

July 2019

ADOLESCENT SEXUAL & REPRODUCTIVE HEALTH SERVICES IN SHEPPARTON

A SERVICE DIRECTORY FOR 'THE HAVEN'



LighthouseProject
GREATER SHEPPARTON

All efforts have been made to ensure this information is as accurate as possible.

The information below was last updated July 2019.



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The Lighthouse Project acknowledges the traditional owners of the land which now comprises Greater Shepparton. We pay respect to Elders past, present and emerging and, given the focus of our work, acknowledge Aboriginal and Torres Strait Islander children and young people within our community. We place them, and all children, at the heart of our work which aims to see every child thrive.

Greater Shepparton Lighthouse Project is committed to embracing all people.

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How to Use This Guide...



Green flags highlight pages that provide information and background knowledge about a specific **sexual or reproductive health topic** (eg. Unplanned Pregnancy).



Pink flags highlight pages that give information, contact numbers and websites about a specific **service provider** either in Shepparton or online (eg. Services Access Unit at GV Health).

As a Youth Worker

If an adolescent comes to you with a sexual or reproductive health issue and you don't know where to begin, this guide can help you to provide them with **accurate information** and assist you in guiding them towards **appropriate services** in Shepparton and online to best support them.

As an Adolescent

This guide can help provide you with **information** on topics that you might like to know more about. It also contains information, phone numbers and other contact details of **services** that can give you further support. You might be wondering where you can get condoms, or where you can get a free STI check, or where you can get help if you are pregnant. This guide has options for all of these (and more!) – have a look through and pick what is best for you.

Key Information

If you have no idea where to begin, the **Service Access Unit at GV Health** (page 11) is the best place to start. They will help to link you with a sexual health nurse who can guide you to the right service in Shepparton.

- There are some great **services in Shepparton**, they are summarised on page 5.
- Where there are not physical services in Shepparton, there are other **online, over-the-phone or postal** options. These are summarised on page 6.

Service Directory: Shepparton

Contraception				
Service Provider	Phone Number	Key Information	Hours	Page
Service Access Unit at GV Health	1800 222 582	Call for information first, then you can get an appointment with a sexual health nurse.	Mon-Fri 8.30am to 5pm	9
Headspace	5823 8800	Walk in or call up to see a sexual health nurse.	Tuesday 11am to 8pm	18
Sexually Transmitted Infections (STIs)				
Service Access Unit at GV Health	1800 222 582	Call for information first, then you can get an appointment with a sexual health nurse.	Mon-Fri 8.30am to 5pm	9
Headspace	5823 8800	Walk in or call up to see a sexual health nurse.	Tuesday 11am to 8pm	18
Partner Notification of STIs				
<i>You can get help with this from your GP or sexual health nurse – all services in this booklet to help with partner notification of STIs are online.</i>				19 to 22
Unplanned Pregnancy Support				
Service Access Unit at GV Health	1800 222 582	Call for information first, then you can get an appointment with a sexual health nurse.	Mon-Fri 8.30am to 5pm	9
Headspace	5823 8800	Walk in or call up to see a sexual health nurse.	Tuesday 11am to 8pm	18
Caroline Chisholm Society	5821 0826	Support for women who want to keep their pregnancy and become mothers.	Mon-Fri 9am to 3pm	25
The Bridge Youth Service	5799 1298	Pregnancy testing & decisions counselling, antenatal program, young parents' program and family services.	Mon-Fri 9am to 5pm	26
Sexual Assault				
Goulburn Valley CASA	5831 2343	Support for victims and survivors of sexual assault.	24/7	31
SOCTI	5820 5878	Specialist detectives from Victoria Police who investigate sexual abuse	24/7	33
LGBTIQ+ Services				
Goulburn Valley Pride Inc.	gvpride.org	Support group and safe space	Ad hoc	37
Diversity Project Greater Shepparton	0419 503 654	Social support group for LGBTIQ+ people aged 0 to 25.	Twice a month	38

Service Directory: Online & Over the Phone

Contraception				
Service Provider	Web Address or Phone Number	Key Information	Hours	Page
Service Access Unit at GV Health	1800 222 582	Call for referral to sexual health nurse	Mon-Fri 8.30am to 5pm	9
Sexually Transmitted Infections (STIs)				
Service Access Unit at GV Health	1800 222 582	Call for referral to sexual health nurse	Mon-Fri 8.30am to 5pm	9
TESTme Kit	testme.org.au 1800 032 017	Free STI checks sent to you in the post	N/A	17
Partner Notification of STIs				
Let Them Know	letthemknow.org.au	Anonymous notification SMS and email service	N/A	21
The Drama Downunder	thedramadownunder.info	Anonymous notification SMS and email service	N/A	21
Better to Know	Bettertoknow.org.au	Anonymous notification SMS and email service	N/A	22
Unplanned Pregnancy Support				
Service Access Unit at GV Health	1800 222 582	Call for referral to sexual health nurse	Mon-Fri 8.30am to 5pm	9
1800 My Options	1800 696 784	Phone consultants to link you with safe and accessible pregnancy and abortion services in Victoria.	Mon-Fri 10am to 4pm	27
Sexual Assault				
Sexual Assault Report Anonymously	sara.org.au	Report sexual assault online, anonymously	24/7	32
1800 Respect	1800 737 732	Phone line for confidential information, counselling and support	24/7	33
LGBTIQ+ Services				
QLife	1800 184 527	Over the phone or online chat service for support and info	3pm to midnight	39

Sexual and Reproductive Health

What is sexual health?

Sexual health is everything related to sexuality. It is not only about physical wellbeing, but also the associated mental and social wellbeing.

Sex is a **normal part of life** and there is nothing to be embarrassed about! Learning and talking about sexual health lets you take charge of your health and wellbeing, as well as ensuring you protect yourself and your sexual partners.

Sexual health is not just about protecting yourself against unintended pregnancy or sexually transmitted infections. It is also having:

- Consensual sex
- Mutually respectable sexual experiences
- Pleasurable and enjoyable sexual experiences
- Reduced stigma and discrimination
- Safe sexual experiences free of coercion and violence
- Health services that are inclusive, safe and appropriate
- Access to prevention, screening, treatment, care and support services that are related to your sexual health.

What is reproductive health?

Reproductive health relates to the wellbeing of your reproductive systems at all stages of life. A healthy reproductive system means you can lead a healthy life!

Reproductive health means:

- Access to safe, effective and affordable services
- Getting accurate and appropriate health information
- Being free to make choices about contraception (birth control)
- Choosing when, and if, you would like to have children
- Having access to services that help with unplanned pregnancy.

Service Access Unit and Sexual Health Nurse at GV Health

If you are unsure about what services you might need, or don't know where to begin, call the number below as your **FIRST POINT OF CONTACT!**

What do they do?

The Service Access Unit at GV Health are a really friendly team who will connect you to a sexual health nurse (or any other health professional you might need) who can provide you with support, health advice or referrals on to other services. This service was previously known as the **Meryula Clinic**.

How to use this service?

- **Call the number** listed below to chat to a customer service officer
 - For the options, press 4 (all other services) then 1 (speak to someone)
- You need to give them some basic information – a name (you can use a fake one) and a contact number
- They will send an email to the sexual health nurse
- The **sexual health nurse will call you** to find out exactly what you want or need
- The nurse can arrange a one-on-one appointment for you.

What services do they offer?

There are 2 sexual health nurses who work at GV Health – Suzanne Wallis and Caroline Winbanks. They can provide you with information, support, clinical services and appropriate specialist referrals.

They can do everything – check for **STIs** and treat them, give you **contraception** advice (including inserting implanons and free condoms), help you with **emergency contraception** (such as the morning after pill), do **pregnancy testing**, **pap smears**, sex work certificates and help with genital pain and discomfort.

You can access these services for **free** with or without a Medicare card. If a blood test is needed (for example, if you are getting a pregnancy check) there may be a small fee. This is dependent on if you use a Medicare card or not.



Visit gvhealth.org.au/services/service-access-unit for more information.



Call **1800 222 582** to speak with a customer service officer.

Contraception

What is contraception?

Contraception is the use of methods and techniques to **prevent pregnancy**. Some contraceptive methods, such as barrier methods, can also help to **prevent** the transmission of **sexually transmitted infections** (STIs).

You can get pregnant if a man's sperm reaches your eggs – contraception stops this from happening by either:

- Keeping the egg and sperm apart
- Stopping egg production
- Stopping the fertilised egg from attaching to the womb.

What are your options?

Barrier Methods *Purchase at supermarkets, chemists, pharmacies, etc.*

- **Male condoms:** Placed over the penis. 98% effective.
- **Female condoms:** Placed inside the vagina. 95% effective.

Hormonal Methods (Female) *See your GP for more information and to get these.*

- **The pill:** Prevents the ovaries from releasing an egg each month. Must be taken daily. It is over 99% effective when taken correctly.
- **Implant:** A small rod placed under your skin that releases hormones to stop the release of an egg each month. Lasts for around 3 years. More than 99% effective.
- **Injection:** Prevents the release of an egg each month. Each injection can last between 8-13 weeks. More than 99% effective.
- **Intrauterine device:** A t-shaped device that's put into your uterus to thicken the mucus so sperm can't reach the egg. Can last for up to 5 years. More than 99% effective.

Permanent Methods *See your GP for more information and to get these.*

- **Female sterilisation:** A procedure to block the fallopian tubes. It is very difficult to reverse so should be heavily considered.
- **Male sterilisation:** Also known as a vasectomy. Cuts or seals the tubes that carry sperm. Can be difficult to reverse.

Condoms

Where Can You Buy Condoms?

Condoms can be purchased at your local **supermarket**, **petrol stations** or **chemists** and **pharmacies**. Chemist Warehouse in Shepparton is open 24/7 so you can purchase from there at any time!

You can also purchase condoms **online**. They usually come in **discrete packaging** (ie. people will not be able to tell what is inside or where you got them from).

Condom vending machines are located in 2 public toilets in the area. These are available 24/7. You can find them at:

- Victoria Park Lake in Shepparton
- Ferrari Park in Mooroopna.

Where Can You Get Free Condoms?

Some people feel **embarrassed** to buy condoms – it can be a little bit awkward, but you shouldn't worry, many people buy them every day!

There are a few places in Shepparton where you can get free condoms:

- **The Haven** has condom dispensers in both male and female toilets – help yourself to a packet of condoms. You can also ask any of the staff and they can give you some!
- From the sexual health nurses at **GV Health**
- **Primary Care Connect**
- **Headspace** Shepparton

Sexually Transmitted Infections (STIs)

What are STIs?

STIs are a group of infections that many young people may experience. They can include:

- Chlamydia
- Genital warts (HPV)
- Gonorrhoea
- Hepatitis B
- Herpes (HSV1 and HSV2)
- HIV (human immunodeficiency virus)
- Syphilis
- Trichomoniasis.



Most STIs are spread through **unprotected** vaginal, anal and oral **sex**. Condoms are the best method for protecting against this. Other STIs such as herpes and genital warts are transmitted by **skin-to-skin contact**. Condoms may not always protect against this, as they might not cover the affected areas, but are always recommended to be used!

STI Testing

STIs often have **no symptoms** which means you may not even know if you have one, so it's important to make sure you get checked – especially if you have had sex without a condom.

Different types of STI tests are used to check for the following infections:

Urine test for chlamydia, gonorrhoea and trichomoniasis.

Swab test for chlamydia, gonorrhoea, herpes and trichomoniasis.

Blood test for HIV, syphilis and hepatitis B.

Physical examination for herpes and genital warts.

Why is it important?

There is no shame in being diagnosed with an STI, but it is important to ensure you are getting checked regularly. If left untreated, STIs can potentially cause damage to the body, especially the reproductive organs, and can lead to health problems that include infertility.

TESTme Kit

What is it?

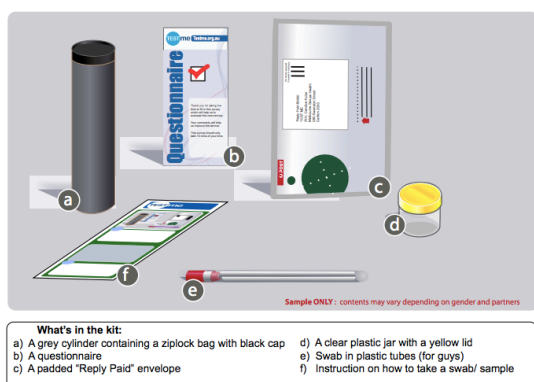
TESTme is a **free** and **confidential** service that **does not** require a Medicare card. It is for rural Victorians who live 100km or more from Melbourne and are:

- Aged 25 years and younger,
- Men who have sex with men, and/or;
- Aboriginal or Torres Strait Islander.

How does the TESTme kit work?

TESTme offers testing for **Chlamydia** and **Gonorrhoea**. Blood tests for syphilis and HIV are not included.

- The kit will be posted to you in a plain post bag
- Inside the kit are clear instructions, swabs and containers
- A reply-paid envelope is included to send everything back.



How do you get results?

Results may take up to **2 weeks** – you will **only** be contacted if you have a **positive** result (this means you have an STI). The TESTme nurse will call you if your result is positive and talk to you about it. Most of the time they will be able to post treatment to you, which means you do not have to visit a doctor to get a prescription. If more treatment is needed, they will help you find a suitable service in your area.



Visit testme.org.au to order a test kit.



Call **1800 032 017** to chat with a sexual health nurse.

Headspace Shepparton

What is it?

Headspace is a walk-in clinic that offers a variety of services including mental health, drug & alcohol, work & study and sexual health services along with other youth programs.

This service is **free** for people **under the age of 25**.

Sexual Health Services

Headspace offers sexual health screenings on site. They are only conducted on a **Tuesday** and are **free of charge**. They also offer services such as **pregnancy and STI testing, pap smears** and some **contraceptive** advice. You may also be able to get some contraception here, including free condoms.

This service is run by sexual health nurses from GV Health. If further help is needed, they can link you to local services.

How to use it?

Give them a call on the number below to have a chat – it might be a good idea to double check that the sexual health nurse is coming in before you go. Otherwise, just drop in on a Tuesday!



Visit headspace.org.au for more information.



Call **(03) 5823 8800** to have a chat.

Partner Notification of STIs

What is Partner Notification?

If you have currently got – or recently had – an STI, you are responsible for **letting all previous sexual partners know**.

This is particularly important for notifiable conditions such as chlamydia, gonorrhoea, HIV and syphilis as early testing and treatment can prevent poor health consequences.

Notifying partners means that:

- Your sexual partners can get tested and treated early
- You are helping protect your sexual partners health
- You are helping protect the health of any of their other partners
- You are helping to prevent more serious side effects of STIs
- You are stopping STIs from being passed backwards and forwards between partners.

It can be **really awkward** to have to tell a sexual partner that they may have an STI, particularly if you don't know them too well or feel unsafe or uncomfortable telling giving them this information.

Websites on the following pages allow you to notify a partner by SMS or email – this is **free** and can be made **anonymous**. All you have to do is plug in their phone number or email address and it'll send them off a message telling them to get checked!



Let Them Know

What is it?

A service that helps people who have been diagnosed with chlamydia, gonorrhoea, mycoplasma genitalium, syphilis and trichomonas to **tell their sexual partners** that they **might also be at risk**.

How does it work?

The website allows you to send an **anonymous** or **personal** email or text message to notify sexual partners of their risk of an STI. It also has tips for talking to your partner in person about their risk, and templates for letters you can print, sign (if you want) and post to them.

- Go onto the website (below)
- Choose your method (SMS someone, send an email, tell someone, write a letter)
- Follow the prompts – choose personal or anonymous
- Enter the information (eg. their phone number)
- Click NEXT and you're done!



Visit letthemknow.org.au/LTK.html to send a message.

Men who have sex with men
Anonymous
Online
Free

Partner
Notification

The Drama Downunder – Let Him Know

What is it?

An online service that allows **men who have sex with men** who have got or have recently had an STD send an SMS or email to **notify recent sex partners**.

How does it work?

Go onto the website and click 'let him know'. This will allow you to choose either SMS (**anonymous**) or email (either anonymous or with your email address attached). Plug in the sex partners first name and mobile/email address, then click the STI(s) they might have been affected by and then click send.



Visit thedramadownunder.info and click 'let him know' to send an SMS or email.

Better to Know

What is it?

An online service that allows anyone who has got or has recently had an STD send an SMS or email to **notify recent sex partners**.

How does it work?

The website allows you to send an **anonymous** or **personal** email or text message to notify sexual partners of their risk of an STI.

- Go onto the website (below)
- Click 'Notify a partner by SMS or email'
- Choose SMS (anonymous) or email (anonymous or with email attached)
- Enter the information (phone number or email, first name, STI)
- Click SEND and you're done!



Visit bettertoknow.org.au to send a message.

Unplanned Pregnancy Support

If you have recently found out you are pregnant, you may be experiencing a **range of emotions** – this is okay – there are services here to help you decide **what is best for you**.

Your Options

There are many options available to you. These can include:

Continuing the Pregnancy and Becoming a Parent

You may realise you want to become a parent! Continuing a pregnancy means you need to **take care of your health** and the **health of the foetus**. There are many things to consider such as what care is needed during your pregnancy, what services are available, what options are available for the birth and what antenatal care you will receive.

Adoption or Alternative Care

If you feel like you are not ready for the responsibility and challenge of becoming a parent and do not want to have an abortion, there are a few options. **Adoption** permanently transfers your parental rights and responsibilities over to the adoptive parents. **Alternative care** options might be suitable if you don't want to place your child in the permanent care of another family. These can include placing the child in temporary foster care or involving your extended family in the child's care.

Having an Abortion

An abortion is where you **intentionally end a pregnancy**. They are **safe** and **legal** in Victoria. There are 2 types of abortion:

- **Medical abortion** can be provided up to 9 weeks' gestation. It involves taking a medication (in the form of a tablet) to stop the pregnancy. You can access medical abortions at your GP, community health service, private clinic or hospital.
- **Surgical abortion** can be performed up to 14 weeks' (and sometimes up to 24 weeks') gestation. It is a procedure that takes 5-15 minutes where the doctor uses gentle suction to remove the pregnancy from your uterus. You will usually be sedated (ie. put to sleep) and will spend a bit of extra time in the clinic recovering. They are performed in some private clinics and at hospitals.

Caroline Chisholm Society

What is it?

The Caroline Chisholm Society is part of the Goulburn Valley (GV) Pregnancy and Family Support Service. They offer services for **pregnant women** and **parents** that are free from the pressures to choose the termination of a pregnancy. This service is for women who **want to keep their pregnancy** and become mothers.

What do they offer?

This service offers a range of services to new and expectant mothers:

- Pregnancy support
- Counselling
- Telephone and face-to-face support
- Information, advocacy and referrals
- In-home family support
- Health education programs.

Free baby and maternity goods

Caroline Chisholm can help with **financial support**, **material assistance** and **shelter**. This can include helping mothers with nursery furniture, clothing for their children (newborn to 6 years), baby formula, nappies and maternity clothing. You can also access some general canned and packaged household groceries.

These are available through:

- An appointment or dropping in at Goulburn Valley
- Accessing Caroline Chisholm through a friend or worker.

The Baby Box Project

If you're having a baby in Shepparton, you can receive a **free** baby box. You can get these through:

- An appointment or dropping in at Goulburn Valley
- Through your Rumbalara, CatholicCare Sandhurst or Save the Children worker.



Visit caroline.org.au/goulburn-valley for more information.



Call **(03) 5821 0826** to have a chat.

The Bridge Youth Services

What is it?

The Bridge offers a range of programs to assist young people aged **12 to 25 years** to educate and support them through their **pregnancy** and **parenting** journeys. They offer a range of services to help you choose what to do and support you after you make your choice.

What do they offer?

Pregnancy Testing and Decisions Counselling

This service involves making an appointment to come in and see a staff member who will help you go through your options (known as 'options counselling'). There is **no charge**. As part of this package, you can get **free** and **confidential pregnancy testing**.

Depending on your decision, they can **refer out** to other services (for example they will help you find a service where you can get an abortion).

Antenatal Programs

If you are pregnant and want support during your pregnancy you can access antenatal classes and checks on a weekly basis that are specifically designed for young people. These are done in partnership with GV Health.

Young Parents' Program

This is specifically for young parents who want to **develop parenting skills**. It is a weekly group where you can join in on **activities**, meet new people and focus on the health and wellbeing of your children.

Family Services

This service offers **individual support** for young parents and their children. It to promote healthy development, safety and wellbeing for the whole family!

All of these services are **free of charge**. Some costs may be associated with referrals.



Visit thebridge.org.au for more information.



Call **(03) 5799 1298** to book an appointment or to have a chat.

1800 My Options

What is it?

An over the phone service that helps to connect Victorian women to **safe** and **accessible abortion** services.

What can they do?

Phone consultants can provide you with:

- Information on **what to do** if you are pregnant, looking for contraception or in need of support (ie. information on contraception, abortions or sexual health)
- Information about **where to go** to access sexual and reproductive health services in Victoria. This can include:
 - Practitioners (GPs, gynaecologists, obstetricians, nurses)
 - Hospitals
 - Pharmacists
 - Pregnancy options counsellors
 - Ultrasound imaging
- Information on **who to talk to** to help you make a decision



Visit 1800myoptions.org.au for more information.



Call [1800 696 784](tel:1800696784) to have a chat.

Sexual Assault

What is sexual assault?

Sexual assault includes a range of **unwanted sexual behaviours** that makes a person feel uncomfortable, unsafe, threatened or scared. Sexual assault does not always involve physical sexual contact – it can also be verbal, visual or non-contact. Examples include:

- **Rape** which is forced sex or sexual acts
- **Unwanted touching** above or under clothing
- **Sexual harassment** at your job, school or local law enforcement
- **Sexual harassment** or threats, including unwanted “sexts”

Facts

- Both **girls** and **boys** (or men and women) can be sexually assaulted
- Unwanted sexual activity in a relationship or marriage is assault
- Sexual assault **survivors are not responsible** for someone choosing to assault them.

If you have been sexually assaulted...

You may respond in many different ways. All types of reactions are normal. You may feel:

- Shocked or in denial
- Scared or fearful
- Unable to talk about it
- Unsafe or unable to relax
- Sad or depressed
- Guilty or wanting to blame yourself
- Unworthy or dirty
- Like you want to be alone.

You do not have to deal with sexual assault on your own, there are people who are **here to help** you. Special services for sexual assault exist in Shepparton. You can visit your GP, local clinic or hospital to get medical help following a sexual assault. There are also **online** or **over the phone** services where you can talk to a counsellor or get more support and information.

Goulburn Valley Centre Against Sexual Assault

What is it?

GVCASA provides services to **victims** and **survivors** of sexual assault as well as their families, partners and friends. They do not see perpetrators (ie. people who committed sexual assault).

What do they provide?

GVCASA provides a 24/7 crisis care response to **anyone** who has **experienced sexual assault** at **any point** in their lives. They provide confidential over-the-phone or face-to-face crisis care. These services are **free** and **no referral** is required.

After Hours Crisis Service

A **recent sexual assault** is one that has occurred within the last **72 hours** (3 days).

GVCASA has an after-hours service which runs between **5pm and 9am** every day, including weekends and public holidays. Victims of a recent sexual assault can access this service by calling **1800 112 343** or **1800 806 292**.

What do they do?

GVCASA crisis care workers can meet recent victims/survivors at GV health or the police station. They can:

- Provide support and advocacy
- Give you information on legal rights
- Give you information of medical rights and options
- Help you access immediate support
- Give you accurate information to help your healing.

They are available to help you no matter if you decide to report the sexual assault to the police or not.



Visit **gvcasa.com.au** for more information.



Call **(03) 5831 2343** to speak to **GVCASA**.

or **1800 112 343** to speak to the **24/7 sexual assault crisis line**.

Victoria Police | Sexual Offences and Child Abuse Investigation Team (SOCIT)

Who are they?

This team is made up of **specialist detectives** who are trained to investigate **sexual offences** and **child abuse**.

Their role is to:

- Investigate the crime
- Arrest the offender
- Help you access victim/survivor services

They help you from the first time you disclose your sexual assault, through the investigation process and on to court. This means you will have an ongoing relationship with **one or two police members**, and you **won't have to retell** your experience again and again.

If you wish to **report a sexual assault** to the **police** or access the SOCIT team, the number to call in Shepparton is **(03) 5820 5878**.

Reporting anonymously
Online

Sexual
Assault

Sexual Assault Report Anonymously (S.A.R.A)

Who are they?

This website allows you to **report a sexual assault anonymously**. You can add information about where the incident took place and what the offender looks like. Information will be sent to **police** across Australia – any information that could identify you will be removed. This will help the police make your **community safer**.

You can also put your own information in (if you want) and a sexual assault crisis worker can call you to help you.



Visit **sara.org.au** for more information and click 'Make a Report' to report.

1800 RESPECT

What is it?

A 24/7 phone line to provide **confidential** information, counselling and support for people affected by sexual assault, domestic or family violence and abuse. They can help to give you information on your **rights** and **options** after a recent sexual assault.

They can also provide information to people who are **supporting someone** who has recently been sexually assaulted.



Visit 1800respect.org.au for more information or to **chat online**.



Call **1800 737 732** to chat.

LBGTIQ+ Services

What is LGBTIQ+?

LGBTIQ stands for **lesbian, gay, bisexual, transgender, intersex** and **queer**. The + refers to the many other terms (eg. non-binary or pansexual) that people may identify with. These terms relate to different sexual orientations or gender identities.

Sexual orientation is the type of romantic, emotional or sexual attraction you have towards another person – this can be to a gender different to your own, the same as your own or even both!

Gender identity is how a person sees *themselves* in terms of gender. This might be male, female or something else! A person's gender identity is how they feel on the inside – it might not match how they look on the outside.

LGBTIQ+ services

Sometimes people in the LGBTIQ+ community can face different challenges and so special services and groups exist to offer extra support and assistance in navigating these experiences. Making sure we are inclusive of LGBTIQ+ will help to reduce their inequalities and happiness as part of our community.



Have a look at:

reachout.com/articles/being-gay-in-rural-australia

which tells the story of a young gay Australian who grew up in a rural country town.

Goulburn Valley Pride Inc.

What is it?

GV Pride Inc. provide a **safe space** for the LGBTIQ+ community of Greater Shepparton. This might allow you to **meet other LGBTIQ+ people** in your local community!

What do they offer?

GV Pride run events and information sessions to help connect you to other LGBTIQ+ people in Shepparton. These can include:

- Information sessions
- Trips to major LGBTIQ+ events
- Group activities and events
- Links to online resources and local support services.

Membership

You can **purchase** a membership (\$18 for an individual, \$30 for a family or \$50 for an organisation) which will give you discounted entry to their events and day trips, as well as cheaper movie tickets at Village Cinema Shepparton and Paramount Cinema Echuca.

Resources

GV Pride can help to provide you with loads of useful resources that cover a range of topics including:

- Guides for coming out
- Resource booklets for lesbian and bisexual women's health
- Information on HIV prevention for men who have sex with men
- PEP information if you think you have been exposed to HIV.



Visit gvpride.org for information and to sign up as a member, or facebook.com/GVPrideShepparton for more information.

Diversity Project Greater Shepparton

What is it?

The Diversity Project aim to create a safer, more inclusive and healthier community for young people aged **0 to 25 years** in Greater Shepparton who identify as LGBTIQ+. They allow young people to talk about their thoughts and feelings and assists them to seek help when they need it.

What do they offer?

The Diversity Project works to:

- Help schools become more inclusive and safer for LGBTIQ+ young people
- Provide advocacy, education and training in the community
- Celebrate pride and diversity
- Help young people feel safe talking about their sexuality and gender.

Case Management

They provide early intervention and case management for young people whose **physical** and **mental health** has been affected by **discrimination** or issues related to their **sexuality/gender**. They may help with homelessness, family violence, high risk behaviour and/or disengagement from school.

The Diversity Group

The diversity group is a **social-support group** for LGBTIQ+ people aged 12 to 25 years in the Greater Shepparton region. They provide a safe, friendly and welcoming space for young people to chat about their sexuality, get information and discuss concerns and joys with other people who have similar life experiences!

Meetings are run by professional adult leaders. They are held **twice a month** at Uniting Kildonan Church in Shepparton, generally **between 6pm and 9pm**. Call Georgie (number below) if you want some more information or come along and join in!



Visit facebook.com/DiversityProjectGreaterShepparton or unitingkildonan.org.au for more information.



Call **(03) 5831 6157** or **0419 503 654** to chat to Georgie.

QLife

What is it?

QLife provides support services for LGBTIQ+ people, their families, allies and communities. You can speak to a peer LGBTIQ+ phone worker **online** or **over the phone** between **3pm and 12 midnight** every day.

They have loads of online resources (called **qguides**) that provide information about a range of topics. They also have a YouTube channel where you can hear stories of other LGBTIQ+ people's perspectives and experiences!

This service is **confidential**, **anonymous** and **non-judgemental**.



Visit qlife.org.au/resources/chat to chat online.



Call **1800 184 527** to chat over the phone.

Helplines

For further support, check out some of these helplines:

Beyond Blue	<i>24/7 support to listen, provide info and advice and point you in the right direction for further support.</i>	1300 224 636
Directline	<i>24/7 confidential drug and alcohol counselling and referrals.</i>	1800 888 236
Djirra	<i>Provides family violence legal service, prevention of family violence, support services and cultural and wellbeing workshops for Aboriginal women.</i>	1800 105 303
Kids Helpline	<i>Call at any time, for any reason!</i>	1800 551 800
Lifeline	<i>24/7 crisis support and suicide prevention.</i>	13 11 14
Nurse on Call	<i>24/7 call line to put you in touch with a registered nurse for health advice.</i>	1300 606 024
Rape Line	<i>Counselling for anyone who has experienced sexual assault.</i>	1800 424 017
Safe Steps	<i>24/7 family violence response line for women and children.</i>	1800 015 188
Sexual Assault Crisis Line	<i>5pm to 9am crisis counselling for people who have experienced both past and recent sexual assault.</i>	1800 806 292



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GREATER SHEPPARTON