best deal;
- Interest Free Terms carry a monthly accounting fee which can add up.

How to prevent debt problems:

Avoid:

- Easy loans;
- Easy credit options;
- Mobile phone deals;
- Withdrawing money from an ATM other than your own bank (charges apply for other ATM's).

Learn to manage your money by:

- Being cautious of impulse buying;
- Planning ahead and thinking carefully about needs and the cost of your needs;
- Knowing what you can afford before buying any goods.

Help available:

If you are having trouble meeting your financial commitments, immediately contact the organisation that supplied you with credit, as it may be possible to organise a new repayment arrangement. The following organisation also provides advice in relation to credit problems:

Consumer Action Law Centre
179 Queen Street 9670 5088
Melbourne 3000
Telephone: Legal Advice Line **1300 792 387**
Email: info@consumeraction.org.au

For further information about agencies that offer financial advice and counselling refer to page 25.

Shopping on a Budget

Plan your meals for the week and make a list of the items you will need, including lunches and snacks for the kids (or yourself).

Write a shopping list:

Add items to your shopping list as they run out or are getting low and resist the temptation to buy items that are not on your list.

Check “Junk Mail”:

Compare prices between supermarkets and consider purchasing extra, normally pricey, non-perishable items when they are on special.

Eat before you shop:

You will be less inclined to buy foods not on your list (impulse buy).

Cheaper/Home Brand:

Consider buying cheaper/home brands - especially for basic items such as dried pasta, rice, tinned or frozen vegetables, flour and sugar. Be prepared to try something a bit different, you may be surprised at the taste/quality.

Buy in bulk:

If you have the space to store extra items, you can save money. Items include dried dog/cat food, laundry powder, coffee, frozen vegetables, meat (freeze) and discounted items. Make sure you check use-by dates. If you do not have the space to store extra items, consider buying items in bulk with a friend and sharing the cost.

Check use by dates:

Choose products from the back of the shelf as they are generally fresher and have a later use-by date.

Fruit and vegetables:

Compare supermarket prices with local green grocer/market and consider buying a variety of fruits and vegetables in season, as they are often cheaper.

Meat:

Compare supermarket prices with local butcher. The quality is often fresher and price cheaper at the butcher. Consider buying meat in bulk and freezing.

Bread:

Home brand bread is always cheaper at supermarkets

Local Food



Fresh Markets

Upper Ferntree Gully Market

Railway Car Park, Burwood Highway
Upper Ferntree Gully 3156

Telephone: **0417 599 466**

Saturday and Sunday, 9am – 4:30pm

Caribbean Gardens and Market

1280 Ferntree Gully Road

Scoresby 3179

Telephone: **9756 5000**

Open: Wednesday 8:30am – 3:00pm

Friday 8:30am – 2:30pm

Sunday 8:30am – 6:00pm

Wednesday & Friday admission is FREE

Sunday - \$2.50 admission

\$1.00 U13 & aged pensioners

Salvation Army Stores

A 20% discount off all stock on the first Tuesday of every month is offered to Pensioners and Health Care Card holders. You must present your card to take advantage of the discount.

Boronia

274 Dorset Road
Boronia 3155
Mon to Fri: 9am – 5.30pm
Sat: 9am – 5pm
Telephone: **9761 1024**

Ferntree Gully

Shop 3, 1841 Ferntree Gully Road
Ferntree Gully 3156
Mon to Sat: 9am – 5pm
Sun: 11am – 4pm (donations at back of store)
Telephone: **9756 0495**

Rowville

3/5 Fulham Road
Rowville 3178
Mon to Fri: 9am -5.30pm
Sat: 9am – 5pm
Sun: open for donations: 11am – 5 pm
Telephone: **9753 2795**

Studfield Shopping Centre

231 Stud Road
Wantirna South 3152
Mon to Fri: 9.30am – 5.30pm
Sat: 9am – 5pm
Telephone: **9800 5327**

Ferntree Gully

96 Station Street - (Lower Ferntree Gully)
Telephone: **9758 1132**
Mon to Fri: 9.30am – 5..30pm
Sat: 9am – 5pm

Wantirna South

1330 High Street Road
Wantirna South 3152
Telephone: **9801 4612**
Mon to Fri: 10am – 4pm / Sat: 10am to 1pm

Another alternative available are Opportunity Shops in our local area.

Local Opportunity Shops

Angliss Hospital Opportunity Shop

Shop 4, 101 Station Street
Ferntree Gully 3156
Mon to Fri: 9am – 4.30pm / Sat: 9am – 12.30pm

Knox Opportunity Shop

29 Macauley Place
Bayswater 3153
Mon to Fri: 9.30am – 3pm
Sat: 10am – 1pm
Telephone: **9729 9844**

Mountain Gate Opportunity Shop

Shop 51, Mountain Gate Shopping Centre
Mountain Gate 3156
Mon to Thurs:10 to 3pm / Fri: 10 -4pm
Sat: 10-1pm
Telephone: **9758 8154**

St Vincent de Paul Opportunity Shop

32 Forest Road, Ferntree Gully
Mon to Sat: 9am – 5pm
Telephone: **9758 8501**

Brotherhood of St. Laurance

Community Store
Knox City Shopping Centre,
(Opposite the Library), Burwood Hwy
Wantirna South 3152
Mon–Wed: 9.am – 5.30pm
Thurs – Fri: 9am – 7pm
Sat: 9am – 5pm / Sun: 11am – 5pm
Telephone: **9887 1979**

Villa Maria Society for the Blind:

Opportunity Shop - Bayswater

Shop 6/14 Station Street
Bayswater 3153
Mon to Fri: 10am - 4pm / Sat: 9am – 12pm
Telephone: **9729 0986**

Opportunity Shop - Wantirna

Shop 19, The Mall
348 Mountain Highway,
Wantirna 3152
Mon to Fri: 9am - 4pm/Sat: 9am – 12pm
Telephone: **9729 2294**



Travel Tips

Bicycles are a practical, economical, low-maintenance, and non-polluting way to get around. They also offer great health benefits as a way to exercise.

Cars:

By changing the way you drive you could reduce your fuel consumption, improve safety and keep your car in good working order.



You could try:

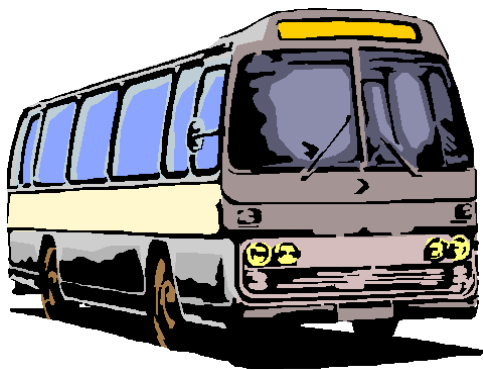
- Organising a car pool if possible for regular trips;
- Not driving if you can use public transport, walk or ride your bike;
- Avoiding unnecessary use of air-conditioning for extra savings;
- Driving smoothly and consistently;
- Sticking to the speed limit. The faster you drive, the more fuel you use.

Motion Sickness:

If your children get car sick, make sure you have stops on your trip to let them run around.

Overseas Travel:

For current advice and tips on travelling overseas, search on line at: www.smartraveller.gov.au.



Public Transport:

Melbourne has an extensive public transport network. The purchase of one ticket, a Myki card gives you flexible travel between trains, trams and buses.

Fares

The cost of fares varies depending on how far you are travelling and for how long.

Children aged three years and under may travel free on public transport in Victoria, providing a parent or guardian accompanies them. Buying a 10x Flexi ticket, will allow you to travel 1 way by train but if returning by another mode of transport you would only use 1 portion of the Flexi Ticket, thus saving on the return trip, to be used on another occasion..

Concession Cards

Holders of the following cards are eligible to purchase concession fare:

- Victorian Public Transport Student Concession Card;
- Victorian Seniors Card;
- Health Care Card;
- War Veterans / War Widows Card.

For more information on the different fares and concessions and where to buy a Mykicard, call 1800 800 007 or search online at: www.myki.com.au.

Remember

Travelling without a valid ticket could lead to a fine, so **remember to validate your Mykicard at validating machines** located on train station platforms and on board trams and buses.

Passengers with accessibility difficulties may be eligible to apply for Free Travel Passes. Check the Myki website for more information.

If you have hearing difficulties, a TTY facility is available on **9473 1199**

Handy Household Cleaning Tips

Here are a few basic household ingredients and items you can use to clean your home:

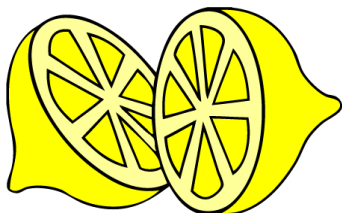
Vinegar is a great natural cleaning product as well as a disinfectant and deodoriser that naturally cleans like an all-purpose cleaner. Mix a solution of 1 part water to 1 part vinegar in a new store bought spray bottle and you have a solution that will clean most areas of your home.

To use as a deodoriser and disinfectant, use undiluted vinegar in a spray bottle.

Always test on an inconspicuous area. Vinegar is safe to use on most surfaces and has the added bonus of being incredibly cheap. Never use vinegar on marble surfaces.

Don't worry about your home smelling like vinegar, the smell disappears when it dries.

Lemon juice is another natural substance that can be used to clean your home. Lemon juice can be used to dissolve soap scum and hard water deposits. Lemon juice can be mixed with vinegar and/or baking soda to make cleaning pastes. Cut a lemon in half and sprinkle baking soda on the cut section. Use the lemon to scrub dishes, surfaces, and stains.



Bi-carbonate of Soda can be used to scrub surfaces in much the same way as commercial abrasive cleansers, simply sprinkle on a damp cloth to use. Place a box in the refrigerator and freezer to absorb odours. It is also a great deodoriser - put it anywhere you need deodorising action.

Try these handy household tips to keep your home clean and smelling fresh without the chemicals and expense of store bought cleaning products:



Bath cleaner:

Remove stubborn stains on baths by scrubbing with a slice of lemon dipped in salt, a cloth dipped in vinegar or a cloth dipped in turpentine.

Baby vomit on clothes:

Use a mixture of bi-carbonate of soda and water. Mix to a paste, apply and rinse.

Chopping boards:

Use a scrubbing brush with bi-carbonate of soda and table salt and then rinse thoroughly with hot water to clean wooden chopping boards. Also use bi-carbonate of soda on plastic cutting boards before washing with dishwashing soap and hot water, simply sprinkle with bi-carbonate of soda and wipe with a damp cloth.

Dentures:

Soak in white vinegar for 15 minutes, or overnight in a solution of ½ white vinegar and ½ water.

Dog shampoo:

Use a few drops of eucalyptus wool wash. This will give your pet a really shiny coat and keep fleas away.

Electric jugs:

Pour 1 cup white vinegar into jug and bring to boil. Rinse well.

Fabric softener:

Add ½ cup of vinegar to the rinse cycle in place of store bought fabric softener. This can be especially helpful for families who have sensitive skin.

Handy Household Cleaning Tips (cont'd)

Floors:

Add 1 cup white vinegar to 1 bucket of hot water to mop floor.

Foot Bath:

Try a teaspoon of eucalyptus oil in a warm foot bath for excellent relief.

Glass surfaces:

Methylated Spirits kills bacteria while shining and polishing porcelain and glass surfaces. Try cleaning the hand basin, tiles and surface of your bath and toilet seat, or use 1 part Metho to 2 parts water to clean polished floor boards.

Hair Rinse:

¼ cup of white vinegar in a jug of warm water used as a final hair rinse will get rid on any soap and leave a good shine to your hair. Keep your eyes closed. If you wash your hair in the shower the vinegar solution will help keep the drain clear of soap build up.

Kitchen:

Clean the stovetop, appliances, countertops, and floor with vinegar.

Microwave:

Put a dish of water in the microwave with a lemon slice and bring it to a boil. Wait until there is plenty of steam, then open and wipe out the inside with a damp cloth.

Oven:

Try not to let your oven get too dirty before cleaning. Use oven bags if you can afford them. To clean your oven, make a paste from bi-carbonate of soda and water and spread it over the soiled areas. Heat the oven for 30 minutes and brush off the dried paste. If your oven is too dirty you will need to use a commercial cleaner. Wear rubber gloves.

Perspiration stains and odour on clothing:

Add 1 cup of white vinegar to a bucket of warm water. Rub soiled areas in this and leave to soak for one hour before washing.

Bi-carbonate of Soda works well too.

Toilet:

If heavily stained, pour 1 cup white vinegar and leave overnight, then scrub with a brush the next day. Normal cleaning only requires ½ cup of white vinegar in the bowl and a swish around. A damp cloth with white vinegar will clean around the outside of the bowl.

Smelly Shoes:

Sprinkle bi-carbonate of soda into shoes and leave overnight.

Unclog Drains:

Pour ½ cup bi-carbonate of soda then 1 cup of white vinegar into drain. Let it bubble for a while, then pour down 2-3 litres of boiling water.

Unsticking:

Sticking plaster, labels, chewing gum etc. will come off easily if dampened with eucalyptus oil.

Washing Dark Clothes:

Wash dark clothes separately and use 1 cup of white vinegar in the final rinse to help fluff problems.

Washing Machine:

Once a month pour 1 cup of white vinegar into the washing machine and run the machine through a normal cycle, without clothes.



Weed Killer:

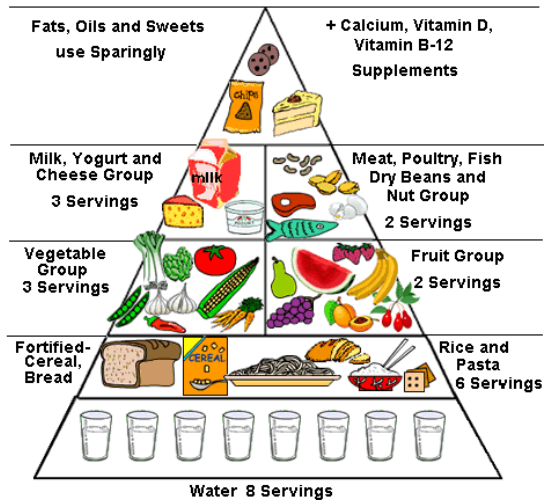
Spray white vinegar or boiling water directly onto weeds.

Windows:

Use undiluted vinegar in a spray bottle. Dry with a soft cloth.

POISONS: Remember to mark all cleaning products clearly and store them safely.

Basic Pantry Items



For the Cupboard

- Tinned tomatoes
- Tinned beans (kidney, three bean mix, baked beans)
- Tinned tuna or salmon
- Packets of rice and pasta
- Tinned fruit (in natural juice)
- Breakfast Cereal (Wheat Bix/Vita Brits/ Rolled Oats)
- Sugar
- Pepper
- Cooking oil spray
- UHT or powdered milk
- Savoury biscuits (eg Vita Wheats)
- Peanut Butter, Vegemite
- Flour (plain and self raising)
- Stock cubes/powder-chicken/ beef
- Baking powder
- Dried herbs-mixed herbs
- Curry powder
- Sauces-BBQ, Tomato, Soy, Chilli, Worcestershire

For the Fridge/Freezer

- Low fat cheese
- Low fat milk
- Lean meat (chicken-skin removed, pork, lamb, mince)
- Eggs
- Fish fingers/fish fillets
- Low fat yogurt
- Frozen Vegetables
- Jar of minced garlic and ginger
- Unsalted butter (for cooking)

Fruit

- Oranges
- Apples
- Bananas
- Seasonal Fruit

Vegetables

- Onion
- Potatoes
- Carrots
- Tomatoes
- Zucchini
- Capsicum
- Corn
- Beans
- Cauliflower
- Pumpkin
- Broccoli
- Seasonal Vegetables

Tips for Shopping on a budget

- **Make a menu Plan**
- **Write a Shopping List**
Add items as they run out
- **Check Junk mail for “Specials”**
- **Eat before you shop**
Less temptation to impulse buy
- **Consider buying cheaper/home Brand items**
Especially for basic items such as dried pasta, rice, tinned or frozen vegetables, flour and sugar
- **Buy in bulk**
If storage space is limited, consider buying items in bulk with a friend and dividing the items
- **Fruit/Vegetables, Meat, Bread**
Compare prices between supermarket and local providers (green grocer, butcher and bakery). Items are often cheaper and fresher.

Money Saving Cooking Ideas

PASTA WITH BOLOGNAISE SAUCE

2 cups of uncooked pasta
250g Mince meat
1 medium brown onion, finely chopped
1 clove of fresh garlic (Optional)
300g tomato puree
1 tablespoon of mixed herbs
1 tablespoon of oil
Salt and pepper to taste

Method

Heat oil in a pan on a medium heat and fry onion and garlic

Add minced meat and cook until browned

Add the rest of the ingredients and simmer for 45 minutes to 1 hour.

Add water if required

Boil pasta in salt water for 10-15 minutes

Drain and serve the pasta on a plate, pour over sauce and sprinkle with grated cheese



TEX MEX BEAN SOUP RECIPE

This soup is a "hot and spicy" filling meal soup. It's quick and easy to make.

Serve with some crusty bread and it will warm and fill up even the hungriest tummy!

Ingredients:

- 2 cans tomato soup
- 1 can sweet corn kernels
- 1 can baked beans
- 1 can 3 or 4 bean mix
- 1 large onion
- Chilli powder or flakes

Optional: 1 red capsicum,
1 green capsicum
Parsley



Method:

Combine tomato soup and equal cans of water, sweet corn (with juice), baked beans, and bean mix in a large saucepan.

Slowly heat on stove, stirring occasionally.

Add diced onions and capsicum (optional) to saucepan.

Add a very small amount of chilli powder or flakes to taste.

Slowly simmer mixture, stirring now and then, until onions (and capsicums) are slightly tender. This will only take a couple of minutes.

Taste test, and carefully add more chilli if needed, mixing well.

Pour soup into bowls, garnish with parsley and serve with warm crusty bread.

Money Saving Cooking Ideas (cont'd)

Left-Overs:

Left-overs can be used as sandwich fillings or snacks.

Leftover broccoli, cauliflower and celery stalks add flavour to soups and stir-fries.

Old Favourites:

Old favourites such as bubble-and-squeak make a quick and easy meal.

Bubble-and-squeak is basically just leftover potatoes and cabbage with other leftover vegetables and seasonings added.

BUBBLE AND SQUEAK (serves 4) (Use leftovers or cook up vegetables)

Ingredients:

- 750 gms cooked potato
- 320 gms finely shredded cabbage
- 1 onion diced and gently fried until soft
- 1 Tablespoon oil
- Salt and pepper

Optional: Cooked vegetables can be added once chopped or diced including carrots, peas (whole), beans, pumpkin or spinach.

Method:

Roughly mash cooked potato in a bowl.

Gently fry diced onion until soft and add to mashed potatoes.

Drain well the cooked cabbage and any other vegetables you wish to add.

Season with salt and pepper and mix well.

Heat oil in a non-stick frying pan over low heat.

Add vegetable mixture, spreading evenly over base and cook for 20 to 25 minutes or until base is golden and crisp. Serve.

Quick and Inexpensive Meals:

Remember other quick inexpensive meals, for instance, baked beans on toast, eggs (omelettes), pasta with vegetable sauce or stir-fry vegetables.



Tinned Salmon or Tuna:

If meat is out of your price range, use 1 tin of salmon or tuna (450 gms) mixed with mashed potato to form fish cakes or use a white sauce, either cheesy or plain, to make salmon mornay or a tuna bake with pasta.

SALMON PATTIES

Ingredients:

- 1 large tin salmon or tuna
- 2-3 large potatoes, cooked and mashed
- 1 egg
- Breadcrumbs or cornflakes

Method:

Mix all ingredients together to form medium sized patties.

Roll patties in breadcrumbs or crushed cornflakes.

Fry in a small amount of oil in fry pan, turning until golden brown and cooked.

Serve with your favourite vegetables.

Money Saving Cooking Ideas (cont'd)

Inexpensive Main Meal Recipes

Serve with a variety of vegetables.

CASSEROLE (serves 3 – 4)

Ingredients:

- 3-4 barbecue chops
- 3 tablespoons tomato sauce
- 1 tablespoon vinegar
- 2 tablespoons Worcestershire sauce
- 2 tablespoons tomato relish or tomato paste
- 1 level dessertspoon sugar (if tomato paste is used)
- Salt to taste

Method:

Coat chops in flour. Mix all other ingredients and pour over meat. Cook slowly in moderate oven for 2 hours.

MEAT LOAF

Ingredients:

- Approximately 200 gms mince meat
- Approximately 150 gms sausage mince
- 1 tablespoon tomato sauce

Method:

Combine all ingredients and mix well.

Place mixture in a greased loaf cake tin.

Bake for 40 minutes or until golden brown.

Optional: Grated carrot, grated zucchini and breadcrumbs can also be added for variety.



CHOW MEIN (Serves 4)

Ingredients:

- 500 gms minced meat
- 1 onion
- 1 packet of chicken noodle soup
- 1 tablespoon curry powder
- 1 cup uncooked rice
- ½ cabbage
- 2 litres water

Method:

Brown mincemeat in a pan, drain off excess fat and pour into a bowl.

Fry onion in a pan.

Add cooked mince, chicken noodle soup and 2 litres water.

Add shredded cabbage (and any other vegetables you choose).

Add rice when mixture is boiling hard. (More water and an extra cup of rice will stretch mixture for extra serves).

Stir occasionally until rice is soft.

Optional: Add curry powder (to taste) with chicken noodle soup.

Add extra vegetables such as celery, spinach, carrots, and snow peas.

Add fruit for sweetness, either some grated apple or a small tin of pineapple pieces.

KEBABS

Most beef (cheaper cuts) can be cubed and left to marinate at least 24 hours. Marinade can be made with equal parts of tomato sauce, vinegar and a small amount of oil and jam or chutney. These marinated cubes will then be ready to make kebabs, alternating with onion, tomato, capsicum or mushroom.

Money Saving Cooking Ideas (cont'd)

Stale Bread

No one likes to waste food, use leftover bread to make Bread and Butter pudding.

BREAD AND BUTTER PUDDING

Ingredients:

- Bread, sliced thinly (at least 8 slices)
- ½ cup currants, raisins, sultanas
- 1 tablespoon sugar
- ½ teaspoon vanilla
- 2 cups milk
- 2 eggs
- Nutmeg

Method:

Preheat oven to 180C (375F).

Butter slices of bread and lay them in a buttered square or rectangular pie dish.

Sprinkle a layer of currants, raisins and/or sultanas over the bread. Repeat the process, finishing with a layer of bread (butter side down).

Whisk together eggs and sugar. Add milk and vanilla and whisk until well combined. Pour over layered bread. Lightly sprinkle nutmeg over the top.

Stand pie dish in a baking tray of boiling water. The water should come half way up the sides of the pie dish. Place into the oven and bake until set (approximately 40 minutes).

Serve warm on its own or with ice cream or cream.

Optional: Spread apricot or strawberry jam over bread after buttering and/or include diced dried apricots with dried fruit. When serving to adults, add a measure of whisky or brandy to the egg mixture before pouring over the bread.

Seasonal Fruit



The cheapest fruit is often fruit in season. Try stewing the fruit (boil with water and sugar).

Fruit can be stewed in bulk, divided into smaller quantities and frozen.

For an easy dessert, try stewed fruit with:

- Custard or ice cream;
- Add drained fruit to jelly before it sets; or
- Make a fruit crumble.

FRUIT CRUMBLE

Ingredients:

- 4 finely crushed Weetbix
- ½ cup rolled oats
- 2 tablespoons brown sugar
- 3-4 tablespoons melted butter

Method:

Combine above ingredients together – mixture will be quite dry.

Pour stewed fruit into a casserole dish.

Press crumble topping over fruit.

Bake at 180C for 30 minutes or until golden brown.

Serve with whipped cream, custard or ice-cream.

Money Saving Cooking Ideas (cont'd)

Low Cost Homemade Treats

(Store in an airtight container)



CHOCOLATE CHIP COOKIES

Ingredients:

- 90 gms butter
- 90 gms sugar
- 180 gms self raising flour
- ½ pack of home brand chocolate chips
- 1 egg

Method:

Melt butter, pour over sugar and mix well
Allow mixture to cool.

Add beaten egg, chocolate chips, flour and mix.

Place teaspoonfuls of mixture on a greased baking tray (allow room for mixture to spread).

Bake at 180C for 10 mins and allow to cool.

Optional: For a healthier cookie add sultanas or currants instead of chocolate chips.



JAM DROPS

Ingredients:

- 1 cup softened butter
- ½ cup caster sugar
- 2 cups plain flour
- Jam

Method:

Cream butter and sugar until light and fluffy.

Fold in flour.

Place spoonfuls of mixture onto a paper lined baking tray.

Make an indent by gently pressing the end of a wooden spoon in the middle of each biscuit and fill with jam.

Bake at 180C for 15 minutes and allow to cool before serving.

Optional: Dust with icing sugar.

HEDGEHOG SLICE

Ingredients:

- 250 gms Marie biscuits
- 125 gms butter
- 125 gms sugar
- 2 level tablespoons cocoa
- 2 tablespoon coconut
- 1 teaspoon vanilla
- 1 beaten egg

Method:

Crush biscuits. Combine butter, sugar, cocoa, coconut and vanilla in a saucepan and cook for 2 minutes.

Press into a greased slice tin.

Ice with chocolate icing and refrigerate until set. Then cut into squares.

Money Saving Cooking Tips (cont'd)

More Yummy Homemade Treats

PIKELETS (makes about 20)



Ingredients:

- 1 cup self raising flour
- 2 tablespoons caster sugar
- 1 egg lightly beaten
- $\frac{3}{4}$ cup milk approximately

Method:

Combine flour and sugar in a medium bowl, gradually whisk in egg and enough milk to make a thick smooth batter.

Drop dessertspoons of mixture onto a greased pan.

Cook until bubbles begin to appear on the surface, turn and brown on other side.

Optional: Serve with butter or sugar and lemon juice. or 100's and 1000's, or in a stack with caramel sauce and fruit.

CARAMEL SAUCE

Ingredients:

- 1 cup white sugar
- 1 cup boiling water

Method:

Put sugar into a pan and melt slowly over direct heat. Cook until dark brown.

Add the hot water and cook slowly until a thick syrup is formed. (Be sure that the water is hot. Cold water will make the hot sugar splatter).

This will keep indefinitely in a covered glass fruit jar. Also a great topping for ice cream.

5 MINUTE CHOCOLATE MUG CAKE

Ingredients:

- 4 tablespoons flour
- 4 tablespoons sugar
- 2 tablespoons cocoa
- 1 egg
- 3 tablespoons milk
- 3 tablespoons oil
- 3 tablespoons chocolate chips (optional)
- 1 teaspoon of vanilla essence
- 1 large coffee mug

Method:

Add dry ingredients to mug and mix well.

Add the egg and mix thoroughly.

Pour in the milk and oil and mix well.

Add the chocolate chips and vanilla essence and mix again.

Put mug in the microwave and cook for 3 minutes at 1000 watts (longer if lower watts).

The cake will rise over the top of the mug. Allow to cool a little and tip out onto a plate.

Enjoy with cream or ice-cream.



Pre-School and Play Time Recipes and Clothing Tips

FLOUR AND WATER PASTE

What you need:

- ½ cup plain flour
- ½ cup cold water blended to a paste

What to do:

Add 600 ml boiling water and stir rapidly as it thickens. It will become thicker as it cools. Paste will not keep for long periods but is safe if eaten.

KINDERGARTEN PLAY DOUGH

What you need:

- 1 cup plain flour
- 2 tablespoons cream of tartar
- 1 cup water
- ½ cup salt
- 1 tablespoon oil
- Food colouring

What to do:

Stir together and cook on medium heat until you have a dough consistency, about 3 – 5 minutes. Eventually dough will lift from sides of saucepan.

SIMPLE BUBBLES

What you need:

- ½ cup water
- ½ cup liquid detergent
- 1 tablespoon cooking oil

What to do:

Mix ingredients together and use.

Or, for stronger bubbles:

What you need:

- 1 cup water
- 2 tablespoons liquid detergent
- 1 tablespoon glycerine (available at chemists)
- ½ tablespoon sugar

HOMEMADE SILLY PUTTY

(Store in an airtight container)

What you need:

- 2 parts PVA glue
- 1 part liquid starch

What to do:

Mix ingredients together until mixture thickens.

Allow mixture to dry 5-10 minutes until workable. Add more glue or starch if necessary.

Mix ingredients and let dry until workable (like silly putty is supposed to be). Add more glue or starch if necessary. Store in airtight container.

Clothing Tips

Basic sewing courses

Check out community houses, most will have discounts for people on limited incomes.



Opportunity Shops

Op Shops are a great place to find bargains new and second-hand!

Sales

Sales are not always what they seem.

Make sure you need it before buying.

Browsing can turn to buying things we don't need.

Recycling

If you have clothing, furniture, books, games or any other goods that are not needed, offer them to family, friends or recycle them through Salvation Army or St Vincent de Paul Opportunity Shops.

HOUSING INFORMATION



Community Housing Ltd may be able to assist with finance to help clients maintain or gain long-term accommodation:

- Rent in advance;
- Essential white goods;
- Crisis accommodation.

Contact:

9 Prospect Street
Box Hill 3128
Telephone: **9856 0000**

The Department of Human Services Bond Loan Scheme

If you can't afford to pay a bond, you may be able to apply for a bond loan. If you want to rent privately, most landlords will expect you to pay a bond (security deposit) in case you damage the property or fall behind in your rent. If you cannot afford to pay the bond yourself, you may be able to apply for a bond loan from your local housing office.

For more details contact:

Office of Housing
883 Whitehorse Road
Box Hill 3128
Telephone: **9843 6577**

Information about Leases

Consumer Affairs Victoria offers a free and confidential advice service over the telephone in regards to residential tenancy agreements and information on your rights as a tenant.

Telephone: **1300 558 181**

Web: www.consumer.vic.gov.au

Emergency and Crisis Accommodation

Eastern Metropolitan Region Homelessness Assistance

This service provides an initial point of contact for people who are homeless, at imminent risk of homelessness or experiencing domestic violence.

For confidential advice and information contact an Eastern Region Front Door Service on:

Telephone: **1300 558 484**

Between 9am and 5pm, 5 days a week.

What to expect from a Front Door Service:

- **Assistance** with finding and/or maintaining accommodation;
- **Support** through a difficult time;
- **Help** with finding other services;
- **Information** on material aid;
- **Accommodation** and/or support relating domestic violence.

Front Door can assist with a range of support and accommodation options.

Community organisations providing support for people at risk of homelessness:

UnitingCare Harrison

321 Ferntree Gully Road
Mt Waverley Vic 3149

Monday - Friday

9am – 5.00pm

General 9051 3000

Homelessness 24hr 1800 825 955

Counselling Services

There are a number of counselling services available for residents of Knox. any of these services offer individual counselling, couple and family counselling, as well as child and youth counselling.

General Counselling

CityLife Community Care provides Personal, Relationship, Family, Children and Adolescent counselling.

Contact:
1248 High Street Road
Wantirna South 3152
Telephone: **9871 8300**

Eastern Access Community Health.

(EACH) provides child, youth, family, alcohol and drug counselling. It also offers support services for older adults, mental health, disability, dental and medical services.

Contact:
1300 00 3224

The Bridgewater Centre provides counselling for individuals, couples, families, relationships, parenting, grief and youth issues.

Contact:
Cnr Fulham Road & Bridgewater Way
Rowville 3178
Mon:9am-5pm/Tues 9am-12pm/
Thurs:12 – 8pm
Telephone: **9753 4203**

Lifeworks provides counselling for individuals, families and relationships.

666 Mountain Highway
Bayswater 3153
Telephone: **8650 6200**

Eastern Community Legal Centre

Provides free and confidential advice sessions. Outreach appointments, referral to other legal services.

.Suite B, 6 Floriston Road
Boronia 3155
Telephone: **9762 6235**

Wellington Care Centre

Personal, relationship and family counselling.

Covering most aspects – anxiety, depression, grief and loss, self esteem, stress management, anger management and relationships.

Special services for Autism & Asperger's syndrome. Adolescent issues – drug, alcohol, anger, emotions, sleep problems, life/relationships.

Reasonable fees are set and will be discussed and agreed with the counsellor at the first session.

Contact:
Cnr Wellington Rd & Le John
St, Rowville
Telephone: 9764 3738



Financial Counselling & Problem Gambling

Gambler's Help Eastern – Knox offers free and confidential services from a range of sites across seven government areas in the Eastern Region. This Service specifically supports and works with those who have been negatively impacted by gambling.

Contact:
Telephone: **1300 131973**

FAMILY SUPPORT SERVICES

Anchor Foster Care provides safe, caring home environments for children aged 0-18 years who are unable to live at home temporarily or permanently. The reasons can include domestic violence, sexual abuse, neglect, abandonment, drug issues, and the ill health or financial difficulties of a parent.

Contact:
Knox Ozone, Shop 3036
(Near RACV Shop)
2C Capital City Boulevard
425 Burwood Highway
Wantirna South 3152
Telephone: **9801 1999**
Fax: **9801 1988**



Anglicare Victoria provides a range of programs to assist individuals and families to overcome their immediate crisis and offer hope for a long term solution to their problems. These services include Youth counselling, Family violence support, Foster care integrated family services, Parent education, Group work, Disability support and Drug and alcohol services.

Contact:
666 Mountain Highway
Bayswater 3153
Telephone: **9721 3688**

Anglicare Victoria /Parentzone Eastern
666 Mountain Highway
Bayswater 3153
Telephone: **9721 3688**

Uniting Care Harrison Community Services provides a wide range of services to support young people, single adults and families who are homeless or at risk of homelessness experiencing conflict.

Knox Ozone 1012 Little Burwood Hwy
Wantirna Sth 3152 – 9871 8700
Knox Ozone 1012 Little Burwood Hwy.
(Above Cash Converters)
Wantirna South 3152 – **Ph:9871 8700**

Children Services

Illoura Early Childhood Intervention Services Inc.

72 Francis Crescent
Ferntree Gully 3156
Telephone: **9758 7991**



Knox City Council Child Care Centres:

4 Coorie Avenue – [Coorie Avenue Children & Family Centre]
Bayswater 3153
Telephone: **9729 0348**

Edward Street – [Talaskia Child Care Centre]
Upper Ferntree Gully 3156
Telephone: **9758 0357**
11 Park Crescent

Park Crescent Children's Centre]
Boronia
Telephone: **9762 3665**

27 Tyner Road – [Tyner Road Occasional Care]
Wantirna South 3152
Telephone: **9887 1739**

73 Eildon Parade – [Eildon Parade Children & Family Centre]
Rowville 3178
Telephone: **9763 4497**

40A Birchfield Crescent [Birchfield Crescent Children's Centre]
Wantirna 3152
Telephone: **9800 2419**

Knox: Family Day Care and Playgroups

Contact:
511 Burwood Highway
Wantirna South 3152
Telephone: **9298 8000**

A Playgroup is a group of parents or caregivers and their pre-school children and babies who meet together regularly, usually for 2 hours once a week. Playgroups are not highly organised, but are a happy combination of adults and children playing and sharing experiences together. Contact 9298 8000

Family Support Services (cont'd)

Maternal & Child Health Services

Knox Early Parenting Program

Knox Breastfeeding Centre

Maternal & Child Health Coordinator

Contact your Maternal Health Care Nurse for an appointment to be made for the above services.



Maternal and Child Health Centres

10 Tamara Street
Wantirna South 3152
Telephone: **9801 8082**

Park Crescent
Boronia 3155
Telephone: **9762 1620**

Wattleview Maternal & Child Health
Fuschia Street
Ferntree Gully 3156
Telephone: **9752 2759**

Cnr Forest Road and Stockton Ave
Ferntree Gully 3156
Telephone: **9758 1004**
40 Birchfield Crescent
Telephone: 9801 8551
Wantirna 3152

100 Murrindal Drive
Rowville 3178
Telephone: **9759 6078**

208 Dandelion Drive
Rowville 3178
Telephone: **9759 6078**

77 Liberty Avenue
Rowville 3178
Telephone: **9764 4749**

Youth Services

Anglicare – Knox provides support and counselling for young people, including:

- Family issues
- Parenting Courses
- Behavioural and academic support
- Referrals for alcohol & drug problems.

Contact:

666 Mountain Highway, Bayswater. 3153
Telephone: **9721 3688**

Eastern Access Community Health
(EACH) Youth & Family Services
provides:

- Parent/Adolescent mediation;
- Reconnect Program (12-18 who are homeless);
- Individual and family counselling;
- Girls with Attitude Program.

Contact:

Telephone: **1300 00 3224**

Eastern Access Community Health offers counselling and support for young people who are struggling with a range of difficulties.

A 'Caution with Cannabis' program is available. Counselling is also accessible.

Contact:

1063 Burwood Highway, Ferntree Gully
Telephone: **1300 00 3224**

Youth Groups offer a friendly place for young people of secondary school age to enjoy discussions, games nights, barbecues, hikes, outings, camps, film nights, etc. Church groups welcome people of all denominations.

For further details, search on line at www.knox.vic.gov.au.

Knox Youth Information Centre
Free, Confidential, Referral, Support and Advice Centre.

Information is available on a variety of subjects including: Knox Youth Services, accommodation, drugs & alcohol, counselling, employment & training, legal, consumer rights and responsibilities, sexual health, relationships and resources relating to studies.

Young people are welcome to drop in – Monday to Thursday: 1pm to 5pm

Contact:

Ground Level
Capital City Boulevard
Knox Ozone
Wantirna South 3152
Telephone: **9298 8469**

Knox Youth Services provides access to information, services and resources for young people and their parents. Groups and programs include:

- Counselling;
- Same Sex Attracted Young People;
- Young Leaders Programs;
- Peer Support; and
- Young Mums Group.

For Appointment or Referral -

Contact:

Telephone: **9298 8308**



Community Centres

Neighbourhood Houses

Neighbourhood Houses (or Community Houses) offer a wide range of courses including car maintenance, house maintenance, sewing, cookery classes, how to budget, crafts, retraining and employment related skills.

Coonara Community House

22 Willow Road
Upper Ferntree Gully 3156
Telephone: **9758 7081**

Ferntree Gully Community Arts Centre

1010 Burwood Highway
Ferntree Gully 3156
Telephone: **9758 9180**

Mountain District Learning Centre

13-15 The Avenue
Ferntree Gully 3156
Telephone: **9758 7859**

Orana Neighbourhood House

62 Coleman Road
Wantirna South 3152
Telephone: **9801 1895**

Rowville Neighbourhood Learning Centre

40 Fulham Road
Rowville 3178
Telephone: 9763 7400

The Basin Community House

1221 Mountain Highway
The Basin 3154
Telephone: 9761 6209

U3A Knox
Parkhills Campus
Park Boulevard
Ferntree Gully 3156



Libraries

Boronia Branch Library

Park Crescent
Boronia 3155

Ferntree Gully Branch Library

Ferntree Gully Community Centre
1010 Burwood Highway
Ferntree Gully 3156
Telephone: **9800 6455**

Knox Library

Knox City Shopping Centre
425 Burwood Highway
Wantirna South 3152
Telephone: **9800 6470**

Knox Mobile Library

Visits various areas in Knox, following a regular timetable.
Contact Boronia Branch Library
Telephone: **9800 6488**

Rowville Branch Library

Stud Park Shopping Centre
Stud Road
Rowville 3178
Telephone: **9800 6443**

Toy Libraries

Knox and District Toy Library

Rosa Benedikt Kindergarten Centre
11-13 Gerda Street
Scoresby 3179
Fri and Sat: 10am – 12pm
Telephone: **0424 265 790**

Upwey Toy Library – (The Hub)

1433 Burwood Highway
Upwey 3158 Sat: 10am to 12pm
Telephone: **0403 890 055**

Community Support Groups



Al-Anon

Wesleyan Uniting Church
36 Pine Crescent
Boronia 3155
Tues: 10.30am
Telephone: **9762 8535**

Overeaters Anonymous - Rowville

Rowville Uniting Church
Cnr Fulham & Bridgewater Way
Rowville 3178
Telephone: **9521 3696**

Aussie Veterans –

Shop 20C & Shop10,
The Mall, Boronia.
9761 0468

CityLife Comfort Zone

1248 High Street Road
Wantirna South 3152
'Among Friends Morning Tea' Fri 10am–12pm
Telephone: **9871 8300**

Ferntree Gully Community Arts Centre

1010 Burwood Highway
Ferntree Gully 3156
Telephone: **9758 9180**

Knox Arthritis Self Help Group

Cnr Boronia Road & Zeising Ct.
[Boronia Uniting Church]
Boronia 3155
Telephone: **9762 6732**

Wantirna Carers Support Group

10 Colorado Court Ferntree Gully
Contact **9729 0406**

Multiple Birth Association

Contact **9513 9920**

Life Activities Club - Knox

Contact **9762 3764**

Health Services



Knox Health Service:

Community Dental Service

Contact:
1063 Burwood Highway
Upper Ferntree Gully 3156
Telephone: **9757 6200**

Community Health Service

All people living, studying and/or working in the City of Knox are eligible to access the health services provided.

Contact 9757 6200 for a list of services provided. Some services have different eligibility criteria and boundaries and most services have a waiting list with priority according to needs.

1063 Burwood Highway
Wantirna South 3152
Telephone: **9757 6200**

Wantirna Health - (Eastern Health) Palliative Care

251 Mountain Highway
Wantirna 3152
Telephone: **9955 1200**

The Haven Day Centre

Day respite program for people experiencing memory loss or living with dementia and for those caring for them.

17 -19 Falconer Road
Boronia -
Telephone – **9762 8423**

Hospitals

Angliss Hospital

Albert Street
Upper Ferntree Gully 3156
Telephone: **9764 6111**

Knox Private Hospital Centre

262-270 Mountain Highway
Wantirna 3152
Telephone: **9210 7000**

Mountain District Private Hospital

157 Scoresby Road
Boronia 3155
Telephone: **9720 3388**

Mental Health

Eastern Health Adult Community Mental Health Centre

16-18 Albert Street
Upper Ferntree Gully 3156
Telephone: **9839 6600**

Eastern Health Child and Adolescent Mental Health

16-18 Albert Street
Upper Ferntree Gully 3156
Telephone: **9839 6700**

Eastern Access Community Health (EACH) – Halcy9

3 The Avenue AND
Shop 3 / 1 Alpine Street
Ferntree Gully 3156
Telephone: **9758 8508**

Personal Helpers & Mentors Program (PhaMs)

Building 3
Level 1
2 Capital City Boulevard
Wantirna South 3152
Telephone: **9210 6200**

Community Festivals and Events

Knox Festival



Where: Ferntree Gully Recreation Reserve
Brenock Park Drive
Ferntree Gully

When: The Festival is held over the first weekend in March of each year.

For 30 years, the Knox Festival has entertained locals and visitors alike and has become one of the most fabulous fixtures on our community calendar. The Festival features more than 60 free workshops and activities, and 300 community performers side-by-side with some of Australia's best known artists, rides, stalls and two excitement packed days jammed with music and dancing.



Stringybark Urban Sustainability Festival

Where: Rowville Community Centre
20 Fulham Road
Rowville

When: Stringybark is held over the third weekend of October each year.

The Stringybark Urban Sustainability Festival is an annual, family-orientated environmental festival that seeks to build awareness of current environmental issues and ways in which we can all make a difference.

You'll find plenty of free activities at the festival, including workshops and theatre for the kids, music and entertainment, roving performers, gourmet foods, hand made crafts, plants and a wide variety of sustainable products and concepts.

The Festival is a plastic bag free event, so be sure to bring along your own bag!

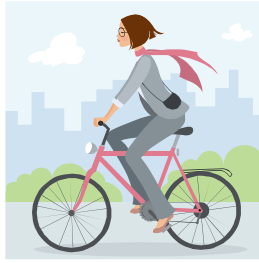
Carols by Candlelight

Where: Ferntree Gully Recreation Reserve
Brenock Park Drive
Ferntree Gully

When: Carols are held the first Saturday in December each year.

Bring the family along with a picnic tea or purchase a low cost Christmas dinner complete with plum pudding and celebrate Christmas with a FREE evening of carols and entertainment under the stars. The night gets underway at 4pm with free art and craft activities for children followed by an exciting line-up of guest artists, national choirs, an appearance by Father Christmas and the magical fireworks show.

Leisure Ideas



Bicycle Paths

Bicycle paths have been built in nearly every suburb, see how far you can go! Many people enjoy this facility for exercise and walking the dog as well as riding bikes.

There are more than 70kms of bicycle paths throughout the City of Knox that connect with major parks, reserves, schools and shopping precincts.

A current Knox Cycling Brochure, including a map of the Knox Bike Network, is available electronically through the Knox City Council website or from Council's Customer Service Centres.

Bushwalking

Bushwalking can be fun. There are many walks available to the community and clubs including short walks, as well as walks for people who like greater challenges. Visit the wonderful parks and waterways established through Parks Victoria.

For further information contact Parks Victoria on **13 1963**.

Parks and Gardens

There are over 300 minor parks, reserves and playing fields spread throughout the City of Knox that cater for all forms of leisure and recreational activities. A list of some of the major recreational parks in Knox can be found by visiting the Knox Council website: www.knox.vic.gov.au.

Visit the wonderful parks and waterways established through Parks Victoria. They run a varied range of special activities including:

- Night activities with possum projects;
- Activity programs;
- BBQ areas and playgrounds;
- Ranger talks;
- Walk and bike paths;
- Lakelands.

For further information contact Parks Victoria on **13 1963**.

Holidays

It is important for a family or friends to get together for a holiday.

Camping is cheap and equipment can be borrowed from friends.

Children love the freedom of riding their bikes around the park and meeting new friends, and likewise adults.

Visit:

Campervan Rental In Australia

www.camping.com.au

www.visitvictoria.com

www.parkweb.vic.gov.au

The Youth Hostel Association of Victoria provides low cost accommodation for families throughout Australia and the world and access to a wide range of activities.

Telephone: **9621 2523**

Leisure Centres

Knox Leisureworks

Knox Leisureworks is a community Aquatic and Recreation Centre. The Centre offers a range of aquatic and fitness options for all the family to enjoy.

The facility has a huge aquatic area with four indoor pools and an 80 metre all weather waterslide.

Other onsite facilities include a health club, café, crèche, a sports medicine clinic and landscaped gardens with a BBQ area.

Location: Tormore Road
Boronia 3155

Open: Weekdays 5.30am - 9.30pm
Saturdays 6.30am - 8pm
Sundays 8am - 6pm
Public Holidays 8am - 6pm

Telephone: **9762 3133**

Carrington Park Leisure Centre

The Carrington Park Leisure Centre is the home of the Omega Trampoline Club, Ferntree Gully Basketball Club, and Chinese Elderly Citizens Club. The Centre is predominantly used by the tenant clubs with public hours by appointment.

Location: 20 O'Connor Road
Knoxfield 3152

Telephone: **9763 8455**

Knox Regional Netball Centre

The Netball Centre is home to Knox City Council's own netball competitions, as well as Mountain District Netball Association and the Knox Women's Netball Association.

Location: 9 Dempster Street
Ferntree Gully 3156

Telephone: **9758 7191**

Knox Gymnastic Centre

The Knox Gymnastics Centre features international standard gymnastics apparatus and equipment and offers programs for toddlers (kinder gym), children and adults in recreational gymnastics, elite development gymnastics and physical gymnastics.

Location: 4 Mossfield Ave
Ferntree Gully 3156

Telephone: **9758 1089**



Rowville Community Centre

The Centre provides a variety of programmed activities and classes for both adults and children. These programs include 3 year old pre kinder, Yoga, Stretch and Tone, Senior Citizens groups, sporting clubs and a whole lot more. A full list of programs is available from the Centre or online through the Knox City Council website: www.knox.vic.gov.au.

Location: 40 Fulham Road
Rowville

Telephone: **9763 7400**

Skate Parks and BMX Facilities

The parks are for use during daylight hours only. Rules of use are available on site.

Knox Skate and BMX Park - Gilbert Park

Location: Gilbert Park
Ferntree Gully Road
Knoxfield 3152

Lewis Park Skate and BMX Facility

Location: Lewis Park
Lewis Road
Wantirna 3152

Animals & Pets

Dog & Cat Registration

It is important to have your cat or dog registered so that Council can assist in its return if it strays.

Registration costs are:

\$36 for animals that are de-sexed and micro chipped or over 10 years of age
OR for all other categories please check Council's website.

** Note: Pensioners receive a 50% rebate.*

Registration forms are available from Council offices in Wantirna South and Rowville, or online from Council's website at www.knox.vic.gov.au.



Lost animals

If your dog or cat is found wandering or roaming and is picked up by Council's Local Laws Officers it will either be:

- returned to your home, if it is registered; or
- Taken to the Council pound where it will be kept up to 8 days.

Fines for animals wandering are listed on Council's website.

Limits on Number of Pets

Local law restricts the keeping of dogs and cats on residential properties to two of each; however, people are able to make an application for a permit to keep more. There are also restrictions on poultry and other birds, rodents and reptiles.

Effective Control of Dogs

Public open space is for the enjoyment of all within the community. If you walk or exercise your dog in these areas, it must be under effective control, i.e. leash or voice control. This ensures that all people can enjoy public space without nuisance or annoyance.

Dogs must be on a lead and controlled by the person at all times in the following areas:

- Shopping centres;
- Playgrounds;
- Bicycle paths;
- Schools;
- Bushland conservation areas.

Barking Dogs

It is the owner's responsibility to ensure that their dog does not cause a nuisance to neighbours. However, if the barking or



noise becomes persistent or continuous to the extent that it unreasonably interferes with the peace, comfort or convenience of other people, the Council requires supporting evidence by two or more people.

Animal Excrement

Animal owners, when accompanied by the animal in a public place, must collect and appropriately dispose of any excrement deposited by the animal as soon as possible. Always carry a disposable bag of some kind to use if needed.