

OUTER NORTHERN REFUGEE HEALTH NETWORK SERVICE DIRECTORY



Outer Northern Refugee Health Network 2016

The Hume Whittlesea Primary Care Partnership would like to thank the Victorian Department of Health and Humans Services for their active support of this project.

Disclaimer: The services listed are for information purposes only and do not reflect an endorsement or recommendation by Hume Whittlesea Primary Care Partnership and the members of the Outer Northern Refugee Health Network. The information provided should not be viewed as a substitute for secondary professional health and social support advice, where required. Hume Whittlesea Primary Care Partnership and its partners have to the best of their knowledge provided accurate and complete information but makes no representation as to the accurateness of completeness of the information. Hume Whittlesea Primary Care Partnership disclaims to the extent permissible by law any liability for any loss or damage however caused, arising from the use of the information provided. It is each individual's responsibility to determine the appropriateness of any service and ensure individual needs and specific circumstances are considered.

Every effort is made to provide accurate information about quality services that will assist refugees and asylum seekers who access them. If you find inaccurate information, believe we have omitted an important service provider, or if you would like your service to be included in our Directory please contact us.

You can download the most up to date copy of this Directory, at our website - www.hwpcp.org.au

Hume Whittlesea Primary Care Partnership

Email: enquiries@hwpcp.org.au

Website: www.hwpcp.org.au

The Outer Northern Refugee Health Network acknowledges the traditional owners of the land on which we provide all our services. We all pay our respects to their Elders past and present, and express our hope for reconciliation, justice and the recognition of the ongoing living culture of all Aboriginal people.



1.0 ACKNOWLEDGEMENTS

The Hume Whittlesea Primary Care Partnership acknowledges the commitment of the following organisations for their support and input into developing this resource and their ongoing commitment to the Outer Northern Refugee Health Network:

- AMES
- Arabic Welfare
- Austin Health
- Banyule City Council
- Brotherhood of St Laurence
- Cabrini Asylum Seeker and Refugee Health Hub
- City of Whittlesea
- cohealth
- Department of Education and Training
- Department of Health and Human Services
- Department of Human Services
- Department of Human Services - Centrelink
- Dianella Health
- Eastern Melbourne PHN
- Epping Community Services Hub
- Foundation House
- Hume City Council
- Lentara Uniting Care
- Life Without Barriers
- MIND Australia
- Mitchell Shire Council
- NEAMI
- Nexus Primary Health
- Nillumbik Shire Council
- North Western Area Mental Health
- North Western Melbourne PHN
- Northern Area Mental Health
- Northern Health
- Orygen Youth Health
- Plenty Valley Community Health
- Royal Children's Hospital
- Spectrum
- St Vincent's Hospital
- Sunbury Community Health
- Victorian Refugee Health Network
- Whittlesea Community Connections
- Women's Health in the North

2.0 STATEMENT

The Outer Northern Refugee Health Network members are strongly committed to supporting refugee and asylum seekers to access quality health and social services so that they can settle and thrive in local communities.



3.0 INTRODUCTION

3.1. About the Outer Northern Refugee Health Network

In September 2015, the Federal government announced the offer of an additional 12,000 humanitarian places for people displaced by the conflict in Syria & Iraq. In response to this announcement local health and social support services across the outer northern growth corridor of Melbourne formed the *Outer Northern Refugee Health Network (ONRHN)* under the auspice of the Hume Whittlesea Primary Care Partnership (HWPCP)¹.

The ONRHN acts as a catchment based platform, with over thirty organisations (listed P3) formally registered as members and providers of health and social supports to refugees and asylum seekers in the outer north.

The aim of the network is to guide local system improvements in order to support the complex needs of arriving people from refugee backgrounds. Through adopting a strong focus on integrated reform across multiple service sectors, the networks guiding Terms of Reference assure accountably, integration and innovation in the shaping of future refugee service development activities.

The HWPCP invites other organisations who play a key role in both the co-design and delivery of timely and quality refugee focused support services to join the ONRHN. Together we can be part of a strong and solution-focused collaborative that aims to support the complex needs of arriving refugees in the outer northern interface corridor of Melbourne.

Interested in joining the Outer Northern Refugee Health Network?

For more information about the work of the Network or to answer any queries in relation to future involvement, please contact the Hume Whittlesea Primary Care Partnership on enquiries@hwpcp.org.au

3.2 About this Directory

The Hume Whittlesea Primary Care Partnership on behalf of the Outer Northern Refugee Health Network is proud to present you with this resource.

The Directory is about:

1. Developing an updated and collated directory of local specialist and mainstream refugee support services with clear information in order to better streamline referrals for refugee and asylum seekers in the local and surrounding areas.

It has been designed to give easy, accessible information on services and to be a quick reference guide of the range of services refugee or asylum seeker clients may be referred.

2. The process of bringing together local specialist and mainstream refugee services from across the outer northern metropolitan region to establish the Network and build a Service Directory, has been a vital partnership development 'journey' for all members. This process of working together on the Directory has given rise to greater opportunities for dialogue across services and for strengthening shared ideas for future action between local workers and community.

The Directory comprises of an Introduction and Background section, a Quick Reference Guide and a Services Directory.

1 About the Hume Whittlesea Primary Care Partnership

The Hume Whittlesea Primary Care Partnership (HWPCP) is a voluntary alliance of primary health care organisations in the Cities of Hume and Whittlesea. Our mandate is to build the capacity of the alliance to become a stronger person centred, health promoting, early intervention and treatment focused, quality, local service system.

PCPs are the Victorian Government Department of Health and Human Services' preferred platform for driving primary health care initiatives that require a partnership approach.

As an established local network leader, we are strategically placed to support refugees and asylum seekers in the Outer Northern growth corridor.



4.0 BACKGROUND

4.1. Definition of a refugee

The United Nations 1951 Convention Relating to the Status of Refugees defines a refugee as: someone who has left their country and cannot return to it owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion (Reference: United Nations General Assembly (1951).

At the end of 2015 the United National High Commissioner for Refugees (UNHCR) reported, that 65.3 million people were displaced: 21.3 million people were refugees, 40.8 million were internally displaced persons and 3.2 million were seeking asylum (Reference: UNHCR (2016).

4.2. Identifying people from a refugee backgrounds

If a person speaks a language other than English and comes from a country which has a history of conflict and human rights violations for example Syria, Afghanistan, Iraq, Sri Lanka, Iran or Burma, they are likely to be from a refugee background. A country of asylum or transit such as Lebanon, Jordan, Pakistan, Malaysia, Thailand, Indonesia or Egypt, can also suggest a refugee background.

Clients from refugee backgrounds can also be identified by their visa number which indicates the category of Australia's Humanitarian program under which they arrived. This includes entrants with the following visas*:

OFFSHORE - REFUGEE

- 200 Refugee
- 201 In Country Special Humanitarian
- 203 Emergency rescue
- 204 Women at Risk

OFFSHORE – SPECIAL HUMANITARIAN PROGRAM

- 202 Global Special Humanitarian

ONSHORE PROTECTION PROGRAM

- 499 Temporary Humanitarian Stay
- 785 Temporary Protection
- 790 Safe Haven Enterprise
- 866 (permanent) Protection

*Visa numbers are subject to change. For the most up to date information visit the Department of Immigration and Border Protection website www.border.gov.au

4.3. People seeking asylum

People that are typically defined as seeking asylum or asylum seekers arrived in Australia and subsequently applied for protection as refugees (onshore).

4.4 Supporting refugee and asylum seeker clients

Many people from refugee backgrounds will have experienced interrupted access to health care prior to arriving in Australia. This may be due to the breakdown of health services in situations of war and conflict; constraints on their access to health services in the context of human rights abuses; or limited access to health care in countries of first asylum. Refugee-producing countries often have poorly developed healthcare infrastructure and have a limited capacity to treat those with acute health concerns, let alone offer the illness prevention and mental health support programs. As a result, people from refugee backgrounds may have injuries, diseases and conditions (some sustained or acquired as a consequence of deprivation and trauma) that have been poorly managed. They are also likely to have had limited or disrupted access to mental health support or to illness prevention programs such as immunisation.

On arrival in Australia, negotiating a new and unfamiliar health system can be a complex task, particularly for those with multiple health needs requiring numerous investigations and follow-up appointments. This can also be compounded by cultural and language differences between new arrivals and healthcare providers. Many new arrivals will be unfamiliar with illness prevention approaches and may be unfamiliar with the culture that characterises relationships between healthcare users and providers in Australian (e.g. the emphasis on choice and informed consent).

It is important to be mindful that Country of birth is not necessarily an indication of ethnicity or religious background. Providers should consider marking patient files with their visa number, country of birth, preferred language and date of arrival to aid future identification, particularly in patients with special or complex needs.

continued...



4.0 BACKGROUND *continued...*

Important considerations for the health care of people seeking asylum include:

- Victorian government has access initiatives for destitute asylum seekers, more information may be found here: <https://www2.health.vic.gov.au/about/populations/refugee-asylum-seeker-health>
- Steps to contain the cost of care will be important for people seeking asylum as they may face restrictions on their rights to employment, income support and other benefits.

- The process of applying for refugee status can be highly stressful, exacerbating any pre-existing health conditions and psychological trauma.
- Detention centre experiences (especially if prolonged), uncertain migration status, limited access to settlement support and barriers to family reunification may also be sources of stress, compounding existing health conditions and psychological trauma.

This text has been adapted from Australian Refugee Health Practice Guide (refugeehealthguide.org.au) and used with the permission of Victorian Foundation for Survivors of Torture Inc.

5.0 HOW TO USE THE DIRECTORY

The purpose of this directory is to assist service providers to find information about services for refugee and asylum seeker clients and to support referral pathways to appropriate services.

Services can be located by using the Quick Reference Guide and/or the Directory pages.

The ONRHN is strongly committed to producing a quality directory. Every attempt is made to ensure that Service Information contained in the Directory is both accurate and up to date at the time of printing. Regular updating of service information by participating Services will be crucial as will be the commitment by the ONRHN to explore and utilise current and emerging electronic data sharing platforms and systems.

5.1 Quick Reference Guide

The Quick Reference Guide lists organisations alphabetically in colour coded groups according to the services they provide. Those organisations are grouped under the following services:

- | | | | |
|-----------------------|----------------------------------|--------------------------|-----------------|
| ● ACCOMMODATION | ● EMPLOYMENT | ● DISABILITY | ● MENTAL HEALTH |
| ● LEGAL / IMMIGRATION | ● SOCIAL & COMMUNITY DEVELOPMENT | ● FINANCIAL | ● DENTAL |
| ● PHYSICAL HEALTH | | ● EDUCATION AND TRAINING | |

Page numbers assist in locating the Directory page of the organisation(s) that provide the particular service(s) your client may need.

Details relating to 'Lifecourse' have been included where possible.

5.2 Directory Pages

Directory pages are in alphabetical order and provide information about each organisation. This information includes name, location, opening hours, website, program description, eligibility criteria, cost, referral source, centre based or outreach, referral process, services clients are referred on to and services provided.

Services provided are color coded. The key to this is located at the bottom of each Directory page and indicates service type.

5.3 Using the Electronic Version

In the Quick Reference Guide, organisation names have been hyperlinked to Directory pages. To return to the Quick Reference Guide from a Directory page just click on the logo in the top right hand corner.

QUICK REFERENCE GUIDE

WELCOME!

ARRIVAL IN AUSTRALIA

Department of Immigration & Border Protection Humanitarian Settlement Services



ACCOMMODATION

AMES (y ad)	pg	8-13
Arabic Welfare Inc.	pg	14-17
CatholicCare (a)	pg	30-31
Connections@Craigieburn (y ad)	pg	37
EACH (y ad)	pg	42-45
Lentara Uniting Care (y ad)	pg	56-59
Melbourne City Mission (y ad)	pg	61
Spectrum (ad)	pg	90-97
VincentCare Victoria (a)	pg	99-100
Whittlesea Community Connections (y ad)	pg	102-111

DISABILITY

City of Whittlesea	pg	32-35
Connections@Craigieburn	pg	37
Dianella Health	pg	40-41
EACH	pg	42-45
Epping Community Services Hub (a)	pg	46
Hume City Council	pg	52-54
Melbourne City Mission	pg	61
Merri Health (a)	pg	65-66
MIND	pg	67
Mitchell Shire Council (b c y)	pg	68-70
Nillumbik Shire Council (ad)	pg	76-79
Plenty Valley Community Health	pg	84
Royal Children's Hospital (b c y)	pg	85
Spectrum (a)	pg	90-97

PHYSICAL HEALTH

Arabic Welfare Inc.	pg	14-17
Austin Health (a)	pg	18-19
Cabrini Asylum Seeker & Refugee Health Hub (a)	pg	29
City of Whittlesea (a)	pg	32-35
cohealth (a)	pg	36
Dianella Health (a)	pg	40-41
EACH (a)	pg	42-45
Epping Plaza Medical & Dental (a)	pg	47
headspace (y)	pg	50-51
Hume City Council (a)	pg	52-54
Merri Health (a)	pg	65-66
Mitchell Shire Council (b c y)	pg	68-70
Nillumbik Shire Council (ad)	pg	76-79
Northern Health (a)	pg	81
Plenty Valley Community Health (a)	pg	84
Royal Children's Hospital (b c y)	pg	85
Royal District Nursing Service (ad)	pg	87
Royal Melbourne Hospital (a)	pg	88-89
Spectrum (ad)	pg	90-97
Sunbury Community Health (a)	pg	98
Westmeadows Medical Centre (a)	pg	101
Women's Health in the North (Women only & y ad)	pg	112-113

EMPLOYMENT

AMES (y ad)	pg	8-13
Arabic Welfare Inc.	pg	14-17
Brotherhood of St Laurence (y ad) (Multicultural Communities Team)	pg	21-28
Connections@Craigieburn (y ad)	pg	37
Department of Human Services (y ad)	pg	39
Epping Community Services Hub (a)	pg	46
Hume City Council (y ad)	pg	52-54
Lentara Uniting Care	pg	56-59
Spectrum (y ad)	pg	90-97

SOCIAL & COMMUNITY DEVELOPMENT

AMES (a)	pg	8-13
Arabic Welfare Inc.	pg	14-17
Breakthru	pg	20
Brotherhood of St Laurence (a) (Multicultural Communities Team)	pg	21-28
CatholicCare (a)	pg	30-31
Connections@Craigieburn (a)	pg	37
City of Whittlesea	pg	32-35
Epping Community Services Hub (a)	pg	46
Hume City Council	pg	52-54
Lentara Uniting Care	pg	56-59
Life Without Barriers	pg	60
Merri Health (a)	pg	65-66
Mitchell Shire Council (b c y)	pg	68-70
Neighbourhood Houses Victoria (a)	pg	75
Nillumbik Shire Council (y ad)	pg	76-79
Spectrum (a y)	pg	90-97
VincentCare Victoria (a)	pg	99-100
Whittlesea Community Connections (y ad)	pg	102-111

FINANCIAL

AMES (y ad)	pg	8-13
Arabic Welfare Inc.	pg	14-17
Connections@Craigieburn (y ad)	pg	37
Department of Human Services (y ad)	pg	39
Lentara Uniting Care (y ad)	pg	56-59
Melbourne City Mission (y ad)	pg	61
Spectrum (y ad)	pg	90-97
VincentCare Victoria (a)	pg	99-100
Whittlesea Community Connections (y ad)	pg	102-111
Women's Health in the North (Women only & y ad)	pg	112-113

LEGAL / IMMIGRATION

Arabic Welfare Inc.	pg	14-17
Epping Community Services Hub (a)	pg	46
Melbourne City Mission (y ad)	pg	61
Spectrum (a)	pg	90-97
Whittlesea Community Connections (y ad)	pg	102-111

(a) = all ages
(b) = babies
(c) = children
(y) = young people & adolescents
(ad) = adults incl. older people

*Epping Community Services Hub Lifecourse abbreviations – to be noted on their respective Service Page

EDUCATION AND TRAINING

AMES (y ad)	pg	8-13
Arabic Welfare Inc.	pg	14-17
Brotherhood of St Laurence (y ad) (Multicultural Communities Team)	pg	21-28
Connections@Craigieburn (y ad)	pg	37
Department of Education and Training	pg	38
Department of Human Services (y ad)	pg	39
Epping Community Services Hub (a)	pg	46
Foundation House	pg	48-49
Kangan Institute	pg	55
Lentara Uniting Care	pg	56-59
Melbourne Polytechnic (y ad)	pg	62-64
Neighbourhood Houses Victoria (a)	pg	75
Nillumbik Shire Council (b c)	pg	76-79
Spectrum (y ad)	pg	90-97
Whittlesea Community Connections (y ad)	pg	102-111
Women's Health in the North (Women only & y ad)	pg	112-113

MENTAL HEALTH


Arabic Welfare Inc.	pg	14-17
Austin Health (c y ad)	pg	18-19
Breakthru	pg	20
Cabrini Asylum Seeker & Refugee Health Hub (c y ad)	pg	29
cohealth (c y ad)	pg	36
Connections@Craigieburn (c y ad)	pg	37
Dianella Health (c y ad)	pg	40-41
EACH (c y ad)	pg	42-45
Epping Community Services Hub (a)	pg	46
Foundation House (a)	pg	48-49
headspace (y)	pg	50-57
Merri Health (c y ad)	pg	65-66
MIND (y a)	pg	67
NEAMI (y ad)	pg	71-74
Northern Area Mental Health Service (y ad)	pg	80
Northern Health (c y ad)	pg	81
NorthWestern Mental Health (c y ad)	pg	82-83
Plenty Valley Community Health (y ad)	pg	84
Royal Children's Hospital (b c y)	pg	85
Royal District Nursing Service (y ad)	pg	87
Royal Melbourne Hospital (ad)	pg	88-89


DENTAL

cohealth (a)	pg	36
Dianella Health (a)	pg	40-41
EACH (a)	pg	42-45
Epping Plaza Medical & Dental (a)	pg	47
Merri Health (a)	pg	65-66
Plenty Valley Community Health (a)	pg	84
Royal Dental Hospital (a)	pg	86
Sunbury Community Health (a)	pg	98

DIRECTORY



LOCATION	1/61 Riggall Street, Broadmeadows VIC 3047
CONTACT DETAILS	P: 132 637 F: 03 9302 2588
OPENING HOURS	Mon-Fri 8.30am - 5.00pm
WEBSITE	www.ames.net.au
PROGRAM	Humanitarian Settlement Service (HSS)
PROGRAM DESCRIPTION	Support to enable skills and knowledge to begin a new life in Australia. Case management services include needs assessment (pre & post arrival) and case management plan. Community guides, Transit assistance, Reception, property induction and initial food provision, Essential registrations, Connection to health services, Orientation program, assistance to find long term accommodation.
ELIGIBILITY CRITERIA	Refugee (visa subclass 200,201,203 & 204) Global Special Humanitarian (visa subclass 202) Protection visa (Class XA) (visa subclass 866)
COST	No cost
REFERRAL SOURCE	<ul style="list-style-type: none"> • Department of Immigration & Border Protection • Department of Social Services
CENTRE BASED OR OUTREACH	Centre based and outreach
REFERRAL PROCESS	Referrals received from Department of Social Services
REFER TO	Services based on client need including but not limited to: health, mental health, legal services, education, employment, emergency relief, migrant resource centres, local council programs
SERVICES	

-  ACCOMMODATION
-  EMPLOYMENT
-  DISABILITY
-  MENTAL HEALTH
-  LEGAL / IMMIGRATION
-  SOCIAL & COMMUNITY DEVELOPMENT
-  FINANCIAL
-  DENTAL
-  PHYSICAL HEALTH
-  EDUCATION AND TRAINING

DIRECTORY




LOCATION	1/61 Riggall Street, Broadmeadows VIC 3047	OPENING HOURS	Mon-Fri 8.30am - 5.00pm
CONTACT DETAILS	P: 132 637 F: 03 9302 2588	WEBSITE	www.ames.net.au
PROGRAM	Settlement - Complex Case Support (CSS)		
PROGRAM DESCRIPTION	<p>Short-term intensive case management for clients with complex needs within their first 5 years of arrival to Australia.</p> <p>Assistance may involve crisis intervention, respite care, mental health services (including torture and trauma services), physical health services, services to assist with physical or intellectual disabilities, drug and alcohol abuse counselling, family relationship counselling, personal and grief counselling, family violence intervention or Specialist child and youth services.</p>		
ELIGIBILITY CRITERIA	<p>Access to CCS is assessed on an 'as needs' basis and subject to meeting programme criteria. CCS is available to the following visa holders:</p> <ul style="list-style-type: none"> • Refugee category (visa subclass 200,201, 203 and 204) • Special Humanitarian Programme (visa subclass 202) • Protection (visa subclass 866) • Temporary Protection (visa subclass 785) • Temporary Humanitarian Stay (visa subclass 449) • Temporary Humanitarian Concern (visa subclass 786) • Safe Haven Enterprise (visa subclass 790) <p>Holders of these visas may be eligible for services for up to five years after their arrival in Australia or five years after the grant of their onshore visa.</p> <p>In exceptional circumstances other visa subclasses may be able to receive the services and the five year eligibility time frame may be extended.</p>		
COST	No cost		
REFERRAL SOURCE	HSS or the Settlement Grants Program (SGP) service providers, Commonwealth, State or Territory Government agencies, local church and community groups, volunteers or self.		
CENTRE BASED OR OUTREACH	Centre based and outreach		
REFERRAL PROCESS	Referral is sent to DSS. If approved, client is referred to a service provider for initial assessment and development of case management plan. Once case management plan is approved by DSS the service can commence.		
REFER TO	Any private or community organisation appropriate to the individual needs of the client.		
SERVICES	● ● ● ● ●		

- ACCOMMODATION
- EMPLOYMENT
- DISABILITY
- MENTAL HEALTH
- LEGAL / IMMIGRATION
- SOCIAL & COMMUNITY DEVELOPMENT
- FINANCIAL
- DENTAL
- PHYSICAL HEALTH
- EDUCATION AND TRAINING

DIRECTORY



LOCATION	1/61 Riggall Street, Broadmeadows VIC 3047	OPENING HOURS	Mon-Fri 8.30am - 5.00pm
CONTACT DETAILS	P: 132 637 F: 03 9302 2588	WEBSITE	www.ames.net.au
PROGRAM	Settlement - Status Resolution Support Services (SRSS)		
PROGRAM DESCRIPTION	<p>Single integrated programme designed to provide flexible support services to people seeking asylum while they resolve their immigration status.</p> <p>People eligible for support under the SRSS program will receive services under one of six bands. Services include case management, referrals, access to health and community services, housing assistance.</p> <p>Financial Assistance from the Department of Human Services.</p>		
ELIGIBILITY CRITERIA	<ul style="list-style-type: none"> • Adults and family groups who reside in the community on Bridging Visas or other temporary visas • Other vulnerable people in the community in the process of resolving their visa status 		
COST	No cost		
REFERRAL SOURCE	Department of Immigration and Border Protection		
CENTRE BASED OR OUTREACH	Centre based		
REFERRAL PROCESS	Service providers receive referrals from the Department of Immigration and Border Protection through the service provider portal.		
REFER TO	Services based on client need including but not limited to: health, mental health, legal services, education, employment, emergency relief, migrant resource centres, local council programs.		
SERVICES			

-  ACCOMMODATION
-  EMPLOYMENT
-  DISABILITY
-  MENTAL HEALTH
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-  FINANCIAL
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-  EDUCATION AND TRAINING

DIRECTORY



LOCATION	CONTACT DETAILS	OPENING HOURS
Level 2, 1100 Pascoe Vale Road, Broadmeadows VIC 3047	P: 132 637 F: 03 9302 2588	Mon-Fri 9am-5pm
Suite 01, Level 2/30, Craigieburn Road, Craigieburn VIC 3064	P: 132 637	Mon-Fri 9am-5pm
61 Riggall Street, Broadmeadows VIC 3047	P: 132 637 F: 03 9302 6489	Mon-Fri 9am-5pm
Suite A, 748 -760 High Street, Epping VIC 3076	P: 132 637	Mon-Fri 9am-5pm
812 Pascoe Vale Road, Glenroy VIC 3046	P: 132 637 F: 03 9306 5466	Mon-Fri 8:30am-5pm
92A Church Street, Whittlesea VIC 3757	P: 132 637	Mon-Tue 9am-5pm
WEBSITE	www.ames.net.au	
PROGRAM	Employment	
PROGRAM DESCRIPTION	Consultants assists clients throughout their employment process to understand career options and together choose a training package that will allow the client to reach their career goals. Support is provided by identifying skills and abilities, updating skills and qualifications, preparing resume and job applications and discussing interview techniques. Help is given to find local employers, access to job searching facilities, mentoring and coaching.	
ELIGIBILITY CRITERIA	Job seekers who receive income support payments, such as Newstart Allowance, Youth Allowance (other), or Parenting Payment, and have mutual obligation requirements will generally receive the full range of jobactive services. Others including asylum seekers can also get help under jobactive as a Volunteer job seeker and the type of support they receive will depend on their circumstances.	
COST	No cost	
REFERRAL SOURCE	<ul style="list-style-type: none"> • Department of Human Services (Centrelink) • Self-referrals 	
CENTRE BASED OR OUTREACH	Centre based and outreach	
REFERRAL PROCESS	Referrals received from DHS (Centrelink) or self-referrals	
REFER TO	Potential employers, training programs, other private or community organisations appropriate to the individual needs of the client.	
SERVICES	● ● ● ● ●	

- ACCOMMODATION
- EMPLOYMENT
- DISABILITY
- MENTAL HEALTH
- LEGAL / IMMIGRATION
- SOCIAL & COMMUNITY DEVELOPMENT
- FINANCIAL
- DENTAL
- PHYSICAL HEALTH
- EDUCATION AND TRAINING

DIRECTORY





LOCATION	Shop 9-11, 16 Victoria Square, St Albans VIC 3021	OPENING HOURS	Mon-Fri 8.30am - 5.00pm
CONTACT DETAILS	P: 132 637 F: 03 9794 5065	WEBSITE	www.ames.net.au
PROGRAM	Education & Training		
PROGRAM DESCRIPTION	Offers a range of English and training courses specially designed to help individuals to learn the English skills to provide them with the best opportunity to find a great job or go on to further study. Adult Migrant English Program (AMEP) - provides 510 hours of free English classes to new migrants and refugees. Victorian Training Guarantee (VTG) - provides individuals with new skills, or upgrades their existing skills, to help them get the job they want.		
ELIGIBILITY CRITERIA	<ul style="list-style-type: none"> • Refugee (visa subclass 200,201,203 & 204) • Global Special Humanitarian (visa subclass 202) • Protection visa (Class XA) (visa subclass 866) - Only • Unaccompanied Humanitarian Minors and those who are granted protection visas whilst living in immigration detention facilities. <p>VTG - permanent visa holder who either is under 20 years of age, seeking to enrol in a Foundation Skills List course (and does not hold a Diploma or above qualification or are receiving core skills training in other sectors), seeking to enrol in VCE or VCAL, seeking to enrol in an apprenticeship, or 20 years and older and 'upskilling' by seeking to enrol in a course at a higher level than your existing qualification.</p>		
COST	AMEP - No cost VTG - \$1 per hour if client has funding. 20 c per hour if client holds a concession card		
REFERRAL SOURCE	Self		
CENTRE BASED OR OUTREACH	Centre based		
REFERRAL PROCESS	AMES counsellors can assist individuals to establish the best education pathway for them. This includes an assessment of their level of English and where they want to go.		
REFER TO	Advanced clients are referred to Victoria University to undertake a higher Certificate.		
SERVICES	● ● ● ● ●		

- ACCOMMODATION
- EMPLOYMENT
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- MENTAL HEALTH
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- SOCIAL & COMMUNITY DEVELOPMENT
- FINANCIAL
- DENTAL
- PHYSICAL HEALTH
- EDUCATION AND TRAINING

DIRECTORY



LOCATION	Level 2, 255 William Street, Melbourne VIC 3000
CONTACT DETAILS	P: 03 9926 4059
OPENING HOURS	Mon-Fri 9.00am - 5.00pm
WEBSITE	www.ames.net.au
PROGRAM	Volunteers
PROGRAM DESCRIPTION	<p>Settlement Practical assistance to newly arrived refugee families in the first six months to build confidence and engage in the community independently.</p> <p>Mentors Volunteer Mentors help newly arrived skilled and professional migrants pursue their career pathways in Australia.</p> <p>Tutors help new Australians learn English, make links to the community and understand more about the Australian way of life.</p>
ELIGIBILITY CRITERIA	Newly arrived refugee families in the first 6 months of settlement.
COST	No cost
REFERRAL SOURCE	HSS or the Settlement Grants Program (SGP) service providers, Commonwealth, State or Territory Government agencies, local church and community groups, volunteers or self.
CENTRE BASED OR OUTREACH	Outreach
REFERRAL PROCESS	Internal referrals to assist with attending appointments and orientation to schools, kindergartens etc. Social outings (i.e. the zoo)
REFER TO	
SERVICES	

-  ACCOMMODATION
-  EMPLOYMENT
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-  MENTAL HEALTH
-  LEGAL / IMMIGRATION
-  SOCIAL & COMMUNITY DEVELOPMENT
-  FINANCIAL
-  DENTAL
-  PHYSICAL HEALTH
-  EDUCATION AND TRAINING



Arabic Welfare Inc.


LOCATION	CONTACT DETAILS	OPENING HOURS
Level 1, 233 Sydney Rd Brunswick VIC 3056	P: 03 9380 9536	Mon – Fri
Level 2, 61 Riggall St Broadmeadows VIC 3047	P: 03 9309 0249	9.00 am – 5.00 pm
WEBSITE	www.arabicwelfare.org.au	
PROGRAM	Family Violence Program	
PROGRAM DESCRIPTION	Education, prevention and early intervention for people from diverse Arabic speaking backgrounds on issues of family violence. Culturally and linguistically relevant services with individual and family based casework, counselling and community education that builds community capacity to respond to family violence. Collaboration with specialist services to strengthen access and service responsiveness.	
ELIGIBILITY CRITERIA	Any person of diverse Arabic speaking background, in particular recently arrived migrants and refugees living in the Northern Metropolitan Region; families at risk of family violence eligible for casework/counselling service.	
COST	No cost	
REFERRAL SOURCE	Self-referral, family violence services, mental health, community groups, faith-based organisations	
CENTRE BASED OR OUTREACH	Centre based and outreach	
REFERRAL PROCESS	Contact our offices to discuss referral, or complete referral form on our website www.arabicwelfare.org.au	
REFER TO	Housing services, financial counselling, family relationship services, men's behaviour change programs, mental health, legal services	
SERVICES		

- ACCOMMODATION
- EMPLOYMENT
- DISABILITY
- MENTAL HEALTH
- LEGAL / IMMIGRATION
- SOCIAL & COMMUNITY DEVELOPMENT
- FINANCIAL
- DENTAL
- PHYSICAL HEALTH
- EDUCATION AND TRAINING

DIRECTORY



Arabic Welfare Inc.

LOCATION	CONTACT DETAILS	OPENING HOURS
Level 1, 233 Sydney Rd Brunswick VIC 3056	P: 03 9380 9536	Mon – Fri
Level 2, 61 Riggall St Broadmeadows VIC 3047	P: 03 9309 0249	9.00 am – 5.00 pm
WEBSITE	www.arabicwelfare.org.au	
PROGRAM	QOWEH Gambling Program	
PROGRAM DESCRIPTION	Education, prevention and early intervention for people from diverse Arabic speaking backgrounds on issues of problem gambling. Culturally and linguistically relevant services with individual and family based casework, counselling, community group education and referral to specialist services.	
ELIGIBILITY CRITERIA	People of diverse Arabic speaking background impacted by problem gambling. This include families, individuals and young people.	
COST	No cost	
REFERRAL SOURCE	Self-referral, financial counselling providers, family violence providers, other service providers	
CENTRE BASED OR OUTREACH	Centre based and outreach counselling service for home visits	
REFERRAL PROCESS	Contact our offices to discuss referral, or complete referral form on our website www.arabicwelfare.org.au	
REFER TO	Financial counselling, family violence services, family relationship services, mental health, legal services	
SERVICES		

- ACCOMMODATION
- EMPLOYMENT
- DISABILITY
- MENTAL HEALTH
- LEGAL / IMMIGRATION
- SOCIAL & COMMUNITY DEVELOPMENT
- FINANCIAL
- DENTAL
- PHYSICAL HEALTH
- EDUCATION AND TRAINING



Arabic Welfare Inc.

LOCATION	CONTACT DETAILS	OPENING HOURS
Level 1, 233 Sydney Rd Brunswick VIC 3056	P: 03 9380 9536	Mon – Fri 9.00 am – 5.00 pm
Level 2, 61 Riggall St Broadmeadows VIC 3047	P: 03 9309 0249	
WEBSITE	www.arabicwelfare.org.au	
PROGRAM	Settlement Services Program	
PROGRAM DESCRIPTION	Support to humanitarian entrants and family stream migrants from diverse Arabic speaking backgrounds who have been in Australia for up to 5 five years. Culturally and linguistically relevant services with individual and family based casework, peer support groups, community group education, orientation to Australian systems through provision of information sessions and workshops, advocacy and referral to specialist services.	
ELIGIBILITY CRITERIA	<ul style="list-style-type: none"> • Refugee (visa subclass 200, 201, 203 and 204) • Global Special Humanitarian (visa subclass 202) • Permanent Protection Visa • Family Stream Visas 	
COST	No cost	
REFERRAL SOURCE	HSS service providers, other service providers, self-referral	
CENTRE BASED OR OUTREACH	Centre based and outreach at Northern AMEP sites	
REFERRAL PROCESS	Contact our offices to discuss referral, or complete referral form on our website www.arabicwelfare.org.au	
REFER TO	Housing, health services, employment providers, education providers, financial services, mental health, CCS	
SERVICES		

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|---------------------|--------------------------------|------------------------|---------------|
| ACCOMMODATION | EMPLOYMENT | DISABILITY | MENTAL HEALTH |
| LEGAL / IMMIGRATION | SOCIAL & COMMUNITY DEVELOPMENT | FINANCIAL | DENTAL |
| PHYSICAL HEALTH | | EDUCATION AND TRAINING | |

DIRECTORY



Arabic Welfare Inc.

LOCATION	CONTACT DETAILS	OPENING HOURS
Level 1, 233 Sydney Rd Brunswick VIC 3056	P: 03 9380 9536	Mon – Fri 9.00 am – 5.00 pm
Level 2, 61 Riggall St Broadmeadows VIC 3047	P: 03 9309 0249	
WEBSITE	www.arabicwelfare.org.au	
PROGRAM	Youth Capacity Building Program	
PROGRAM DESCRIPTION	Support to young people aged 15 to 24 years from diverse Arabic speaking backgrounds with engagement and participation in education, training and employment. Culturally and linguistically relevant services with individual casework, peer support groups, community group education, parent workshops and school-based activities	
ELIGIBILITY CRITERIA	Young people aged 15 to 30 years of diverse Arabic speaking backgrounds who are refugees or migrants, and in particular those with: <ul style="list-style-type: none"> • Refugee (visa subclass 200, 201, 203 and 204) • Global Special Humanitarian (visa subclass 202) • Permanent Protection Visa • Family Stream Visas 	
COST	No Cost	
REFERRAL SOURCE	Schools, youth services, other service providers, self-referral	
CENTRE BASED OR OUTREACH	Centre based and outreach to Northern AMEP sites, local schools	
REFERRAL PROCESS	Contact our offices to discuss referral, or complete referral form on our website www.arabicwelfare.org.au	
REFER TO	School counsellors, youth services, vocational training, education & employment services, mental health, family relationships	
SERVICES		

- | | | | |
|---------------------|--------------------------------|------------------------|---------------|
| ACCOMMODATION | EMPLOYMENT | DISABILITY | MENTAL HEALTH |
| LEGAL / IMMIGRATION | SOCIAL & COMMUNITY DEVELOPMENT | FINANCIAL | DENTAL |
| PHYSICAL HEALTH | | EDUCATION AND TRAINING | |

DIRECTORY







LOCATION	CONTACT DETAILS	OPENING HOURS
Austin Hospital 145 Studley Road, Heidelberg VIC 3084	P: 03 9496 5000	Inpatient 7 days/24 hours
Heidelberg Repatriation Hospital 300 Waterdale Rd, Heidelberg VIC 3084	P: 03 9496 5000	Community Mon-Fri 9.00am - 5.00pm
The Royal Talbot Rehabilitation Centre 1 Yarra Boulevard, Kew VIC 3101	P: 03 9490 7500	
WEBSITE	www.austin.org.au	
PROGRAM	Acute and subacute	
PROGRAM DESCRIPTION	Major tertiary health service that provides a range of acute, subacute and mental health services to the local community, and some specialised services to the whole Victorian community.	
ELIGIBILITY CRITERIA	Medicare eligible individuals are able to access all inpatient and ambulatory services.	
COST	No cost	
REFERRAL SOURCE	Emergency Department • Everyone Outpatient Clinics require referral from: • GPs • Emergency Department • Specialists	
CENTRE BASED OR OUTREACH	Centre based and outreach	
REFERRAL PROCESS	Social workers conduct a comprehensive psycho-social assessment and interventions are based on the outcome. Individuals are referred to the community, case management or coordination.	
REFER TO	Foundation House	
SERVICES	● ●	

- ACCOMMODATION
- EMPLOYMENT
- DISABILITY
- MENTAL HEALTH
- LEGAL / IMMIGRATION
- SOCIAL & COMMUNITY DEVELOPMENT
- FINANCIAL
- DENTAL
- PHYSICAL HEALTH
- EDUCATION AND TRAINING

DIRECTORY



LOCATION	Austin Health, Burgundy St, Heidelberg VIC 3084
CONTACT DETAILS	BH: 03 9496 3620 AH: 1300 874 243
OPENING HOURS	Emergency Department 24 hours CAMHS Triage Mon-Fri 9.00am - 5.00pm
WEBSITE	www.austin.org.au/mentalhealth/CAMHS
PROGRAM	Child and Adolescent Mental Health Service
PROGRAM DESCRIPTION	Tertiary Mental Health for children, teenagers and their families/carers
ELIGIBILITY CRITERIA	0-17 years
COST	No cost
REFERRAL SOURCE	<ul style="list-style-type: none"> • Parents • Schools • Agencies • Private providers
CENTRE BASED OR OUTREACH	Centre based and some outreach
REFERRAL PROCESS	CAMHS Triage : 03 9496 3620 Mon - Fri 9.00am - 5.00pm
REFER TO	Based on individual needs
SERVICES	 

-  ACCOMMODATION
-  LEGAL / IMMIGRATION
-  PHYSICAL HEALTH

-  EMPLOYMENT
-  SOCIAL & COMMUNITY DEVELOPMENT

-  DISABILITY
-  FINANCIAL
-  EDUCATION AND TRAINING

-  MENTAL HEALTH
-  DENTAL

DIRECTORY



LOCATION	59 Craigieburn Road, Craigieburn VIC 3064
CONTACT DETAILS	P: 03 9483 2401 or CraigieburnHub@breakthru.org.au
OPENING HOURS	9am – 5pm, appointments outside of business hours by negotiation
WEBSITE	www.breakthru.org.au
PROGRAM	Family Mental Health Support Service - Humanitarian
PROGRAM DESCRIPTION	Early intervention and prevention support to children, young people and their families that may have experienced trauma as a result of war, persecution, discrimination, displacement or human rights violation.
ELIGIBILITY CRITERIA	0-18 years of age, Humanitarian Entrant (Refugee or Asylum Seeker), Live in the North West or North East of Melbourne.
COST	Free
REFERRAL SOURCE	Any
CENTRE BASED OR OUTREACH	Both
REFERRAL PROCESS	Phone, walk in or email
REFER TO	Breakthru
SERVICES	● ●

- ACCOMMODATION
- EMPLOYMENT
- DISABILITY
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- LEGAL / IMMIGRATION
- SOCIAL & COMMUNITY DEVELOPMENT
- FINANCIAL
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- EDUCATION AND TRAINING

DIRECTORY



Brotherhood of St Laurence
Working for an Australia free of poverty

LOCATION	713 High Street, Epping VIC 3076
CONTACT DETAILS	P: 03 9422 5650
OPENING HOURS	Mon-Fri 9.00am - 5.00pm
WEBSITE	www.bsl.org.au/refugees
PROGRAM	Brain Bank Mentor Program
PROGRAM DESCRIPTION	The Brain Bank program forges links with skilled volunteers and supports individuals and groups from emerging and newly-formed refugee communities - helping with applications, form filling, job hunting, governance.
ELIGIBILITY CRITERIA	Mentees can be anyone with a refugee, migrant or asylum seeker background can join the Brain Bank program. Mentors will be required to undergo police and working with children checks.
COST	No cost
REFERRAL SOURCE	Self-referral for mentees and mentors
CENTRE BASED OR OUTREACH	Centre based and outreach
REFERRAL PROCESS	Internal assessment process of mentor and mentor interests followed by referral to MCT programs.
REFER TO	Internal MCT programs
SERVICES	● ● ●

- ACCOMMODATION
- EMPLOYMENT
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- EDUCATION AND TRAINING

DIRECTORY



Brotherhood of St Laurence
Working for an Australia free of poverty

LOCATION	713 High Street, Epping VIC 3076
CONTACT DETAILS	P: 03 9422 5650
OPENING HOURS	Mon-Fri 9.00am - 5.00pm
WEBSITE	www.bsl.org.au/refugees
PROGRAM	Community Proposal Pilot (CPP)
PROGRAM DESCRIPTION	The Community Proposal Pilot is a national trial by the Australian Government to enable communities to propose their family members to resettle in Australia under its Humanitarian Program. Community members contribute substantially towards the processing of visa applications and the cost of settlement, as well as the provision of practical settlement support. Successful visa applicants are granted permanent humanitarian visas.
ELIGIBILITY CRITERIA	Family members need to be Australian or New Zealand citizen or permanent residents who did not arrive in Australia by boat and meet financial requirements. Eligibility criteria is available on the CPP website. https://cpp-apo.net/
COST	No cost
REFERRAL SOURCE	Self-referral from family members, communities, and community organisations.
CENTRE BASED OR OUTREACH	Centre based and outreach
REFERRAL PROCESS	Expression of Interests are submitted during a limited period in July each year through the Approved Proposing Organisations website (above). BSL assess eligibility against DIBP criteria.
REFER TO	At settlement stage referrals are made to Medicare, Centrelink, and Banking, language, education and employment services, and relevant settlement services as required.
SERVICES	● ● ●

- ACCOMMODATION
- LEGAL / IMMIGRATION
- PHYSICAL HEALTH

- EMPLOYMENT
- SOCIAL & COMMUNITY DEVELOPMENT


- DISABILITY
- FINANCIAL
- EDUCATION AND TRAINING




- MENTAL HEALTH
- DENTAL

DIRECTORY





Brotherhood of St Laurence
Working for an Australia free of poverty

LOCATION	713 High Street, Epping VIC 3076
CONTACT DETAILS	P: 03 9422 5650
OPENING HOURS	Mon-Fri 9.00am - 5.00pm
WEBSITE	www.bsl.org.au/refugees
PROGRAM	Employment Program for Young Asylum Seekers (EPYAS)
PROGRAM DESCRIPTION	The Employment Program for Young Asylum Seekers supports young people seeking asylum to develop the skills, knowledge and pathways for employment in Australia, and works to build all-important social networks.
ELIGIBILITY CRITERIA	Young people aged 18 to 35 years who are seeking asylum are eligible to participate. The program is tailored for those with work rights.
COST	No cost
REFERRAL SOURCE	Self-referral and SRSS and other community providers.
CENTRE BASED OR OUTREACH	Centre based in various locations
REFERRAL PROCESS	Referral assessment completed by Project Coordinator.
REFER TO	Employment, education and volunteering options identified to match the pathways goals of participants.
SERVICES	

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DIRECTORY




Brotherhood of St Laurence
Working for an Australia free of poverty

LOCATION	713 High Street, Epping VIC 3076
CONTACT DETAILS	P: 03 9422 5650
OPENING HOURS	Mon-Fri 9.00am - 5.00pm
WEBSITE	www.bsl.org.au/refugees
PROGRAM	Integrated Family Services
PROGRAM DESCRIPTION	The Integrated Family Services, provides culturally-responsive support to families who are facing challenges regarding a child's development, wellbeing and/or safety in order to assist them to make the transition into Australian culture and society. These services include case management, community education, support groups and advocacy.
ELIGIBILITY CRITERIA	All families with children up to the age of 17 who live in the NE regions of Melbourne are eligible. However, the Multicultural Communities Team specialises in working with families from migrant or refugee backgrounds.
COST	No cost
REFERRAL SOURCE	Families can be referred to the program directly by other professionals, or through self-referral, by contacting our team on (03) 9422 5650. Alternatively, referrals can be made to Child FIRST for assessment on (03) 9450 0955.
CENTRE BASED OR OUTREACH	Outreach
REFERRAL PROCESS	Assessments completed by Child FIRST or local Integrated Family Services providers and then presented at a weekly allocations meeting for ongoing case management allocation.
REFER TO	Internal and external child and family related services dependent on family need.
SERVICES	

 ACCOMMODATION
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DIRECTORY



Brotherhood of St Laurence
Working for an Australia free of poverty

LOCATION	713 High Street, Epping VIC 3076
CONTACT DETAILS	P: 03 9422 5650
OPENING HOURS	Mon-Fri 9.00am - 5.00pm
WEBSITE	www.bsl.org.au/refugees
PROGRAM	Refugee and Asylum Seeker Partnership (RAP in the North)
PROGRAM DESCRIPTION	The RAP in the North is run in partnership with Spectrum MRC to assist new communities to connect with service providers and resources. The program empowers communities by training their leaders and provide funding to establish community partnerships to address settlement priorities and needs.
ELIGIBILITY CRITERIA	Emerging refugee communities in Victoria, identified in consultation with the Brotherhood of St Laurence and Spectrum Migrant Resource Centre. Communities that have settled in Australia for 5 years or more.
COST	No cost
REFERRAL SOURCE	Community groups and other agencies
CENTRE BASED OR OUTREACH	Outreach
REFERRAL PROCESS	BSL and Spectrum will work with communities to identify if they would benefit from leadership and support for capacity building.
REFER TO	Community associations and agencies as relevant
SERVICES	● ● ●

- ACCOMMODATION
- EMPLOYMENT
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DIRECTORY



Brotherhood of St Laurence
Working for an Australia free of poverty

LOCATION	713 High Street, Epping VIC 3076
CONTACT DETAILS	P: 03 9422 5650
OPENING HOURS	Mon-Fri 9.00am - 5.00pm
WEBSITE	www.bsl.org.au/refugees
PROGRAM	Refugee Child Outreach
PROGRAM DESCRIPTION	The Refugee Child Outreach (RCO) program works with newly-arrived children through home visits. The program facilitates play sessions between parents and their children to encourage learning within the home. RCO also links them to local early-years services in Hume, Yarra and Western Melbourne, incorporating children's health, development and settlement needs.
ELIGIBILITY CRITERIA	Children are eligible for the Refugee Child Outreach program if: <ul style="list-style-type: none"> • they arrived in Australia on a refugee / humanitarian visa less than five years ago • are between 0–8 years of age • live in Inner Melbourne (Yarra, Stonnington, Port Phillip, Melbourne), Western Melbourne (Brimbank, Hobsons Bay, Maribyrnong, Moonee Valley) or Hume.
COST	No cost
REFERRAL SOURCE	Self-referral or referred by a community agency.
CENTRE BASED OR OUTREACH	Outreach
REFERRAL PROCESS	Make contact with RCO program officer who will send through an application form.
REFER TO	Playgroups, kindergartens, maternal and child health services, community health, libraries, homework clubs, child care services, social and recreational activities.
SERVICES	● ● ●

- ACCOMMODATION
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DIRECTORY



Brotherhood of St Laurence
Working for an Australia free of poverty

LOCATION	713 High Street, Epping VIC 3076
CONTACT DETAILS	P: 03 9422 5650
OPENING HOURS	Mon-Fri 9.00am - 5.00pm
WEBSITE	www.bsl.org.au/refugees
PROGRAM	Stepping Stones
PROGRAM DESCRIPTION	The Stepping Stones program offers women mentoring, training and support to help them develop new skills and increase their participation in microbusinesses and the community.
ELIGIBILITY CRITERIA	Women of migrant or refugee background or seeking asylum who live, learn or play in the participating local government areas.
COST	No cost
REFERRAL SOURCE	Self-referral or community organisations
CENTRE BASED OR OUTREACH	Centre based and outreach
REFERRAL PROCESS	Women are invited to participate empowerment and pathways workshops to self-assess their ability to start a small business.
REFER TO	Local business support networks
SERVICES	● ● ●

- ACCOMMODATION
- EMPLOYMENT
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DIRECTORY



Brotherhood of St Laurence
Working for an Australia free of poverty

LOCATION	713 High Street, Epping VIC 3076
CONTACT DETAILS	P: 03 9422 5650
OPENING HOURS	Mon-Fri 9.00am - 5.00pm
WEBSITE	www.bsl.org.au/refugees
PROGRAM	BSL Youth Programs – Youth Transitions Settlement Support Pilot (Hume) and ReSource Youth Program (Whittlesea)
PROGRAM DESCRIPTION	BSL Youth Programs builds the capacity of young people from refugee and migrant backgrounds in Hume and Whittlesea to increase their skills, awareness and participation in education, training, volunteering and employment opportunities.
ELIGIBILITY CRITERIA	BSL Youth Programs is open to young people aged 15 to 25 years of refugee and migrant backgrounds, who live in Whittlesea or Hume.
COST	No cost
REFERRAL SOURCE	Self-referral, community, settlement and local government service providers.
CENTRE BASED OR OUTREACH	Centre based and outreach
REFERRAL PROCESS	Referral assessment completed by Youth Development Officers.
REFER TO	Employment, education and volunteering options identified to match the pathways goals of participants. In addition, links are made to civic engagement areas of interest.
SERVICES	● ● ●

- ACCOMMODATION
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- EDUCATION AND TRAINING

DIRECTORY



LOCATION	503 Sydney Road, Brunswick VIC 3056
CONTACT DETAILS	P: 03 8388 7874 F: 03 9380 8760
OPENING HOURS	Mon-Fri 9.00am - 5.00pm Additional hours include and are subject to change: Monday 4:30 - 6:30 Psychiatry clinic Wednesday 5.00pm - 7.00pm GP clinic Every second Saturday 9.00am-12.00pm GP clinic
WEBSITE	www.cabrini.com.au/asylum-seeker-and-refugees
PROGRAM	<ul style="list-style-type: none"> • General Practice • Psychiatry • Specialist Mental Health
PROGRAM DESCRIPTION	<p>The Hub provides access to a range of health services for people seeking asylum. These services include nurse-led assessment, immunisation, GP clinic, psychiatry (requires GP referral) and specialist mental health care including mental health nurse, mental health social worker, psychology and counselling.</p> <p>The Hub works in partnership with other asylum seeker agencies and where able assists with referrals to community health and specialist services (eg. dental, optometry, allied health, ID & paediatrics).</p>
ELIGIBILITY CRITERIA	<p>People seeking asylum who:</p> <ul style="list-style-type: none"> • do not have a Medicare card • have a Medicare card with limited or no income support • are receiving SRSS (psychiatry and specialist mental health) • are newly arrived refugees for refugee health assessment (if capacity)
COST	No cost
REFERRAL SOURCE	<ul style="list-style-type: none"> • Asylum seeker support agencies • Settlement services • Acute health services • Community Health and other primary care services • Self-referral
CENTRE BASED OR OUTREACH	Centre based
REFERRAL PROCESS	<ul style="list-style-type: none"> • Please fill in the Hub referral form and fax to: 9380 8760. • Feel free to phone 8388 7874 to discuss referrals with the team. • Psychiatry services require a GP referral.
REFER TO	Community health and specialist services (eg. dental, optometry, allied health, ID & paediatrics).
SERVICES	● ●

- ACCOMMODATION
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CatholicCare

LOCATION	43 Diamond Street, Eltham VIC 3095
CONTACT DETAILS	P: 03 9430 1639 E: elthamproject@ccam.org.au
OPENING HOURS	Mon-Wed 9:00am-5.00pm
WEBSITE	www.ccam.org.au
PROGRAM	Eltham Refugee Housing and Support Project
PROGRAM DESCRIPTION	<p>Accommodation Medium-term rental accommodation in 60 units on the site of St Vincent’s Care Services Eltham. These units are stand-alone and separate from the residential aged care and independent living facilities on site. The refugee housing project will run for two years.</p> <p>Settlement support Together with housing, you can receive settlement support to:</p> <ul style="list-style-type: none"> • Adjust to your new home • Get to know your local community • Look for a job • Establish a history of paying your rent and bills <p>Group activities You can join group activities, including:</p> <ul style="list-style-type: none"> • English sessions for women and men • Homework support for school children • Sewing program for women • Health and wellbeing sessions <p>Information sessions</p> <ul style="list-style-type: none"> • Accessing Centrelink benefits • Renting in the private rental market • Family relationships • Health and wellbeing • The Court System in Australia
ELIGIBILITY CRITERIA	The Eltham Refugee Project is for newly arrived Refugees and humanitarian entrants to Victoria. CatholicCare will need to assess and determine suitability for the housing and settlement support before offering a place the housing and settlement project Priority will be given to women and children, including single women or single mothers with children, and couples with one child



continued...

-  ACCOMMODATION
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DIRECTORY



CatholicCare

COST	Refugees pay an affordable rental fee each week.
REFERRAL SOURCE	Referrals can be made by, self referrals, HSS services providers, Centrelink and community organisations
CENTRE BASED OR OUTREACH	Centre based
REFERRAL PROCESS	Contact CatholicCare on 03 9430 1639
REFER TO	To various services depending on needs
SERVICES	 

-
-  ACCOMMODATION
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DIRECTORY



LOCATION	Multiple sites. Call number below for nearest location.
CONTACT DETAILS	P: 03 9404 8888
OPENING HOURS	Mon–Fri 8.30am - 5.00pm Closed Public Holidays
WEBSITE	www.whittlesea.vic.gov.au
PROGRAM	Maternal and Child Health
PROGRAM DESCRIPTION	Provides information (baby health, feeding and parenting issues), support and health checks to children from birth until age 6 years.
ELIGIBILITY CRITERIA	Refugees are eligible for all services provided by the City of Whittlesea
COST	No cost
REFERRAL SOURCE	<ul style="list-style-type: none"> • Maternity hospitals • Community organisations • Self
CENTRE BASED OR OUTREACH	Centre based and outreach
REFERRAL PROCESS	Birth registered and notified to LGA -> intake -> nurse contacts family and schedules initial home visit.
REFER TO	<ul style="list-style-type: none"> • AMES • Life Without Barriers • Whittlesea Community Connections
SERVICES	● ● ●

- ACCOMMODATION
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- LEGAL / IMMIGRATION
- SOCIAL & COMMUNITY DEVELOPMENT
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DIRECTORY



LOCATION	Multiple sites. Call number below for nearest location.
CONTACT DETAILS	P: 03 9217 2276
OPENING HOURS	Mon–Fri 8.30am - 5.00pm Closed Public Holidays
WEBSITE	www.whittlesea.vic.gov.au/immunisation
PROGRAM	Immunisation Service
PROGRAM DESCRIPTION	Provides immunisation for all ages. Including catch-up schedules for under-vaccinated refugees.
ELIGIBILITY CRITERIA	Refugees are eligible for all services provided by the City of Whittlesea
COST	No cost
REFERRAL SOURCE	<ul style="list-style-type: none"> • Maternity hospitals • Other health care providers • Community organisations • Families
CENTRE BASED OR OUTREACH	Centre based and outreach with interpreters available on request
REFERRAL PROCESS	Contact the City of Whittlesea Immunisation Department. Overseas records can be translated and assessed by Immunisation Nurses and a catch-up schedules created for all ages.
REFER TO	For vaccinations not provided through Local Government: <ul style="list-style-type: none"> • Plenty Valley Community Health • GP's • Royal Children's Hospital
SERVICES	● ● ●

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- EDUCATION AND TRAINING

DIRECTORY



LOCATION	Shop MM9, 1st Floor Westfield Plenty Valley Shopping Centre 415 McDonalds Road, Mill Park VIC 3082
CONTACT DETAILS	P: 03 9404 8870
OPENING HOURS	Mon-Fri 8.30am - 5.00pm
WEBSITE	www.whittlesea.vic.gov.au
PROGRAM	Education
PROGRAM DESCRIPTION	Enrolments in Kindergarten, Childcare Centres, Family Day Care Playgroups, Primary and Secondary Schools.
ELIGIBILITY CRITERIA	<ul style="list-style-type: none"> • Refugees are eligible for all services provided by the City of Whittlesea • Under the new 'No Jab, No Play' legislation (as of 1 January 2016), you will need to provide documentation/evidence regarding immunisation directly to the kindergarten to confirm your child's enrolment. Council does not require this evidence for your kindergarten application.
COST	No cost
REFERRAL SOURCE	Community organisations
CENTRE BASED OR OUTREACH	Centre based and outreach
REFERRAL PROCESS	Apply directly
REFER TO	A range of services
SERVICES	● ● ●

- ACCOMMODATION
- EMPLOYMENT
- DISABILITY
- MENTAL HEALTH
- LEGAL / IMMIGRATION
- SOCIAL & COMMUNITY DEVELOPMENT
- FINANCIAL
- DENTAL
- PHYSICAL HEALTH
- EDUCATION AND TRAINING

DIRECTORY



LOCATION	Shop MM1, Ground Floor, Westfield Plenty Valley Shopping Centre 415 McDonalds Road, Mill Park VIC 3082
CONTACT DETAILS	P: 03 9404 8800
OPENING HOURS	Mon-Fri 8.30am - 5.00pm
WEBSITE	www.whittlesea.vic.gov.au
PROGRAM	Youth Services
PROGRAM DESCRIPTION	The Youth Services Team, Baseline for young people, offers a range of services to help local young people aged 10 to 25 actively participate in their community. Young people from all backgrounds and abilities are invited to take part and get involved in all activities.
ELIGIBILITY CRITERIA	Refugees are eligible for all services provided by the City of Whittlesea
COST	No cost
REFERRAL SOURCE	<ul style="list-style-type: none"> • Contacting Youth Development Officer at EDGE Youth Krews • Like on Facebook
CENTRE BASED OR OUTREACH	Centre based and outreach
REFERRAL PROCESS	Drop in anytime
REFER TO	A range of services
SERVICES	● ● ●

- ACCOMMODATION
- EMPLOYMENT
- DISABILITY
- MENTAL HEALTH
- LEGAL / IMMIGRATION
- SOCIAL & COMMUNITY DEVELOPMENT
- FINANCIAL
- DENTAL
- PHYSICAL HEALTH
- EDUCATION AND TRAINING

DIRECTORY



LOCATION	CONTACT DETAILS	OPENING HOURS
72-78 Paisley Street, Footscray VIC 3011	Footscray P: 03 8398 4100 F: 03 9687 9330	Mon-Fri 8.30am - 5.00pm
	Kensington P: 03 8378 1600 F: 03 9372 1558	
WEBSITE	www.cohealth.org.au	
PROGRAM	Refugee Health Program	
PROGRAM DESCRIPTION	Refugee health nurses and bicultural allied health staff work with community health and private Gps in providing comprehensive refugee health assessments. The refugee team co ordinates primary and specialist referrals and works closely with community members to advocate for equitable service access.	
ELIGIBILITY CRITERIA	The program supports any refugee or asylum seeker with assessment, management and or referral as required at any stage of their settlement process.	
COST	RHN assessments are free of charge <ul style="list-style-type: none"> • GP consultations are bulk-billed through Medicare. • All other consultations do not incur fees for the first 12 months. <ul style="list-style-type: none"> - A small fee may be charged for services after 12 months. - Asylum Seekers without Medicare are seen by the RHNs and GPS without charge: - Services provided may be funded through Asylum Seeker programs (where appropriate). 	
REFERRAL SOURCE	All services	
CENTRE BASED OR OUTREACH	Centre based and outreach	
REFERRAL PROCESS	Referrals received via Connecting Care, fax and phone. Case Managers or clients are contacted to arrange a time to visit client. An assessment is conducted covering physical, mental and social health. If service is not appropriate, clients are referred onto other organisations. Clients who are suited to the service are then allocated to a staff member.	
REFER TO	<ul style="list-style-type: none"> • Internal • Neami National • General practice 	
SERVICES	● ● ●	

- ACCOMMODATION
- EMPLOYMENT
- DISABILITY
- MENTAL HEALTH
- LEGAL / IMMIGRATION
- SOCIAL & COMMUNITY DEVELOPMENT
- FINANCIAL
- DENTAL
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- EDUCATION AND TRAINING

DIRECTORY



LOCATION	59 Craigieburn Road, Craigieburn VIC 3064
CONTACT DETAILS	P: 03 9483 2401
OPENING HOURS	Mon-Fri 9.00am - 5.00pm
WEBSITE	www.connectionsatcraigieburn.org.au
PROGRAM	Connections @ Craigieburn is a multi-agency community hub, bringing together a range of services to support the local community.
PROGRAM DESCRIPTION	<ul style="list-style-type: none"> • ParentsNext • Financial Counselling • Saver Plus • Emergency Relief • Family Services • Youth Employment services • Disability Employment • Disability Support: <ul style="list-style-type: none"> - in home - community based • Mental Health Support • Training • Counselling Services including: <ul style="list-style-type: none"> - Gamblers Help - Alcohol and Other Drug Counselling for Youth and Adults - Sexual assault - Services to refugees who have been subjected to traumatic events • Housing Support Services
ELIGIBILITY CRITERIA	Children, Youth, Individuals and Families
COST	No cost
REFERRAL SOURCE	Contact 03 9483 2401
CENTRE BASED OR OUTREACH	Centre based and outreach
REFERRAL PROCESS	Contact 03 9483 2401
REFER TO	Internal and external services
SERVICES	● ● ● ● ● ● ●

- ACCOMMODATION
- EMPLOYMENT
- DISABILITY
- MENTAL HEALTH
- LEGAL / IMMIGRATION
- SOCIAL & COMMUNITY DEVELOPMENT
- FINANCIAL
- DENTAL
- PHYSICAL HEALTH
- EDUCATION AND TRAINING

DIRECTORY



Education
and Training

LOCATION	Your local state primary and secondary school
CONTACT DETAILS	Speak to your school or contact the Department of Education and Training to find Northern English Language Schools/Centres 03 9488 9488 or nwvr@edumail.vic.gov.au
OPENING HOURS	School hours
WEBSITE	www.education.vic.gov.au/school/teachers/teachingresources/diversity/eal/Pages/ealnewstudent.aspx#link26
PROGRAM	English as an Additional Language (EAL) Intensive Language Support- New Arrivals Program
PROGRAM DESCRIPTION	Newly arrived students from language backgrounds other than English who meet eligibility criteria are able to access English as an Additional Language (EAL) support through new arrivals programs within the Victorian government education system. Those who meet the eligibility criteria are able to access intensive EAL tuition for between six and twelve months. New arrivals programs are delivered to students principally through English language schools and centres in the Melbourne metropolitan area, as well as regional programs. Outpost programs, outreach services and a virtual program delivered by a qualified EAL teacher are also available to support isolated newly arrived students.
ELIGIBILITY CRITERIA	All newly arrived EAL students on permanent and temporary visa subclasses that do not attract fees are eligible for intensive English language programs, provided they are: <ul style="list-style-type: none"> • Australian citizens, or hold permanent residency status; or • minors (under 18 years of age at the time of enrolling in the initial course of intensive English language instruction) Additional eligibility criteria applies refer to website: http://www.education.vic.gov.au/school/teachers/teachingresources/diversity/eal/Pages/ealnewstudent.aspx#link26
COST	No cost
REFERRAL SOURCE	School
CENTRE BASED OR OUTREACH	School based
REFERRAL PROCESS	Speak to your school or contact the Department of Education and Training to find Northern English Language Schools/Centres 03 9488 9488 or nwvr@edumail.vic.gov.au
REFER TO	Foundation House
SERVICES	●

- ACCOMMODATION
- LEGAL / IMMIGRATION
- PHYSICAL HEALTH

- EMPLOYMENT
- SOCIAL & COMMUNITY DEVELOPMENT

- DISABILITY
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- MENTAL HEALTH
- DENTAL

DIRECTORY



Centrelink

LOCATION	To locate your nearest Centrelink or Medicare location please visit our website below.		
SERVICE	CONTACT DETAILS	OPENING HOURS	
Employment Services	P: 132 850	8.00am - 5.00pm	
Youth & Students	P: 132 490	8.00am - 5.00pm	
Families & Parents	P: 136 150	8.00am - 8.00pm	
Disabilities & Carers	P: 132 717	8.00am - 5.00pm	
Older Australians	P: 132 300	8.00am - 5.00pm	
In languages other than English	131 202	8.00am - 5.00pm	
OPENING HOURS	8.00am to 5.00pm - Call Centre operations		
WEBSITE	www.humanservices.gov.au		
PROGRAM	Centrelink, Medicare & Child Support		
PROGRAM DESCRIPTION	We deliver social and health-related payments and services		
ELIGIBILITY CRITERIA	NA		
COST	No cost		
REFERRAL SOURCE	NA		
CENTRE BASED OR OUTREACH	Centre based		
REFERRAL PROCESS	NA		
REFER TO	To our Health and Allied Health Assessors as well as to local employment and community service providers		
SERVICES	● ● ●		

- ACCOMMODATION
- EMPLOYMENT
- DISABILITY
- MENTAL HEALTH
- LEGAL / IMMIGRATION
- SOCIAL & COMMUNITY DEVELOPMENT
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- EDUCATION AND TRAINING

DIRECTORY



Dianella Health

LOCATION	Dianella Community Health GP Super Clinic 42 Collieraine Street, Broadmeadows VIC 3047
CONTACT DETAILS	P: 03 8301 8888 F: 03 8301 8889
OPENING HOURS	Mon-Fri 8.00am - 6.00pm
WEBSITE	www.dianella.org.au
PROGRAM	Refugee and Asylum Seeker Health Program
PROGRAM DESCRIPTION	<ul style="list-style-type: none"> • Comprehensive Refugee Health Assessment's provided by Refugee Health Nurses and GP's • Refugees and Asylum Seekers • Provides Primary Health Care Referrals to GP's and Allied Health Services including Mental Health Services
ELIGIBILITY CRITERIA	<ul style="list-style-type: none"> • Refugees and Asylum Seekers that have a Medicare Card or an IHMS Card • Newly arrived refugees and asylum seekers residing in the City of Hume
COST	No cost for the Refugee and Asylum Seeker Program
REFERRAL SOURCE	<ul style="list-style-type: none"> • Settlement Case Workers at DSS/DIBP Hume - AMES and Spectrum • IHMS for Asylum Seekers • Self
CENTRE BASED OR OUTREACH	Centre based and outreach if required
REFERRAL PROCESS	<ul style="list-style-type: none"> • Connecting Care E-referral, Intake registers client as Priority One access-> nurse allocates priority listing • Fax • Phone
REFER TO	<ul style="list-style-type: none"> • Dianella Medical Practice • Dianella internal Allied Health, Social Work, Counselling, Healthy Mothers Healthy Babies, Dental, CALD Disability Services, Audiology, Diabetic Nurse Educator, Cardiac Rehabilitation, Emergency Relief, Speech Pathology for children, Child and Adolescent Psychology • Australian College of Optometry • Maternal and Child Health • Foundation House • Public Hospitals
SERVICES	● ● ● ●

- ACCOMMODATION
- LEGAL / IMMIGRATION
- PHYSICAL HEALTH

- EMPLOYMENT
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- DISABILITY
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- MENTAL HEALTH
- DENTAL

DIRECTORY



Dianella Health

LOCATION	Dianella Community Health GP Super Clinic 42 Collieraine Street, Broadmeadows VIC 3047
CONTACT DETAILS	P: 03 8301 8888 F: 03 8301 8889
OPENING HOURS	Mon-Fri 8.00am - 6.00pm
WEBSITE	www.dianella.org.au
PROGRAM	International Health and Medical Services (IHMS) - Asylum Seekers
PROGRAM DESCRIPTION	Provides special access arrangements for asylum seekers. In collaboration with organisations including Red Cross and AMES. Clients can access general practitioners at Dianella GPSC who provide health assessments and referrals as required.
ELIGIBILITY CRITERIA	IHMS Card Holders
COST	No cost for the Refugee Health and Asylum Seeker Program IHMS covers financial costs for all GP Appts and Private Allied Health Providers
REFERRAL SOURCE	IHMS, Red Cross
CENTRE BASED OR OUTREACH	Centre based
REFERRAL PROCESS	IHMS via email/fax
REFER TO	<ul style="list-style-type: none"> • IHMS approved Allied Health Providers • Public Hospitals
SERVICES	● ● ● ●

- ACCOMMODATION
- LEGAL / IMMIGRATION
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DIRECTORY




LOCATION	75 Patterson Street, Ringwood East VIC 3134
CONTACT DETAILS	P: 03 9837 3999
OPENING HOURS	Mon-Fri 9.00am - 5.00pm
WEBSITE	www.each.com.au
PROGRAM	Refugee Health
PROGRAM DESCRIPTION	Supports newly arrived refugees or asylum seekers with an initial comprehensive assessment of their health, appropriate referrals to GPs (including EACH) and other health and social services and treatment or preventative interventions to ensure existing or at risk conditions are managed appropriately. Professional interpreting services are used for all consultations where appropriate. The program also supports other service providers and clinicians in the Eastern Metropolitan Region to provide appropriate support and services to newly arrived population groups. Priority: Those identified with immediate clinical need or condition requiring attention.
ELIGIBILITY CRITERIA	The program supports any refugee or asylum seeker with assessment, management and or referral as required at any stage of their settlement process.
COST	<ul style="list-style-type: none"> • RHN assessments are free of charge • GP consultations are bulk-billed through Medicare • All other consultations do not incur fees for the first 12 months <p>A small fee may be charged for services after 12 months.</p> <p>Asylum Seekers without Medicare are seen by the RHNs and GPS without charge: services provided may be funded through Asylum Seeker programs (where appropriate).</p>
REFERRAL SOURCE	All referrals to be directed to Refugee Health Nurse Coordinator - Marilyn Sprating or Fay Lea-Smith Nursing and Medical Team Leader P: 03 9837 3999 Exclusions: Non refugee or asylum seekers
CENTRE BASED OR OUTREACH	Centre based and Outreach


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-  ACCOMMODATION
-  EMPLOYMENT
-  DISABILITY
-  MENTAL HEALTH
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DIRECTORY



REFERRAL PROCESS	Referrals are received and reviewed by refugee health nurses, who will ideally conduct a refugee health nurse assessment and then contact the referrer to confirm an appointment.
REFER TO	<ul style="list-style-type: none"> • Internal (Dental, Refugee Health GP, Allied health etc.) • Better Hearing Australia • Inspiro (Dental) • Maroondah City Council • Foundation House • General practice • Maternal and Child Health • Australian College of Optometry
SERVICES	

-  ACCOMMODATION
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-  MENTAL HEALTH
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-  EDUCATION AND TRAINING

DIRECTORY




LOCATION	46 Warrandyte Road, Ringwood VIC 3134
CONTACT DETAILS	P: 1300 785 358
OPENING HOURS	Mon-Fri 9.00am - 5.00pm
WEBSITE	www.each.com.au
PROGRAM	Intake Assessment Service for Mental Health Community Support Services Victoria
PROGRAM DESCRIPTION	Support people with psychiatric disability to manage their self-care, improve social and relationship skills and achieve broader quality of life via physical health, social connectedness, housing, education and employment.
ELIGIBILITY CRITERIA	Resident of North (Whittlesea), Inner East and South East.
COST	State funded No cost
REFERRAL SOURCE	<ul style="list-style-type: none"> • Individuals • Carers • Families • Mental health professionals • Other health care providers
CENTRE BASED OR OUTREACH	Centre based


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| <ul style="list-style-type: none"> ● ACCOMMODATION ● LEGAL / IMMIGRATION ● PHYSICAL HEALTH | <ul style="list-style-type: none"> ● EMPLOYMENT ● SOCIAL & COMMUNITY DEVELOPMENT | <ul style="list-style-type: none"> ● DISABILITY ● FINANCIAL ● EDUCATION AND TRAINING | <ul style="list-style-type: none"> ● MENTAL HEALTH ● DENTAL |
|--|--|--|---|

DIRECTORY




REFERRAL PROCESS	<ul style="list-style-type: none"> • Screen and determine eligibility to receive services • Prioritise referrals • Refer eligible people to support services for a comprehensive assessment • Provide screening information to support services with person's consent - to avoid people having to repeat their information • Follow up referrals to ensure people are getting access to the services they require • Provide self-management information and follow up contact with people on the needs register • Coordinate access to bed based community services and supported residential services • Ensure the transfer of information to support providers is only undertaken with client consent
REFER TO	<ul style="list-style-type: none"> • MIND • NEAMI • Prahran Mission • ERMHA • PIR • cohealth • EACH
SERVICES	

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-  DISABILITY
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-  PHYSICAL HEALTH
-  EDUCATION AND TRAINING

DIRECTORY



EPPING COMMUNITY SERVICES HUB

LOCATION	713 High Street, Epping VIC 3076
CONTACT DETAILS	P: 1300 015 107
OPENING HOURS	Mon-Fri 8.00am - 6.00pm eppinghubenquiries@bsl.org.au
WEBSITE	www.eppingcommunityserviceshub.org.au
PROGRAM	Epping Community Services Hub (ECSH) co-locates a range of organisations in order to deliver an efficient, effective and comprehensive suite of services which respond to the needs and aspirations of a large and diverse community.
PROGRAM DESCRIPTION	<ul style="list-style-type: none"> • Aboriginal men's support • Chancez community cafe • Child and family counselling • Community contact and liaison • Counselling • Disability services • Employment services • Family mental health support • Family violence services • Multicultural programs • NDIS support coordination • Refugee and asylum seeker support • Youth mental health services
ELIGIBILITY CRITERIA	P: 1300 015 107 E: eppinghubenquiries@bsl.org.au
COST	P: 1300 015 107 E: eppinghubenquiries@bsl.org.au
REFERRAL SOURCE	P: 1300 015 107 E: eppinghubenquiries@bsl.org.au
CENTRE BASED OR OUTREACH	P: 1300 015 107 E: eppinghubenquiries@bsl.org.au
REFERRAL PROCESS	P: 1300 015 107 E: eppinghubenquiries@bsl.org.au
REFER TO	N/A
SERVICES	

- ACCOMMODATION
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- PHYSICAL HEALTH

- EMPLOYMENT
- SOCIAL & COMMUNITY DEVELOPMENT



- DISABILITY
- FINANCIAL
- EDUCATION AND TRAINING



- MENTAL HEALTH
- DENTAL

DIRECTORY





Epping Plaza Medical & Dental Centre

LOCATION	Shop 16 Epping Plaza Cnr Cooper and High Streets, Epping VIC 3076
CONTACT DETAILS	P: 03 9422 2222 F: 03 9422 2223
OPENING HOURS	7 days 7.00am - 10.00pm
WEBSITE	1800bulkbill.com.au/medical-centre/epping-plaza-medical-dental-centre
PROGRAM	<ul style="list-style-type: none"> • General Practice • Allied Health • Nursing
PROGRAM DESCRIPTION	<ul style="list-style-type: none"> • Dr Yareghi speaks Arabic and Farsi • No booking system • Mental Health Care Plans • Chronic Disease Care Plans • Team Care Arrangements
ELIGIBILITY CRITERIA	Medicare Card Will accept letter from DSS or Immigration in lieu of payment
COST	Bulk Billing Medicare Upfront payment required
REFERRAL SOURCE	N/A
CENTRE BASED OR OUTREACH	Centre based
REFERRAL PROCESS	Reception staff register patient
REFER TO	<ul style="list-style-type: none"> • Foundation House • Northern Health • Community Health
SERVICES	 

-  ACCOMMODATION
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-  MENTAL HEALTH
-  DENTAL

DIRECTORY



Foundation House
The Victorian Foundation for Survivors of Torture Inc.

LOCATION	CONTACT DETAILS	OPENING HOURS
4 Gardiner Street, Brunswick VIC 3056	P: 03 9388 0022 F: 03 9277 7871	Mon-Fri 9.00am - 5.30pm
161 Harvester Road, Sunshine VIC 3020	P: 03 9300 8670	
155 Foster St, Dandenong VIC 3175	P: 03 8788 3333 F: 03 8788 3399	
Suite 5/45-51 Ringwood St, Ringwood VIC 3134	P: 03 9879 4638 F: 03 8788 3399	
North regional office will be moving to Level 4, 61 Rigall St, Dallas VIC 3047 by early 2017	P: 03 9388 0022 F: 03 9277 7871	
WEBSITE	www.foundationhouse.org.au	
PROGRAM	Individual & family counselling, Client advocacy, Complementary Therapies, Specialist Mental Health Clinic, Group programs, Psycho-education, Referral & facilitated access to mainstream and refugee specific services, Engagement with refugee communities, Systemic work with schools, health services, Early Years & other mainstream services, Professional & Organisational Development, Research & Policy.	
PROGRAM DESCRIPTION	Support to meet the needs of people in Victoria who have been subjected to torture and/or other traumatic events in their country of origin or while fleeing those countries. Interventions with individuals, families, groups & communities. Offering professional and organisational development, consultancy and resources to assist health, education, employment and other community service providers, to enhance the responsiveness of their services to the needs of people of refugee backgrounds.	
ELIGIBILITY CRITERIA	<p>A person must meet all of the following criteria:</p> <ul style="list-style-type: none"> • Refugee or refugee-like background AND • History of torture and/or other traumatic events prior to arrival or be family member of such a person AND • Be experiencing psychological or psychosocial difficulties believed to be associated with their pre-arrival experiences AND • Consent to receive our services AND • Not pose an unacceptable risk to the safety of staff or other clients 	
COST	No cost	

continued...



- ACCOMMODATION
- EMPLOYMENT
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DIRECTORY



Foundation House



The Victorian Foundation for Survivors of Torture Inc.

REFERRAL SOURCE	Anyone (e.g. HSS providers, schools, GPs, Centrelink, Family Support Services, AMEP providers, health services or self)
CENTRE BASED OR OUTREACH	Outreach and centre based (in regional offices/other community venues) Schools, Adult education sites (esp. AMEP)
REFERRAL PROCESS	All referrals go through a referral intake process. A Counsellor Advocate (CA) will contact the referrer within 5 working days of receiving a referral. Once the person has been accepted as an eligible client, a CA will undertake a phone or face to face assessment to determine whether to make an immediate appointment, place them on our managed waitlist, and/or refer to an alternative service.
REFER TO	All services relevant to client needs
SERVICES	 

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DIRECTORY



LOCATION	CONTACT DETAILS	OPENING HOURS
2a Harlington Street, Glenroy VIC 3046	P: 1300 880 218 F: 03 9304 1033	Mon-Fri 9.00am - 5.00pm After hours, including Sat mornings by appointment
Suite 1 Level 1, Central Suites, Craigieburn Central 340 Craigieburn Road, Craigieburn VIC 3064	P: 03 8338 0919 F: 03 8338 0922	Mon 9.00am - 5.00pm Tues 9.00am - 6.00pm Wed 9.00am - 5.00pm Thurs 9.00am - 7.00pm Fri 9.00am - 5.00pm
WEBSITE	www.headspace.org.au	
PROGRAM	Health and Wellbeing	
PROGRAM DESCRIPTION	Youth-friendly service for young people aged 12-25 years, and their families going through a tough time. headspace provides free, confidential mental health, general health, drug and alcohol and employment and training support. Young people can access support from a range of youth friendly professionals including GPs, counsellors, alcohol and drug worker, psychiatrists and a vocational worker. They also run a range of free, fun groups that young people and families can join and learn valuable skills.	
ELIGIBILITY CRITERIA	Intake and assessment for young people aged 12-25 and their families.	
COST	No cost	
REFERRAL SOURCE	<ul style="list-style-type: none"> • Self • Family • Friends • Teachers • Mental health professionals • Other health care providers 	
CENTRE BASED OR OUTREACH	Centre based	

continued...

- ACCOMMODATION
- EMPLOYMENT
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- MENTAL HEALTH
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REFERRAL PROCESS	Please phone and ask to speak to with someone on the Access Team. If the young person is under 16 years of age, it is encouraged that providers discuss their referral with parents/guardians prior to contacting headspace. Alternatively, encourage the young person to self-refer or get their parents to call. If providers have important information about the young person that will help headspace with their assessment, please call them in addition to the family/young person. Young people can see GP for physical health/sexual health issue without needing to speak with access team. Faxed or email referrals are not accepted.
REFER TO	<ul style="list-style-type: none"> • Orygen Youth Health • Austin Hospital CAMHS • The Northern Hospital • Royal Children’s Hospital • Dianella Community Health • Merri Health • Uniting Care ReGen (AOD)
SERVICES	● ●

- ACCOMMODATION
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DIRECTORY



LOCATION	1079 Pascoe Vale Road, Broadmeadows VIC 3047
CONTACT DETAILS	P: 03 9205 2200
OPENING HOURS	Mon-Fri 9.00am - 5.00pm
WEBSITE	www.hume.vic.gov.au
PROGRAM	Health and Community Care
PROGRAM DESCRIPTION	<ul style="list-style-type: none"> • Personal Care • Home care • Respite care • Planned Activity Groups
ELIGIBILITY CRITERIA	Refugees are eligible for all services provided by the City of Hume
COST	No cost
REFERRAL SOURCE	<ul style="list-style-type: none"> • Community Organisations • Self
CENTRE BASED OR OUTREACH	Centre based and outreach
REFERRAL PROCESS	Central intake determines eligibility. If eligible, Assessment Officer visits client's home -> Comprehensive Living at Home -> set goals with client.
REFER TO	<ul style="list-style-type: none"> • headspace • Orygen Youth Health • Centre for Multicultural Youth
SERVICES	

-  ACCOMMODATION
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DIRECTORY



LOCATION	1079 Pascoe Vale Road, Broadmeadows VIC 3047
CONTACT DETAILS	P: 03 9205 2200
OPENING HOURS	Mon-Fri 9.00am - 5.00pm
WEBSITE	www.hume.vic.gov.au
PROGRAM	Maternal and Child Health
PROGRAM DESCRIPTION	<ul style="list-style-type: none"> • Immunisation • Early Years Community Hubs
ELIGIBILITY CRITERIA	<ul style="list-style-type: none"> • Playgroups specifically for people from multicultural background • HCC immunisation based in community. Medicare card required for immunisation register
COST	No cost
REFERRAL SOURCE	Case workers via phone to schedule appointment for client to access the services
CENTRE BASED OR OUTREACH	Playgroups based at various schools and community centres (Vicseg) Immunisation across Hume LGA in several locations (eg. Leisure Centre in Craigeburn) - 15 sessions per month (all on website)
REFERRAL PROCESS	Contact via central booking/referral number (P: 9205 2844)- people are then referred to service closest to where they reside- appointment is scheduled. The case worker usually organises this first appointment. MCH would prefer case worker and client to both attend first appointment to ensure attendance and assist client.
REFER TO	Refer to GP or Children's for immunisation if not included in schedule and if not for children (i.e. adults)
SERVICES	● ● ● ●

- ACCOMMODATION
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- DISABILITY
- FINANCIAL
- EDUCATION AND TRAINING

- MENTAL HEALTH
- DENTAL

DIRECTORY




LOCATION	1079 Pascoe Vale Road, Broadmeadows VIC 3047
CONTACT DETAILS	P: 03 9205 2200
OPENING HOURS	Mon-Fri 9.00am - 5.00pm
WEBSITE	www.hume.vic.gov.au
PROGRAM	Joblink
PROGRAM DESCRIPTION	Employment Support
ELIGIBILITY CRITERIA	Hume residents with priority to residents in Dallas, Jacana and Broadmeadows
COST	No cost
REFERRAL SOURCE	Self referral via online portal www.humejoblinks.com.au . All Job Active providers Email is circulated with jobs
CENTRE BASED OR OUTREACH	Outreach
REFERRAL PROCESS	Prescreening by the service to match person to job. Individualised support to upskill and prepare candidates for jobs. Partnering with agencies and linking in to job market. This is a brokerage service.
REFER TO	<ul style="list-style-type: none"> • Jobs and Skills Centre at Kangan • Learn Local providers for English language support • Mental health services (individualised support)
SERVICES	

-  ACCOMMODATION
-  LEGAL / IMMIGRATION
-  PHYSICAL HEALTH

-  EMPLOYMENT
-  SOCIAL & COMMUNITY DEVELOPMENT

-  DISABILITY
-  FINANCIAL
-  EDUCATION AND TRAINING

-  MENTAL HEALTH
-  DENTAL

DIRECTORY



Kangan Institute

LOCATION	1 Pearcedale Parade, Broadmeadows VIC 3047
CONTACT DETAILS	P: 13 8233
OPENING HOURS	Varies depending on course
WEBSITE	www.kangan.edu.au
PROGRAM	Courses are listed below
PROGRAM DESCRIPTION	<ul style="list-style-type: none"> • Building & construction • Warehousing & logistics • Business & ICT • Adult literacy & numeracy • Hospitality & tourism • Horticulture
ELIGIBILITY CRITERIA	Varies depending on course
COST	Varies depending on course
REFERRAL SOURCE	NA
CENTRE BASED OR OUTREACH	Varies depending on course
REFERRAL PROCESS	Self
REFER TO	Varies depending on course
SERVICES	●

-  ACCOMMODATION
-  EMPLOYMENT
-  DISABILITY
-  MENTAL HEALTH
-  LEGAL / IMMIGRATION
-  SOCIAL & COMMUNITY DEVELOPMENT
-  FINANCIAL
-  DENTAL
-  PHYSICAL HEALTH
-  EDUCATION AND TRAINING

DIRECTORY




LOCATION	Level 1, 503 Sydney Road, Brunswick VIC 3047
CONTACT DETAILS	P: 03 9326 8343
OPENING HOURS	Mon - Fri 9.00am - 5.00pm
WEBSITE	www.lentarauc.org.au
PROGRAM	Asylum Seeker Project (ASP)
PROGRAM DESCRIPTION	Supports the most vulnerable people who are seeking asylum in the community. Provides care, support and aid to people seeking asylum while their claims for protection are being processed. Support services include: <ol style="list-style-type: none"> 1. Rent free accommodation consisting of houses suitable for families, while singles are placed in male only or women only shared houses; 2. Provision of a basic living allowance and myki allowance; 3. Assistance with utilities and other bills; 4. Limited material aid including food hampers, cleaning products, toiletries and household cleaning products; 5. Community development initiatives including specific support groups such as the monthly Women's Group; and 6. Individual and systemic advocacy and research.
ELIGIBILITY CRITERIA	<ul style="list-style-type: none"> • Be an asylum seeker and have lodged for protection • Be at risk of homelessness • Not have access to financial support; funding, government or otherwise; any source of income, or support of family members; or access to assets or savings • Not have work rights; or not be able to work; or if working be earning less, on average, than the current standard Basic Living Allowance per person per month
COST	No cost
REFERRAL SOURCE	Organisation referrals
CENTRE BASED OR OUTREACH	Centre based and outreach
REFERRAL PROCESS	Organisation to submit referral. Clients will be allocated with service/s based on priority and service availability
REFER TO	A number of organisations based on client requirement
SERVICES	● ● ● ● ●

- ACCOMMODATION
- EMPLOYMENT
- DISABILITY
- MENTAL HEALTH
- LEGAL / IMMIGRATION
- SOCIAL & COMMUNITY DEVELOPMENT
- FINANCIAL
- DENTAL
- PHYSICAL HEALTH
- EDUCATION AND TRAINING

DIRECTORY



LOCATION	212 Sydney Road, Brunswick VIC 3047
CONTACT DETAILS	P: 03 9338 2459
OPENING HOURS	Mon 10.00am - 5.00pm Tues 1.00pm - 8.00pm Wed & Thurs 10.00am - 5.00pm Sat 11.00am - 5.00pm Closed Fri and Sun
WEBSITE	www.lentarauc.org.au
PROGRAM	Asylum Seeker Welcome Centre (ASWC)
PROGRAM DESCRIPTION	Clients drop in to use computers, share a meal, attend English classes, art classes, receive support for seeking employment, ask for advice, receive systematic and individual advocacy or just hang out and socialise in a safe space
ELIGIBILITY CRITERIA	All welcome
COST	No cost
REFERRAL SOURCE	Self
CENTRE BASED OR OUTREACH	Centre based
REFERRAL PROCESS	Drop in and intake process
REFER TO	Other services based on individual requirements
SERVICES	

-  ACCOMMODATION
-  EMPLOYMENT
-  DISABILITY
-  MENTAL HEALTH
-  LEGAL / IMMIGRATION
-  SOCIAL & COMMUNITY DEVELOPMENT
-  FINANCIAL
-  DENTAL
-  PHYSICAL HEALTH
-  EDUCATION AND TRAINING

DIRECTORY




LOCATION	413-415 Camp Road, Broadmeadows VIC 3047
CONTACT DETAILS	P: 03 9351 3600
OPENING HOURS	Mon 10.00am - 5.00pm Tues 1.00pm - 8.00pm Wed & Thurs 10.00am - 5.00pm Sat 11.00am - 5.00pm Closed Fri and Sun
WEBSITE	www.lentarauc.org.au
PROGRAM	Emergency Relief
PROGRAM DESCRIPTION	<ul style="list-style-type: none"> • Provision of targeted assistance to Asylum Seekers with no income • Food parcels once every 10 weeks with emergency overnight food parcels available once during the intervening period# • Back to School Assistance (year 7 - 11 only) once every 12 months# • Bill Payment Assistance and Material Aid once every 12 months#
ELIGIBILITY CRITERIA	Asylum Seekers are required to produce information confirming their identity and residential address, and provide a referral letter if involved with a case management agency. #Current Centrelink Concession Card Must reside in Hume or Moreland
COST	No cost
REFERRAL SOURCE	Self
CENTRE BASED OR OUTREACH	Centre based
REFERRAL PROCESS	Call at 9am to make an appointment for the next day
REFER TO	Internal Financial Counselling External services based on clients needs
SERVICES	● ● ● ● ●

- ACCOMMODATION
- EMPLOYMENT
- DISABILITY
- MENTAL HEALTH
- LEGAL / IMMIGRATION
- SOCIAL & COMMUNITY DEVELOPMENT
- FINANCIAL
- DENTAL
- PHYSICAL HEALTH
- EDUCATION AND TRAINING

DIRECTORY




LOCATION	Gerbert Street, Broadmeadows VIC 3047
CONTACT DETAILS	P: 0400 139 032
OPENING HOURS	Mon-Fri 9.00am - 2.00pm Tues & Thurs 12.15pm - 4.45pm
WEBSITE	www.lentarauc.org.au
PROGRAM	Meadows Primary School Kindergarten
PROGRAM DESCRIPTION	The ELC Hub continually provides opportunities to families based on need and community interest. A bilingual worker who speaks Arabic and Turkish is available to families on Mondays, Tuesdays and Wednesdays.
ELIGIBILITY CRITERIA	All welcome
COST	No cost for Health Care Card Holders
REFERRAL SOURCE	Self
CENTRE BASED OR OUTREACH	Centre based
REFERRAL PROCESS	Complete Expression of Interest Admission based on availability
REFER TO	<ul style="list-style-type: none"> • Maternal Child Health Nurse • Pre-School Field Officer • Dental
SERVICES	

 ACCOMMODATION
 LEGAL / IMMIGRATION
 PHYSICAL HEALTH

 EMPLOYMENT
 SOCIAL & COMMUNITY DEVELOPMENT

 DISABILITY
 FINANCIAL
 EDUCATION AND TRAINING

 MENTAL HEALTH
 DENTAL




Life Without Barriers



LOCATION	Unit 5, 560-610 High Street, Epping VIC 3076
CONTACT DETAILS	P: 03 8405 4400 F: 03 9401 5359
OPENING HOURS	Mon-Fri 9.00am - 5.00pm
WEBSITE	www.lwb.org.au
PROGRAM	Refugee and Asylum Seeker Services
PROGRAM DESCRIPTION	Provides social skill development, support and protection to children, young people, families and others with complex needs who arrive in Australia seeking asylum.
ELIGIBILITY CRITERIA	Asylum seeker
COST	No cost
REFERRAL SOURCE	<ul style="list-style-type: none"> • Department of Immigration • Self
CENTRE BASED OR OUTREACH	Centre based and outreach
REFERRAL PROCESS	Online portal -> intake accept client -> automated acknowledgement ->
REFER TO	<ul style="list-style-type: none"> • Foundation House • General Practice • Whittlesea Community Connections • Community Health
SERVICES	●

-  ACCOMMODATION
-  EMPLOYMENT
-  DISABILITY
-  MENTAL HEALTH
-  LEGAL / IMMIGRATION
-  SOCIAL & COMMUNITY DEVELOPMENT
-  FINANCIAL
-  DENTAL
-  PHYSICAL HEALTH
-  EDUCATION AND TRAINING

DIRECTORY





LOCATION	19 King Street, Melbourne VIC 3000
CONTACT DETAILS	P: 03 9611 2411 Out of hours: 1800 825 955
OPENING HOURS	Mon-Fri 9.00am - 8.00pm Sat, Sun and Public Holidays 10.00am - 6.00pm
WEBSITE	www.melbournecitymission.org.au
PROGRAM	Frontyard Youth Services (Homeless)
PROGRAM DESCRIPTION	Provides young people with access to doctors, dentists, legal advice, Centrelink and other services for advice and support.
ELIGIBILITY CRITERIA	<ul style="list-style-type: none"> • Aged between 12 to 25 • Homeless, at risk of homelessness, disengaged or requiring support
COST	No cost
REFERRAL SOURCE	External referral not required (drop-in service)
CENTRE BASED OR OUTREACH	<ul style="list-style-type: none"> • Centre based and outreach • (Young Women's Crisis Outreach Service)
REFERRAL PROCESS	Clients visit the site and an Intake Youth Worker will have a conversation to determine what service is suitable for the their needs. Clients will be referred to a co-located service if necessary (e.g. health service, legal service or Centrelink). Clients with housing issues will then have an initial assessment and planning (IAP) which is provided by an Initial Assessment and Planning Worker. The IAP Worker will check a resource register for advertised resource vacancies (e.g. crisis accommodation, transit housing and case management) to match the client with an agency. Once the agency confirms the match, they contact the client.
REFER TO	<ul style="list-style-type: none"> • Internal • Yarra Community Housing • Hope Street • St Vincent de Paul Society • Wombat Housing and Support Services • Hope Street Youth and Family Services
SERVICES	

-  ACCOMMODATION
-  LEGAL / IMMIGRATION
-  PHYSICAL HEALTH

-  EMPLOYMENT
-  SOCIAL & COMMUNITY DEVELOPMENT


-  DISABILITY
-  FINANCIAL
-  EDUCATION AND TRAINING


-  MENTAL HEALTH
-  DENTAL

DIRECTORY





Melbourne Polytechnic

LOCATION	Cnr Cooper Street & Dalton Rd, Epping VIC 3076
CONTACT DETAILS	P: 03 9269 1200
OPENING HOURS	Varies depending on course
WEBSITE	www.melbournepolytechnic.edu.au/campuses/epping
PROGRAM	Courses are listed below
PROGRAM DESCRIPTION	<ul style="list-style-type: none"> • Accounting • Aquaculture • Painting and Decorating • Plastering • Civil Construction • Computer Systems and Electrotechnology • Conservation and Land Management • English as a Second Language • Legal and Justice • Meat Processing • Plumbing • Renewable Energy • Roof Tiling • Transport and Logistics • Visual Arts • Viticulture (Winemaking) • Warehousing
ELIGIBILITY CRITERIA	Varies depending on course
COST	Varies depending on course
REFERRAL SOURCE	NA
CENTRE BASED OR OUTREACH	Varies depending on course
REFERRAL PROCESS	Self
REFER TO	Varies depending on course
SERVICES	

-  ACCOMMODATION
-  LEGAL / IMMIGRATION
-  PHYSICAL HEALTH

-  EMPLOYMENT
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-  MENTAL HEALTH
-  DENTAL



Melbourne Polytechnic (lead)

LOCATION		CONTACT DETAILS
Glenroy Neighbourhood Learning Centre 5B Cromwell Street, Glenroy 3046		P: 03 9304 3910
Kangan Institute Pearcedale Road, Broadmeadows 3047		P: 03 9279 2446
Meadow Heights Learning Shop Located at VISY Cares Learning Centre, 3-17 Hudson Circuit, Meadow Heights 3048		P: 03 9301 9200
Melbourne Polytechnics Corner Blair & Belfast Street, Broadmeadows 3047		P: 03 9269 1982
Epping Campus, Building A, Corner Cooper Street & Dalton Road, Epping 3076		P: 03 9269 1023
Preston Campus, Building F, Level 2, St Georges Road, Preston 3072		P: 03 9269 8346
Meadow Heights Learning Shop Located at VISY Cares Learning Centre, 3-17 Hudson Circuit, Meadow Heights 3048		P: 03 9301 9200
Moreland Adult Education 344 Sydney Road, Coburg 3058		P: 03 9383 7943
Preston Reservoir Adult Community Education Located at Merrilands Community Centre Corner Asquith & Sturdee Streets, Reservoir 3073		
OPENING HOURS	Varies	
WEBSITE	www.northernamep.com.au/home	
PROGRAM	Northern AMEP (Adult Migrant English Program)	
PROGRAM DESCRIPTION	Provides up to 510 hours of English language tuition to eligible migrants and humanitarian entrants to help them learn foundation English language and settlement skills to enable them to participate socially and economically in Australian society	

continued...

-  ACCOMMODATION
-  EMPLOYMENT
-  DISABILITY
-  MENTAL HEALTH
-  LEGAL / IMMIGRATION
-  SOCIAL & COMMUNITY DEVELOPMENT
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-  EDUCATION AND TRAINING

DIRECTORY



Melbourne Polytechnic (lead)

ELIGIBILITY CRITERIA	<p>You may be eligible for the AMEP if you are a permanent resident of Australia or you hold an eligible temporary visa.</p> <p>In addition, you must meet the following time frames from the date of your visa commencement or arrival in Australia to remain eligible:</p> <ul style="list-style-type: none"> • register with an AMEP service provider within six months (or 12 months if you are under 18 years of age at the time of registration) • commence your tuition within 12 months • complete your tuition within five years. <p>To find out if you are eligible or to register for the programme you should contact your nearest AMEP service provider.</p>
COST	With Northern AMEP, you can study English for up to 510 hours free of charge
REFERRAL SOURCE	Centrelink or Jobactive Agency Referral
CENTRE BASED OR OUTREACH	Centre or home based as appropriate to individual
REFERRAL PROCESS	If you have any questions about Northern AMEP English, call the Northern AMEP Helpline on 1300 062 314 or email nameep@melbournepolytechnic.edu.au or drop into one of the centres for more information
REFER TO	<p>Melbourne Polytechnic (Lead Agency)</p> <p>Kangan Institute</p> <p>Glenroy Neighbourhood Learning Centre</p> <p>Moreland Adult Education</p> <p>Preston, Reservoir Adult Community Education (PRACE)</p> <p>Meadow Heights Education Centre at the VISY Cares Learning Centre</p> <p>Spectrum Migrant Resource Centre</p>
SERVICES	●

● ACCOMMODATION
● LEGAL / IMMIGRATION
● PHYSICAL HEALTH

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● DISABILITY
● FINANCIAL
● EDUCATION AND TRAINING

● MENTAL HEALTH
● DENTAL

DIRECTORY



Merri Health

Healthcare that moves with you

LOCATION	CONTACT DETAILS	OPENING HOURS
Brunswick 11 Glenlyon Road, Brunswick VIC 3056	P: 03 9387 6711	Mon-Fri 8.30am-5.00pm
Brunswick West 382-386 Moreland Road, Brunswick West VIC 3055	P: 03 9386 3575	Mon-Fri 9.00am-3.00pm
Preston Level 2/ 110 Chifley Drive, Preston VIC 3072	P: 03 9495 2500	Mon-Fri 9.00am-5.00pm
Coburg 93 Bell Street, Coburg VIC 3058	P: 03 9350 4000	Mon-Fri 9am-5pm
Fawkner 79 Jukes Road, Fawkner VIC 3060	P: 03 9357 2444	Mon-Fri 9.00am-5.00pm (closed between 1:00-2:00pm)
Thornbury 298 Victoria Road, Thornbury VIC 3071	P: 03 9484 5314	
Glenroy 5D Cromwell Street, Glenroy VIC 3046	P: 03 9304 9200	Mon-Fri 9.00am- 5.00pm (closed between 1:00-2:00pm)
Interchange North West - Pascoe Vale 9E Anderson Street, Pascoe Vale VIC 3044	P: 03 9350 4600	
Vic Place 21 Victoria Street, Coburg VIC 3058	P: 03 9355 9900	Mon 9.00am – 5:15pm Tue 9.00am – 6.00pm Wed 8:45am – 6.00pm Thur 9.00am – 5:15pm Fri 8:45am – 5.00pm

- ACCOMMODATION
- LEGAL / IMMIGRATION
- PHYSICAL HEALTH

- EMPLOYMENT
- SOCIAL & COMMUNITY DEVELOPMENT

- DISABILITY
- FINANCIAL
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- MENTAL HEALTH
- DENTAL

DIRECTORY



Merri Health

Healthcare that moves with you

CONTACT DETAILS	P: 03 9388 9933 (Service Access)
WEBSITE	www.merrihealth.org.au
PROGRAM	We are a community health provider located in northern metropolitan Melbourne. We provide services for children, youth, adults, carers, people who are aged and people who have disabilities
PROGRAM DESCRIPTION	<p>Services include but are not limited to:</p> <ul style="list-style-type: none"> • Activity Programs • CarerLinks North • Children's Health Team and Audiology for children • Chronic conditions • Community Nursing • Counselling • Diabetes Education • Dietetics • Disability Support • Exercise Physiology • Podiatry • Occupational Therapy • Mental health • Physiotherapy • Speech Pathology
ELIGIBILITY CRITERIA	All welcome, priority given to refugees & asylum seekers
COST	Based on individual
REFERRAL SOURCE	<ul style="list-style-type: none"> • Self / Family • Service and Health Care Providers • General Practitioners • Hospitals
CENTRE BASED OR OUTREACH	Depending on program
REFERRAL PROCESS	Send a referral to our Intake Service by faxing (03) 9495 2599 or email serviceaccess@mchs.org.au You can also send a referral via Connecting Care.
REFER TO	Internal and relevant external programs / organisations
SERVICES	● ● ● ● ●

- ACCOMMODATION
- LEGAL / IMMIGRATION
- PHYSICAL HEALTH

- EMPLOYMENT
- SOCIAL & COMMUNITY DEVELOPMENT



- DISABILITY
- FINANCIAL
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- MENTAL HEALTH
- DENTAL

DIRECTORY





Supporting mental health recovery

LOCATION	MindConnect (Intake), 86-92 Mount Street, Heidelberg VIC 3084
CONTACT DETAILS	P: 1300 286 463 1300 AT MIND
OPENING HOURS	Mon-Fri 9.00am - 5.00pm (some out of hours by negotiation)
WEBSITE	www.mindaustralia.org.au
PROGRAM	Personalised Support Services
PROGRAM DESCRIPTION	<ul style="list-style-type: none"> • Individualised help with the impact of living with mental ill-health and improve abilities to manage the effects of ill health • Develop recovery plan to improve physical health, find/keep a job or return to education • Build new friendships, join local activities, address drug and alcohol issues or find suitable housing
ELIGIBILITY CRITERIA	Participation in services offered by Mind is voluntary.
COST	Free or available for a small charge
REFERRAL SOURCE	<ul style="list-style-type: none"> • Self • Family • Healthcare providers
CENTRE BASED OR OUTREACH	Outreach
REFERRAL PROCESS	Centralised intake. Screen to determine eligibility. If eligible, service provider will contact the client within 1-2 weeks
REFER TO	<ul style="list-style-type: none"> • PHAMS Whittlesea • MIND South Morang
SERVICES	 

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DIRECTORY



MITCHELL SHIRE COUNCIL



LOCATION	Multiple sites. Call number below for nearest location.
CONTACT DETAILS	P: 03 5734 6200
OPENING HOURS	Mon-Fri 9.00am- 5.00pm
WEBSITE	www.mitchellshire.vic.gov.au
PROGRAM	Education
PROGRAM DESCRIPTION	Enrolment in Kindergarten
ELIGIBILITY CRITERIA	<ul style="list-style-type: none"> • Refugees are eligible for this service provided by Mitchell Shire Council • Under the new 'No Jab, No Play' legislation (as of 1 January 2016), you will need to provide documentation/evidence regarding immunisation directly to the kindergarten to confirm your child's enrolment. Council will require this evidence for your kindergarten application.
COST	No cost
REFERRAL SOURCE	Community Organisations
CENTRE BASED OR OUTREACH	Centre based
REFERRAL PROCESS	Apply directly
REFER TO	A range of services
SERVICES	

 ACCOMMODATION
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DIRECTORY



MITCHELL SHIRE COUNCIL



LOCATION	Multiple sites. Call number below for nearest location.
CONTACT DETAILS	P: 03 5734 6253
OPENING HOURS	Mon-Fri 9.00am- 5.00pm
WEBSITE	www.mitchellshire.vic.gov.au
PROGRAM	Maternal Child Health
PROGRAM DESCRIPTION	A family-centred service to parents and carers with children from birth to school age, offering guidance, support and information in all aspects of parenting, child health and development, maternal health and family well-being.
ELIGIBILITY CRITERIA	Refugees are eligible for this service provided by Mitchell Shire Council
COST	No cost
REFERRAL SOURCE	<ul style="list-style-type: none"> • Maternity Hospitals • Community Organisations • Self-referral
CENTRE BASED OR OUTREACH	Centre based and outreach
REFERRAL PROCESS	<ul style="list-style-type: none"> • Birth registered and notified to LGA -intake- nurse contacts family and schedules initial home visit. • Self-referral also available
REFER TO	A range of services
SERVICES	● ● ●

● ACCOMMODATION
● LEGAL / IMMIGRATION
● PHYSICAL HEALTH

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● MENTAL HEALTH
● DENTAL

DIRECTORY



MITCHELL SHIRE COUNCIL





LOCATION	113 High Street, Broadford VIC 3658
CONTACT DETAILS	P: 03 5734 6200
OPENING HOURS	Mon-Fri 9.00am - 5.00pm
WEBSITE	www.mitchellshire.vic.gov.au
PROGRAM	Youth Services
PROGRAM DESCRIPTION	The Youth Services Team actively promote, develop and encourage the physical, social, mental and spiritual wellbeing of young people through providing, facilitating, planning, funding and advocating for the needs and issues of young people, their families and the community.
ELIGIBILITY CRITERIA	Refugees are eligible for this service provided by Mitchell Shire Council
COST	No cost
REFERRAL SOURCE	Contacting Council Youth Development Officer
CENTRE BASED OR OUTREACH	Centre based and outreach
REFERRAL PROCESS	Contact services directly
REFER TO	A range of services
SERVICES	  

 ACCOMMODATION
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DIRECTORY



LOCATION	305 Arthur Street, Fairfield VIC 3078
CONTACT DETAILS	P: 1300 379 462
OPENING HOURS	Mon-Fri 9.00am - 5.00pm
WEBSITE	www.neaminational.org.au
PROGRAM	Intake Assessment Service for Mental Health Community Support Services Victoria
PROGRAM DESCRIPTION	Support people with psychiatric disability to manage their self-care, improve social and relationship skills and achieve broader quality of life via physical health, social connectedness, housing, education and employment.
ELIGIBILITY CRITERIA	Resident of South West, North West (Hume), Inner North, Bayside and Frankston-Mornington Peninsula
COST	State funded No cost
REFERRAL SOURCE	<ul style="list-style-type: none"> • Individuals • Carers • Families • Mental health professionals • Other health care providers
CENTRE BASED OR OUTREACH	Centre based

continued...

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|---|--|--|---|
|  ACCOMMODATION |  EMPLOYMENT |  DISABILITY |  MENTAL HEALTH |
|  LEGAL / IMMIGRATION |  SOCIAL & COMMUNITY DEVELOPMENT |  FINANCIAL |  DENTAL |
|  PHYSICAL HEALTH | |  EDUCATION AND TRAINING | |

DIRECTORY



REFERRAL PROCESS	<p>Screen and determine eligibility to receive services</p> <p>Prioritises referrals</p> <p>Refer eligible people to support services for a comprehensive assessment</p> <p>Provide screening information to support services with person's consent - to avoid people having to repeat their information</p> <p>Follow up referrals to ensure people are getting access to the services they require</p> <p>Provide self-management information and follow up contact with people on the needs register</p> <p>Coordinates access to bed based community services and supported residential services</p> <p>Ensure the transfer of information to support providers is only undertaken with client consent</p>
REFER TO	<ul style="list-style-type: none"> • Breakthru • NEAMI • cohealth • Kildonan UnitingCare Services Connect • Merri Health PHAMS • Migrant Resource Centres • St Vincent de Paul
SERVICES	<ul style="list-style-type: none"> ●

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- | | | | |
|---|--|---|---|
| <ul style="list-style-type: none"> ● ACCOMMODATION ● LEGAL / IMMIGRATION ● PHYSICAL HEALTH | <ul style="list-style-type: none"> ● EMPLOYMENT ● SOCIAL & COMMUNITY DEVELOPMENT | <ul style="list-style-type: none"> ● DISABILITY ● FINANCIAL ● EDUCATION AND TRAINING | <ul style="list-style-type: none"> ● MENTAL HEALTH ● DENTAL |
|---|--|---|---|

DIRECTORY



LOCATION	8 Main Street, Thomastown VIC 3074
CONTACT DETAILS	P: 03 9464 6455
OPENING HOURS	Mon-Fri 9.00am - 5.00pm
WEBSITE	www.neaminational.org.au
PROGRAM	<ul style="list-style-type: none"> • Community Outreach Support • Community and Groups
PROGRAM DESCRIPTION	<p>Home and community outreach support involves a support worker and consumer identifying their strengths, values and goals and then working together to achieve or make progress towards them.</p> <p>Community groups bring people together to receive support around areas of common interest or need.</p>
ELIGIBILITY CRITERIA	<ul style="list-style-type: none"> • Resident of City of Whittlesea • Aged 16-64 years • Diagnosed mental health illness • Evidence of severe and persisting MI > 6 months
COST	No cost
REFERRAL SOURCE	<ul style="list-style-type: none"> • Individuals • Carers • Families • Mental health professionals • Other health care providers
CENTRE BASED OR OUTREACH	Outreach
REFERRAL PROCESS	Screen to assess eligibility. Assessed as high, medium or low acuity. Allocate to service provider who contacts client to arrange meeting and individualised services.
REFER TO	<ul style="list-style-type: none"> • Community Heath • Neighbourhood House • Living and Learning Centre
SERVICES	●

- ACCOMMODATION
- LEGAL / IMMIGRATION
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DIRECTORY



LOCATION	Level 2/Building A, 61 Riggall Street, Broadmeadows VIC 3047
CONTACT DETAILS	P: 03 8354 8450 (Broadmeadows clients) P: 03 8354 8454 (Craigieburn clients)
OPENING HOURS	Mon-Fri 9.00am - 5.00pm
WEBSITE	www.neaminational.org.au
PROGRAM	<ul style="list-style-type: none"> • Community Outreach Support (Broadmeadows) • Community and Groups (Craigieburn)
PROGRAM DESCRIPTION	Home and community outreach support involves a support worker and consumer identifying their strengths, values and goals and then working together to achieve or make progress towards them. Community groups bring people together to receive support around areas of common interest or need.
ELIGIBILITY CRITERIA	<ul style="list-style-type: none"> • Resident of City of Whittlesea • Aged 16-64 years • Diagnosed mental health illness • Evidence of severe and persisting MI > 6 months
COST	No cost
REFERRAL SOURCE	<ul style="list-style-type: none"> • Individuals • Carers • Families • Mental health professionals • Other health care providers
CENTRE BASED OR OUTREACH	Outreach
REFERRAL PROCESS	Screen to assess eligibility. Assessed as high, medium or low acuity. Allocate to service provider who contacts client to arrange meeting and individualised services
REFER TO	<ul style="list-style-type: none"> • Community Health • Neighbourhood House • Living and Learning Centre
SERVICES	●

- ACCOMMODATION
- LEGAL / IMMIGRATION
- PHYSICAL HEALTH

- EMPLOYMENT
- SOCIAL & COMMUNITY DEVELOPMENT

- DISABILITY
- FINANCIAL
- EDUCATION AND TRAINING

- MENTAL HEALTH
- DENTAL

DIRECTORY



LOCATION	Search via website or call main office to find local neighbourhood house
CONTACT DETAILS	P: 03 9602 1228
OPENING HOURS	Enquire at local neighbourhood house
WEBSITE	www.nhvic.org.au
PROGRAM	Social & Community Development
PROGRAM DESCRIPTION	Neighbourhood Houses bring people together to connect, learn and contribute in their local community through social, educational, recreational and support activities, using a unique community development approach.
ELIGIBILITY CRITERIA	All welcome
COST	Enquire at local neighbourhood house
REFERRAL SOURCE	<ul style="list-style-type: none"> • Individuals • Carers • Families
CENTRE BASED OR OUTREACH	Enquire at local neighbourhood house
REFERRAL PROCESS	Enquire at local neighbourhood house
REFER TO	Enquire at local neighbourhood house
SERVICES	● ●

● ACCOMMODATION
● LEGAL / IMMIGRATION
● PHYSICAL HEALTH

● EMPLOYMENT
● SOCIAL & COMMUNITY DEVELOPMENT

● DISABILITY
● FINANCIAL
● EDUCATION AND TRAINING

● MENTAL HEALTH
● DENTAL

DIRECTORY



LOCATION	Civic Drive, Greensborough VIC 3088
CONTACT DETAILS	Intake officer P: 03 9433 3138 E: intake@nillumbik.vic.gov.au Mon-Fri 8.30am - 5.00pm (closed public holidays)
OPENING HOURS	Mon-Fri 8.30am-5.00pm
WEBSITE	www.nillumbik.vic.gov.au
PROGRAM	Home & Community Care
PROGRAM DESCRIPTION	<ul style="list-style-type: none"> • Personal Care • Home Care • Respite Care • Property Maintenance • Meals on Wheels
ELIGIBILITY CRITERIA	Refugees are eligible for all services provided by Nillumbik Shire Council
COST	No cost
REFERRAL SOURCE	Individuals, family members, general practitioners, the Aged Care Assessment Services (ACAS) and community service agencies.
CENTRE BASED OR OUTREACH	Centred based and outreach
REFERRAL PROCESS	Contact the Intake Officer A living at home assessment for eligibility and priority of access will be conducted by a qualified assessment officer. The officer will assess the need and discuss options and opportunities to maximise a person's independence.
REFER TO	A range of services based on client needs
SERVICES	● ● ● ●

- ACCOMMODATION
- EMPLOYMENT
- DISABILITY
- MENTAL HEALTH
- LEGAL / IMMIGRATION
- SOCIAL & COMMUNITY DEVELOPMENT
- FINANCIAL
- DENTAL
- PHYSICAL HEALTH
- EDUCATION AND TRAINING

DIRECTORY



LOCATION	Civic Drive, Greensborough VIC 3088
CONTACT DETAILS	P: 03 9433 3111 F: 03 9433 3777 Mon-Fri 8.30am-5.00pm (closed public holidays)
OPENING HOURS	Mon-Fri 8.30am-5.00pm
WEBSITE	www.nillumbik.vic.gov.au
PROGRAM	Maternal and Child Health
PROGRAM DESCRIPTION	Provides information (baby health, feeding and parenting issues, support and health checks to children from birth until the age of 6
ELIGIBILITY CRITERIA	Refugees are eligible for all services provided by Nillumbik Shire Council
COST	No cost
REFERRAL SOURCE	<ul style="list-style-type: none"> • Self • Community Organisations
CENTRE BASED OR OUTREACH	Centred based
REFERRAL PROCESS	Apply directly
REFER TO	A range of services
SERVICES	● ● ● ●

- ACCOMMODATION
- LEGAL / IMMIGRATION
- PHYSICAL HEALTH

- EMPLOYMENT
- SOCIAL & COMMUNITY DEVELOPMENT

- DISABILITY
- FINANCIAL
- EDUCATION AND TRAINING

- MENTAL HEALTH
- DENTAL

DIRECTORY




LOCATION	Civic Drive, Greensborough VIC 3088
CONTACT DETAILS	P: 03 9433 3111 F: 03 9433 3777
OPENING HOURS	Mon-Fri 8.30am-5.00pm (closed public holidays)
WEBSITE	www.nillumbik.vic.gov.au
PROGRAM	People & Family - Childcare
PROGRAM DESCRIPTION	<ul style="list-style-type: none"> • 4-year-old pre-school (Kindergarten) • Long day care centres • Occasional day care centres • Playhouses • School holiday care
ELIGIBILITY CRITERIA	Refugees are eligible for all services provided by Nillumbik Shire Council
COST	No cost
REFERRAL SOURCE	<ul style="list-style-type: none"> • Self • Community Organisations
CENTRE BASED OR OUTREACH	Centred based
REFERRAL PROCESS	Apply directly
REFER TO	A range of services
SERVICES	● ● ● ●

-  ACCOMMODATION
-  EMPLOYMENT
-  DISABILITY
-  MENTAL HEALTH
-  LEGAL / IMMIGRATION
-  SOCIAL & COMMUNITY DEVELOPMENT
-  FINANCIAL
-  DENTAL
-  PHYSICAL HEALTH
-  EDUCATION AND TRAINING

DIRECTORY



LOCATION	Civic Drive, Greensborough VIC 3088
CONTACT DETAILS	P: 03 9433 3111 F: 03 9433 3777 Mon-Fri 8.30am-5.00pm (closed public holidays)
OPENING HOURS	Mon-Fri 8.30am-5.00pm
WEBSITE	www.nillumbik.vic.gov.au
PROGRAM	Youth Services
PROGRAM DESCRIPTION	Nillumbik Youth Services team encourages all young people across the Shire to participate and connect with their communities through a range of programs and services.
ELIGIBILITY CRITERIA	Refugees who live, work, play or go to school in Nillumbik are eligible for all services provided by Nillumbik Shire Council
COST	No cost
REFERRAL SOURCE	<ul style="list-style-type: none"> • Self • Community Organisations
CENTRE BASED OR OUTREACH	Centred based
REFERRAL PROCESS	Apply directly
REFER TO	A range of services
SERVICES	

-  ACCOMMODATION
-  EMPLOYMENT
-  DISABILITY
-  MENTAL HEALTH
-  LEGAL / IMMIGRATION
-  SOCIAL & COMMUNITY DEVELOPMENT
-  FINANCIAL
-  DENTAL
-  PHYSICAL HEALTH
-  EDUCATION AND TRAINING

DIRECTORY



Northern Area Mental Health Service

LOCATION	The Northern Hospital, 185 Cooper Street, Epping VIC 3076	
CONTACT DETAILS	Triage: 1300 874 243 P: 03 8505 200 F: 8405 8892	
OPENING HOURS	Inpatient 7 days / 24 hours	Community Mon-Fri 9.00am - 5.00pm
WEBSITE		
PROGRAM	Northern Aged Person's Mental Health Adult Area Mental Health	
PROGRAM DESCRIPTION	<ul style="list-style-type: none"> • Aged Psychiatry Assessment and Treatment • Inpatient Care - voluntary and involuntary • Residential - for high levels of persistent cognitive, emotional or behavioural disturbance • Acute Inpatient Unit • Community Team North • Community Care Unit • Prevention and Recovery 	
ELIGIBILITY CRITERIA	<ul style="list-style-type: none"> • Aged 65 years • Resident of the City of Whittlesea • Have acute psychological disorder requiring specialist intervention for assessment and treatment <ul style="list-style-type: none"> • People aged 16-65 years • Resident of the City of Whittlesea • Have or at risk of developing a severe mental illness 	
COST	No cost	
REFERRAL SOURCE	<ul style="list-style-type: none"> • Individuals • Carers & Families • Mental health professionals • Other health care providers 	
CENTRE BASED OR OUTREACH	Inpatient and Community Services	
REFERRAL PROCESS	Triaged by clinician, needs identified, services rendered as appropriate, Referred to rostered clinician to contact person - most commonly within 72 hours	
REFER TO		
SERVICES	●	

- | | | | |
|---|--|--|---|
|  ACCOMMODATION |  EMPLOYMENT |  DISABILITY |  MENTAL HEALTH |
|  LEGAL / IMMIGRATION |  SOCIAL & COMMUNITY DEVELOPMENT |  FINANCIAL |  DENTAL |
|  PHYSICAL HEALTH | |  EDUCATION AND TRAINING | |

DIRECTORY



LOCATION	185 Cooper Street, Epping VIC 3076
CONTACT DETAILS	P: 03 8405 2000
OPENING HOURS	24/7
WEBSITE	www.nh.org.au
PROGRAM	Acute, community and mental health services for northern metropolitan Melbourne
PROGRAM DESCRIPTION	<p>Emergency Department (ED)</p> <p>Inpatient services:</p> <ul style="list-style-type: none"> • Medicine • Surgery • Maternity • Child and Adolescents <p>Outpatient services:</p> <ul style="list-style-type: none"> • Medicine • Surgery • Maternity • Child and Adolescents • Allied Health <p>Community programs:</p> <ul style="list-style-type: none"> • Hospital in the Home • Rehab in the Home • Residential Care In-reach • Hospital Admission Risk Program <p>Mental Health</p> <ul style="list-style-type: none"> • Inpatients (adults – North Western Mental Health)
ELIGIBILITY CRITERIA	<ul style="list-style-type: none"> • Emergency Department – everyone • Other services – Medicare eligible • Live in Northern Health catchment
COST	Small costs for some services
REFERRAL SOURCE	<ul style="list-style-type: none"> • Emergency Department - walk in • Other services – referral from local primary care practitioner, specialist or from within Northern Health • Referrals also accepted from other health services
CENTRE BASED OR OUTREACH	Both
REFERRAL PROCESS	Various
REFER TO	Various, as appropriate
SERVICES	● ●

- ACCOMMODATION
- EMPLOYMENT
- DISABILITY
- MENTAL HEALTH
- LEGAL / IMMIGRATION
- SOCIAL & COMMUNITY DEVELOPMENT
- FINANCIAL
- DENTAL
- PHYSICAL HEALTH
- EDUCATION AND TRAINING

DIRECTORY




LOCATION	CONTACT DETAILS	OPENING HOURS
Community Services, 130 Bell Street, Coburg VIC 3058	Triage 1300 874 243 P: 03 9355 9700 F: 03 9355 9701	Inpatient 7 days/24 hours
Broadmeadows Health Service 35 Johnstone Street, Broadmeadows VIC 3047	Inpatient P: 03 8345 5725 Community P: 03 8345 7611	Community Mon-Fri 9.00am - 5.00pm
35 Poplar Road, Parkville VIC 3052	P: 03 9342 2800	Triage 7 days/24 hours
35 Mavis Street, Footscray VIC 3011	P: 03 8345 7550	Enhanced support 5.00pm - 9.30pm
80B Harvester Road, Sunshine VIC 3020	P: 03 9927 6200	
WEBSITE	www.nwmh.mh.org.au	
PROGRAM	<ul style="list-style-type: none"> • Aged Person's Mental Health (Coburg) • Adult Area Mental Health (Broadmeadows) • Orygen Youth Health (Parkville, Footscray, Sunshine) 	
PROGRAM DESCRIPTION	<p>Mental Health</p> <ul style="list-style-type: none"> • Aged Psychiatry Assessment and Treatment • Inpatient Care - voluntary and involuntary • Residential - for high levels of persistent cognitive, emotional or behavioural disturbance • Community Team • Community Care Unit • Prevention and Recovery <p>Orygen Youth Health</p> <p>Clinical services provided to young people with serious mental health disorders within the community and inpatient settings for acute episodes</p>	
ELIGIBILITY CRITERIA	<p>Aged Mental Health</p> <ul style="list-style-type: none"> • Aged 65 years and over • Resident of Hume <p>Adult Area Mental Health</p> <ul style="list-style-type: none"> • Aged 16-65 years • Have or at risk of developing a severe mental illness • Resident of Hume <p>Orygen Youth Health</p> <ul style="list-style-type: none"> • Aged 15-24 years • Resident of Hume 	


continued...

- ACCOMMODATION
- EMPLOYMENT
- DISABILITY
- MENTAL HEALTH
- LEGAL / IMMIGRATION
- SOCIAL & COMMUNITY DEVELOPMENT
- FINANCIAL
- DENTAL
- PHYSICAL HEALTH
- EDUCATION AND TRAINING

DIRECTORY



COST	No cost
REFERRAL SOURCE	<ul style="list-style-type: none"> • Individuals • Carers • Families • Mental health professionals • Other health care providers
CENTRE BASED OR OUTREACH	Inpatient and Community Services
REFERRAL PROCESS	Centralised intake. Screen to determine eligibility. If eligible, determine acuity. If in crisis, client will be contacted within 8 hours. If the client is not in crisis, they will be contacted the following day. If low acuity, the client will be contacted in 3-4 days
REFER TO	Foundation House
SERVICES	

 ACCOMMODATION
 LEGAL / IMMIGRATION
 PHYSICAL HEALTH

 EMPLOYMENT
 SOCIAL & COMMUNITY DEVELOPMENT

 DISABILITY
 FINANCIAL
 EDUCATION AND TRAINING

 MENTAL HEALTH
 DENTAL

DIRECTORY



Plenty Valley
Community
Health

LOCATION	187 Cooper Street, Epping VIC 3067
CONTACT DETAILS	P: 03 9409 8787 F: 03 9408 9508
OPENING HOURS	
WEBSITE	www.pvch.org.au
PROGRAM	Refugee Health Program
PROGRAM DESCRIPTION	<ul style="list-style-type: none"> • Short to medium term health support for disease, health management and wellbeing • Promote social connection and integration to established social support and orientation programs • Provide information and support regarding client rights, entitlements, and obligations under Victorian Healthcare system • Arabic speaking Health Access Worker 0.4 eft
ELIGIBILITY CRITERIA	Newly arrived Refugees & Asylum Seekers
COST	No fees
REFERRAL SOURCE	<ul style="list-style-type: none"> • Self • Family • Healthcare providers
CENTRE BASED OR OUTREACH	Centre based and outreach
REFERRAL PROCESS	Referrals are received by mail, fax, connecting Care e-Referrals and processed by the Intake Team P: 03 9409 8724
REFER TO	<p>We offer various services within the City of Whittlesea and beyond</p> <p>PVCH internal services:</p> <ul style="list-style-type: none"> • Counselling, Healthy Mothers Healthy Babies, Women's Health, Dental, Disability Services, Audiology, Diabetic Nurse Educator, Cardiac Rehabilitation, Children's Health Team, Physiotherapy, Podiatrist, Exercise Physiology, Dietetics, Occupational therapy, Smoking Cessation, Health Coaching, Planned Activity Group • PVCH GP Superclinic <p>External Services:</p> <ul style="list-style-type: none"> • Australian College of Optometry • Maternal and Child Health • Foundation House • Public Hospitals • Emergency Relief
SERVICES	● ● ● ●

- ACCOMMODATION
- LEGAL / IMMIGRATION
- PHYSICAL HEALTH




- EMPLOYMENT
- SOCIAL & COMMUNITY DEVELOPMENT




- DISABILITY
- FINANCIAL
- EDUCATION AND TRAINING

- MENTAL HEALTH
- DENTAL





Royal Children's Hospital

LOCATION	50 Flemington Road, Parkville VIC 3052
CONTACT DETAILS	P: 03 9345 5522 F: 03 9345 4751
OPENING HOURS	Hospital - acute care 7 days/24 hours Immigrant health clinic Mondays 1:30 – 5:00pm, outpatient desk A5
WEBSITE	www.rch.org.au/immigranthealth
PROGRAM	Paediatric refugee health
PROGRAM DESCRIPTION	Provides assessment and care for children/young people of refugee background. Services include post-arrival health screening, specialist review of complex medical issues, developmental delay/disability and learning issues. Oral health assessment, immunisations, Mantoux testing, school liaison and secondary mental health consultations available. Phone/email consultation and (free) professional development sessions also available - refugee.fellow@rch.org.au or 03 9345 5522, pager 7142.
ELIGIBILITY CRITERIA	<18 years of age, refugee/refugee-like/asylum seeker background
COST	No cost (Medicare ineligible asylum seeker children also welcome)
REFERRAL SOURCE	General Practitioner
CENTRE BASED OR OUTREACH	Outreach clinics at EACH, Co-Health, Darebin Community Health, and Craigieburn Health Services (in partnership with Northern Health)
REFERRAL PROCESS	GP referral required or use of RCH standardised referral form. Please include reason for referral, caseworker details, language spoken, interpreter requirements, and prior investigations/immunisations. Please fax to (03) 9345 5034 or 9345 4751, Attention: Helen Milton
REFER TO	<ul style="list-style-type: none"> • Internal - RCH, including CAMHS • Foundation House • Early Childhood Intervention Services • Community Health Centres • Other
SERVICES	  

 ACCOMMODATION
 LEGAL / IMMIGRATION
 PHYSICAL HEALTH


 EMPLOYMENT
 SOCIAL & COMMUNITY DEVELOPMENT

 DISABILITY
 FINANCIAL
 EDUCATION AND TRAINING

 MENTAL HEALTH
 DENTAL



Royal Dental Hospital

LOCATION	720 Swanston St, Carlton VIC 3053
CONTACT DETAILS	P: 03 9341 1000
OPENING HOURS	Monday to Friday 8:15am to 9:30pm Weekends and public holidays 8:45am to 9:30pm
WEBSITE	www.dhsv.org.au
PROGRAM	Dental Health Services Victoria
PROGRAM DESCRIPTION	Provides general, specialist and emergency dental care to all eligible Victorians
ELIGIBILITY CRITERIA	The Royal Dental Hospital of Melbourne's primary purpose is to provide care to current health care card and pension card holders. Whilst emergency dental services are available to all Victorians patients without a concession card will be charged as a private patient and private health funds will not accept claims for reimbursement of these fees.
COST	The cost of treatment depends on your circumstances.
REFERRAL SOURCE	General Dental – Self Specialist Services – Health Professionals
CENTRE BASED OR OUTREACH	Centre based Outreach for homebound clients
REFERRAL PROCESS	Specialist Services Referrals can come from your oral health/health practitioner or by another specialist department in RDHM. The referral is for an initial assessment in the relevant specialist department. Please send referral forms to: Patient Services Centre The Royal Dental Hospital of Melbourne PO Box 1273L MELBOURNE VIC 300 Fax: (03) 9341 1232 If you are not a dental professional, completing all of the referral requirements for the specialist dental clinics may be difficult. It can be helpful to refer the patient to their local community dental agency first, where detailed, accurate dental information can be provided.
REFER TO	
SERVICES	

-  ACCOMMODATION
-  LEGAL / IMMIGRATION
-  PHYSICAL HEALTH
-  EMPLOYMENT
-  SOCIAL & COMMUNITY DEVELOPMENT
-  DISABILITY
-  FINANCIAL
-  EDUCATION AND TRAINING
-  MENTAL HEALTH
-  DENTAL

DIRECTORY



Royal District Nursing Service

LOCATION	40 Janefield Drive, Bundoora VIC 3083
CONTACT DETAILS	P: 1300 334 455
OPENING HOURS	7 days/24 hours
WEBSITE	www.rdns.com.au
PROGRAM	Community Nursing Service
PROGRAM DESCRIPTION	<ul style="list-style-type: none"> • Nursing • Allied Health • Mental Health
ELIGIBILITY CRITERIA	All welcome
COST	Home and Community Care (HACC) fees as per government legislation.
REFERRAL SOURCE	Anyone
CENTRE BASED OR OUTREACH	Outreach
REFERRAL PROCESS	Customer Service Centre screens referral and contacts client via phone. Does safety check and determines needs, then sends to local RDNS. Acknowledge via email or phone.
REFER TO	<ul style="list-style-type: none"> • Local Government • Acute psychiatry • Palliative care
SERVICES	● ●

- ACCOMMODATION
 ● EMPLOYMENT
 ● DISABILITY
 ● MENTAL HEALTH
● LEGAL / IMMIGRATION
 ● SOCIAL & COMMUNITY DEVELOPMENT
 ● FINANCIAL
 ● DENTAL
● PHYSICAL HEALTH
 ● EDUCATION AND TRAINING

DIRECTORY



The Royal
Melbourne Hospital

LOCATION	Grattan Street, Parkville VIC 3052
CONTACT DETAILS	<p>P: (03) 9342 7212 F: (03) 9342 7277</p> <p>Fax telehealth (03) 9342 8834</p> <p>Non-urgent refugee care enquiries Refugee.Fellow@mh.org.au</p> <p>Telehealth enquiries vids.telehealth@mh.org.au</p>
OPENING HOURS	Tuesday 9am till 1pm
WEBSITE	www.thermh.org.au/health-professionals/clinical-services/victorian-infectious-diseases-service-vids/refugee-health-0
PROGRAM	Refugee and Immigrant Health Clinic
PROGRAM DESCRIPTION	<p>a) General Practice Service will provide, over 2 - 3 visits</p> <ul style="list-style-type: none"> • Comprehensive refugee health assessment • Commence immunisations • Specialist referrals • A comprehensive summary for the community GP <p>b) Specialist infectious diseases service managing a range of conditions eg. Viral hepatitis, travel associated infections, HIV, Tuberculosis. Some vaccinations can also be arranged for adult patients.</p> <p>c) Telehealth service. This service allows for people in designated rural and regional areas to receive infectious diseases care via videoconference.</p> <p>The Refugee and Immigrant Health Clinic provides specialist care for immigrants, refugees and travellers with a range of conditions, including infectious diseases and nutritional deficiencies. The doctors at the Immigrant and Refugee Clinic are Infectious Diseases specialists or specialists-in-training. These doctors have had extensive experience working in Australia and abroad, and have a particular interest in the health of travellers and immigrants. We welcome referrals of refugees, immigrants and travellers who have (or may have) illnesses related to their time outside Australia, including referrals for further work-up and management of abnormalities detected in the course of immigrant screening.</p>

- ACCOMMODATION
- LEGAL / IMMIGRATION
- PHYSICAL HEALTH

- EMPLOYMENT
- SOCIAL & COMMUNITY DEVELOPMENT

- DISABILITY
- FINANCIAL
- EDUCATION AND TRAINING

- MENTAL HEALTH
- DENTAL

DIRECTORY



The Royal
Melbourne Hospital

ELIGIBILITY CRITERIA	<p>GP services are specifically for newly arrived adult humanitarian entrants or clients of refugee background who have any of the following:</p> <ul style="list-style-type: none"> • Have a health undertaking • Have complex health needs and may need referral • Can't easily access a local GP • Have a Medicare card or reimbursement via Red Cross / AMES
COST	Medicare eligible
REFERRAL SOURCE	General Practice
CENTRE BASED OR OUTREACH	Centre based
REFERRAL PROCESS	<p>We accept referrals to this service from GPs and refugee health nurses.</p> <p>To refer a patient, complete and fax your referral to (03) 9342 7277 or send a letter with your client's name, Medicare card details, DOB, address, contact details, preferred language, health manifest and health undertaking information; caseworker name and contact numbers addressed to.</p>
REFER TO	<p>Dr. Joanne Gardiner VIDS Level 9 East</p> <p>For further information or advice, call Heidi Metcalf (RN) on (03) 9342 7212 or RMH City Campus on (03) 9342 7000 to page Dr. Joanne Gardiner or Dr Kudzai Kanhutu.</p>
SERVICES	<p>● ●</p>

● ACCOMMODATION
● LEGAL / IMMIGRATION
● PHYSICAL HEALTH

● EMPLOYMENT
● SOCIAL & COMMUNITY DEVELOPMENT

● DISABILITY
● FINANCIAL
● EDUCATION AND TRAINING

● MENTAL HEALTH
● DENTAL

DIRECTORY



LOCATION	Level 1, 306-308 Bell Street, Preston VIC 3072
CONTACT DETAILS	P: 03 9496 0200
OPENING HOURS	Mon-Fri 9.00am - 5.00pm
WEBSITE	www.spectrumvic.org.au
PROGRAM	Settlement and Family Services; Aged and Disability
PROGRAM DESCRIPTION	<p>We recommend calling us to discuss you or your clients' needs, as not all eligibility criteria is fixed, there is often flexibility.</p> <ul style="list-style-type: none"> • Complex Case Support – working with recently arrived people on substantive humanitarian visas and family stream visas, as well as Temporary Protection Visas. Must be experiencing multiple complex issues. • Family and Relationship Services – providing holistic case work support to families from CALD backgrounds. No eligibility criteria. • Settlement Services Program – Support available for refugees and humanitarian entrants up to 5 years in Australia. Intake and walk in support on Monday and Wednesday mornings, no appointment needed. Youth Work and Community Development. • Culturally specific aged care support and respite in the community and at home.
ELIGIBILITY CRITERIA	<p>Settlement and Family Services primarily work with people of CALD backgrounds holding the following visas:</p> <ul style="list-style-type: none"> • Refugee (visa subclass 200, 201, 203 and 204) • Global Special Humanitarian (visa subclass 202) • Temporary Protection Visa • Safe Haven Enterprise Visa • Permanent Protection Visa • Various Family Stream Visas • Any person, who is referred by DSS to the Service Provider. <p>Please contact us to discuss your client needs regarding Aged and Disability programs and eligibility is dependent on client needs.</p>
COST	No cost
REFERRAL SOURCE	Please contact us to discuss your referral and we can guide you to the correct program, and referral system.
CENTRE BASED OR OUTREACH	Centre based and outreach dependant on the program and client needs
REFERRAL PROCESS	Please contact us to discuss your referral and we can guide you to the correct program, and referral system.
REFER TO	Speak to the Area Coordinator of Family Services, Complex Case Support or Settlement Services
SERVICES	● ● ● ● ● ● ● ●

- ACCOMMODATION
- EMPLOYMENT
- DISABILITY
- MENTAL HEALTH
- LEGAL / IMMIGRATION
- SOCIAL & COMMUNITY DEVELOPMENT
- FINANCIAL
- DENTAL
- PHYSICAL HEALTH
- EDUCATION AND TRAINING

DIRECTORY



LOCATION	Level 1, 306-308 Bell Street, Preston VIC 3072
CONTACT DETAILS	P: 03 9496 0200 F: 03 9484 7942
OPENING HOURS	Mon-Fri 9.00am - 5.00pm
WEBSITE	www.spectrumvic.org.au
PROGRAM	Family Services
PROGRAM DESCRIPTION	<p>Family Services provide high quality support to families from culturally and linguistically diverse backgrounds to improve family relationships, parenting practices and family wellbeing.</p> <p>Family Services from a culturally sensitive and culturally competent framework, to provide tailored services to families from diverse backgrounds. They aim to build parenting capacity and reduce parenting problems and family conflict through an holistic approach that includes Parenting in a New Culture programs, family support groups and family case-work.</p> <p>In specific, the support provided to the families can take the form of</p> <ul style="list-style-type: none"> • early and prevention work with newly arrived migrant families in Australia to strengthen parenting skills and enhance family functioning • family centred comprehensive assessments to support families who may be experiencing parenting issues, conflict, separation or settlement stress • home-based outreach services to families from multicultural backgrounds • engagement work with parents and children to improve communication and strengthen family relationships.
ELIGIBILITY CRITERIA	<p>Permanent residents of a CALD background including but not limited to:</p> <ul style="list-style-type: none"> • Refugee (visa subclass 200, 201, 203 and 204) • Global Special Humanitarian (visa subclass 202) • Protection visa (visa subclass 866) • Temporary Protection Visa • Bridging Visa • Community Detention • Any person who is referred by DSS to the Service Provider. <p>Contact Spectrum for details and eligibility criteria.</p>
COST	No cost

- ACCOMMODATION
- LEGAL / IMMIGRATION
- PHYSICAL HEALTH


- EMPLOYMENT
- SOCIAL & COMMUNITY DEVELOPMENT

- DISABILITY
- FINANCIAL
- EDUCATION AND TRAINING

- MENTAL HEALTH
- DENTAL

DIRECTORY



REFERRAL SOURCE	<ul style="list-style-type: none"> • Anyone • Once referred to the program, DSS makes the final decision regarding being accepted into the program. Not all clients are accepted - it is best to contact the CCS coordinator to discuss the referral prior to referring.
CENTRE BASED OR OUTREACH	Centre based and outreach
REFERRAL PROCESS	Contact the Family Services Senior Worker at the Preston office to discuss the referral and obtain a referral form. Please note: no waiting time.
REFER TO	<ul style="list-style-type: none"> • Senior Worker • Family Services
SERVICES	

-
-  ACCOMMODATION
 -  EMPLOYMENT
 -  DISABILITY
 -  MENTAL HEALTH
 -  LEGAL / IMMIGRATION
 -  SOCIAL & COMMUNITY DEVELOPMENT
 -  FINANCIAL
 -  DENTAL
 -  PHYSICAL HEALTH
 -  EDUCATION AND TRAINING

DIRECTORY



LOCATION	CONTACT DETAILS	OPENING HOURS
Level 1, 306-308 Bell Street, Preston VIC 3072	P: 03 9496 0200 F: 03 9484 7942	Mon-Fri 9.00am - 5.00pm
61 Riggall Street, Broadmeadows VIC 3047	P: 03 9301 7400 F: 03 9301 4048	
161 Harvester Road, Sunshine VIC 3020	P: 03 9300 8600 F: 03 9300 8650	

WEBSITE	www.spectrumvic.org.au
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PROGRAM	Complex Case Support (CSS)
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PROGRAM DESCRIPTION	<p>The Complex Case Support (CCS) program provides specialised and intensive support (case management services) to humanitarian entrants – individuals and families – with exceptional needs such as:</p> <ul style="list-style-type: none"> • disability • multiple or debilitating medical conditions • problems associated with the nature of experiences in refugee camps • family conflict • at-risk youth • severe torture and trauma • inability to access relevant services for various reasons • severe and debilitating lack of understanding of Australian systems and services <p>Examples of the types of intervention provided through the CSS program include assisting clients with the following:</p> <ul style="list-style-type: none"> • crisis intervention • support to manage accommodation, financial or legal issues • respite care • education services • mental health services (including torture and trauma services) • physical health services • services to assist with physical or intellectual disabilities • drug and alcohol abuse counselling • family relationship counselling • personal and grief counselling • family violence intervention • specialist child and youth services • holistic case coordination
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continued...

- ACCOMMODATION
- EMPLOYMENT
- DISABILITY
- MENTAL HEALTH
- LEGAL / IMMIGRATION
- SOCIAL & COMMUNITY DEVELOPMENT
- FINANCIAL
- DENTAL
- PHYSICAL HEALTH
- EDUCATION AND TRAINING

DIRECTORY



ELIGIBILITY CRITERIA	<ul style="list-style-type: none"> • Refugee (visa subclass 200, 201, 203 and 204) • Global Special Humanitarian (visa subclass 202) • Protection visa (visa subclass 866) • Any person who is referred by DSS to the Service Provider
COST	No cost
REFERRAL SOURCE	Anyone
CENTRE BASED OR OUTREACH	Centre based and outreach
REFERRAL PROCESS	<p>Contact the CCS Coordinator at our Preston office to discuss the referral and obtain a referral form.</p> <p>Please note: waiting times can vary from no time to 1-2 months.</p>
REFER TO	N/A
SERVICES	

- ACCOMMODATION
- EMPLOYMENT
- DISABILITY
- MENTAL HEALTH
- LEGAL / IMMIGRATION
- SOCIAL & COMMUNITY DEVELOPMENT
- FINANCIAL
- DENTAL
- PHYSICAL HEALTH
- EDUCATION AND TRAINING

DIRECTORY





LOCATION	61 Riggall Street, Broadmeadowst VIC 3047
CONTACT DETAILS	P: 03 9301 7400 F: 03 9301 4048
OPENING HOURS	Mon-Fri 9.00am - 5.00pm
WEBSITE	www.spectrumvic.org.au
PROGRAM	Humanitarian Support Services (HSS)
PROGRAM DESCRIPTION	<p>The Humanitarian Settlement Services (HSS) program helps people who arrived in Australia under the Humanitarian Program with one of the following visa categories:</p> <ul style="list-style-type: none"> • Refugee (visa subclass 200, 201, 203 and 204) • Special Humanitarian program (visa subclass 202) • Permanent Protection (visa subclass 866) <p>The program offers early, practical support to help newly arrived refugees and humanitarian entrants settle into the community. These services can only be offered to clients who are referred to us by the Department of Social Services (DSS) as soon as they arrive in Australia.</p> <p>The support offered varies depending on the clients' needs and can include:</p> <ul style="list-style-type: none"> • Welcoming clients when they first arrive to Australia • Help finding an accommodation • Providing initial food package and start-up pack of household goods • Assistance to register with Centrelink, Medicare, health services, banks and schools • Linking with community and recreational programs.
ELIGIBILITY CRITERIA	<ul style="list-style-type: none"> • Refugee (visa subclass 200, 201, 203 and 204) • Special Humanitarian program (visa subclass 202) • Permanent Protection (visa subclass 866 or any person who is referred by DSS to the Service Provider)
COST	No cost
REFERRAL SOURCE	Clients MUST be referred by DSS. No self-referral.
CENTRE BASED OR OUTREACH	Centre based and outreach
REFERRAL PROCESS	Contact the HSS Coordinator for clients believed to require access to HSS and they can help liaise with DSS directly. Please note: no waiting time.
REFER TO	DSS
SERVICES	● ● ● ● ● ● ● ●

- ACCOMMODATION
- EMPLOYMENT
- DISABILITY
- MENTAL HEALTH
- LEGAL / IMMIGRATION
- SOCIAL & COMMUNITY DEVELOPMENT
- FINANCIAL
- DENTAL
- PHYSICAL HEALTH
- EDUCATION AND TRAINING

DIRECTORY



LOCATION	61 Riggall Street, Broadmeadows VIC 3047
CONTACT DETAILS	P: 03 9301 7400 F: 03 9301 4048
OPENING HOURS	Mon-Fri 9.00am - 5.00pm
WEBSITE	www.spectrumvic.org.au
PROGRAM	Status Resolution Support Services (SRSS)
PROGRAM DESCRIPTION	SRSS provides case management to people seeking asylum living in the community on Bridging Visa's.
ELIGIBILITY CRITERIA	People seeking asylum on Bridging Visa's.
COST	No cost
REFERRAL SOURCE	Clients MUST be referred by DIBP. No self-referral.
CENTRE BASED OR OUTREACH	Centre based and outreach
REFERRAL PROCESS	Contact the SRSS Coordinator for clients believed to require access to HSS and they can help liaise with DSS directly. Please note: no waiting time.
REFER TO	DIBP
SERVICES	

-  ACCOMMODATION
-  EMPLOYMENT
-  DISABILITY
-  MENTAL HEALTH
-  LEGAL / IMMIGRATION
-  SOCIAL & COMMUNITY DEVELOPMENT
-  FINANCIAL
-  DENTAL
-  PHYSICAL HEALTH
-  EDUCATION AND TRAINING

DIRECTORY



LOCATION	Level 1, 306-308 Bell Street, Preston VIC 3072
CONTACT DETAILS	P: 03 9496 0200 F: 03 9484 7942
OPENING HOURS	Mon-Fri 9.00am - 5.00pm
WEBSITE	www.spectrumvic.org.au
PROGRAM	Aged and Disability
PROGRAM DESCRIPTION	<ul style="list-style-type: none"> • Culturally specific aged care and disability support and respite in the community and at home. • Access and Support – short term intervention support for service linkage (no cost) • Support for Carers Program – short term carer support and equipment assistance (no cost) • Flexible Respite – long term respite care support (small fees may apply) • Multicultural Home Support Service – brokerage service for professional carer support (personal care, home care ,respite and escort) (external funding required)
ELIGIBILITY CRITERIA	<ul style="list-style-type: none"> • Refugee (visa subclass 200, 201, 203 and 204) • Global Special Humanitarian (visa subclass 202) • Protection visa (Class XA) (visa subclass 866) – Only Unaccompanied Humanitarian Minors and those who are granted Protection Visas whilst living in immigration detention centres/facilities • Any person, who is referred by DSS to the Service Provider.
COST	No cost
REFERRAL SOURCE	Any professionals such as case managers, carer support officers, Aged Care Assessment Team assessors.
CENTRE BASED OR OUTREACH	Centre Based Respite available in Preston and South Morang (limited cultural groups only).
REFERRAL PROCESS	Contact officers in charge of each program.
REFER TO	Carer Link North, Carers Victoria, various community agencies.
SERVICES	● ● ● ● ● ● ● ●

- ACCOMMODATION
- EMPLOYMENT
- DISABILITY
- MENTAL HEALTH
- LEGAL / IMMIGRATION
- SOCIAL & COMMUNITY DEVELOPMENT
- FINANCIAL
- DENTAL
- PHYSICAL HEALTH
- EDUCATION AND TRAINING

DIRECTORY



LOCATION	12-28 Macedon Street, Sunbury VIC 3429
CONTACT DETAILS	P: 03 9744 4455 F: 03 9744 6777 E: admin@sunburychc.org.au
OPENING HOURS	Mon-Fri 8.30am - 5.00pm
WEBSITE	www.sunburychc.org.au
PROGRAM	Sunbury Community Health services aim to support people of all ages, living in Sunbury and surrounding areas, to make improvements to their health and wellbeing
PROGRAM DESCRIPTION	Services include but are not limited to: <ul style="list-style-type: none"> • Dental Services • Allied Health <ul style="list-style-type: none"> o Audiology o Cardiac Rehab o Diabetes Education o Occupational Therapy o Physiotherapy o Podiatry
ELIGIBILITY CRITERIA	Refugees and asylum seekers are given priority access to Sunbury Community Health Services
COST	<ul style="list-style-type: none"> • Dental: no cost for refugees and asylum seekers. • Most other services: cost either \$9, \$15 or \$25 depending on income. If finances are a barrier fees can be waived.
REFERRAL SOURCE	<ul style="list-style-type: none"> • Self / Family • Service and Health Care Providers • General Practitioners • Hospitals
CENTRE BASED OR OUTREACH	Centre based
REFERRAL PROCESS	Dental: referrals can be made by phone Self/Family: referrals can be made by phone Allied Health: referrals are received by mail, fax, Connecting Care e-Referrals, My Aged Care and processed by the Intake Team
REFER TO	Dental: Specialist services at the Royal Dental Hospital if required. Allied Health: Various, as appropriate
SERVICES	● ●

- ACCOMMODATION
- EMPLOYMENT
- DISABILITY
- MENTAL HEALTH
- LEGAL / IMMIGRATION
- SOCIAL & COMMUNITY DEVELOPMENT
- FINANCIAL
- DENTAL
- PHYSICAL HEALTH
- EDUCATION AND TRAINING

DIRECTORY






LOCATION	175 Glenroy Road, Glenroy VIC 3046
CONTACT DETAILS	P: 03 9304 0100
OPENING HOURS	Mon-Fri 9:00am - 5.00pm. Not open public holidays.
WEBSITE	www.vincentcare.org.au
PROGRAM	Northern Community Hub
PROGRAM DESCRIPTION	<p>VincentCare provides services and programs for people who are experiencing or at risk of homelessness and disadvantage.</p> <p>We work collaboratively with men, women, families, young people and those who are ageing. Our reach extends throughout metropolitan and regional Victoria. We encourage the people we work with to be active in the process of stabilisation, and we continue to support them every step of the way to recovery.</p> <p>If you're not sure where to start, VincentCare can help you. Our services range from housing and homelessness programs, drug and alcohol rehabilitation, family violence services, financial counselling, health and wellbeing to reconnecting people to their communities, supported employment and outreach services for young people, adults, families and CALD communities. The services that operate from our Northern Community Hub include:</p> <ul style="list-style-type: none"> • Accommodation Services <ul style="list-style-type: none"> - Initial Assessment and Planning - Tenancy and Property Management - Transitional Housing Management - Sunbury Gardens - Independent Living Units • Family Violence Services <ul style="list-style-type: none"> - Olive's Place • Support Services <ul style="list-style-type: none"> - Access & Support Program - Accommodation Options for Families - Community Capacity Building and Counselling Services - Community Connections Program - Crisis Support Service • Young Adults Support Services <ul style="list-style-type: none"> - Diversity Program - Counselling Service - First Response Initiative - Intensive Support Services - Outreach Support Service - Transitional Housing Management Program - Private Rental Brokerage Program - Young Adults Private Rental Entry Program - Youth Justice Community Support Service - Youth Justice Homeless Assistance • Volunteer Program • Substance Treatment and Recovery (STAR) • Home Care Packages • HomeDirect • HomeConnect

continued...

- ACCOMMODATION
- EMPLOYMENT
- DISABILITY
- MENTAL HEALTH
- LEGAL / IMMIGRATION
- SOCIAL & COMMUNITY DEVELOPMENT
- FINANCIAL
- DENTAL
- PHYSICAL HEALTH
- EDUCATION AND TRAINING

DIRECTORY



ELIGIBILITY CRITERIA	People residing in the cities of Moreland and Hume
COST	Free
REFERRAL SOURCE	None
CENTRE BASED OR OUTREACH	Both centre based and outreach support available
REFERRAL PROCESS	Contact 9304 0100 to speak to our Initial Assessment and Planning Team. They can provide advice and referral to the appropriate program.
REFER TO	Initial Assessment and Planning Team
SERVICES	  

-  ACCOMMODATION
-  EMPLOYMENT
-  DISABILITY
-  MENTAL HEALTH
-  LEGAL / IMMIGRATION
-  SOCIAL & COMMUNITY DEVELOPMENT
-  FINANCIAL
-  DENTAL
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-  EDUCATION AND TRAINING

DIRECTORY



LOCATION	32B Fawkner Street, West Meadows VIC 3049
CONTACT DETAILS	P: 03 9338 2305
OPENING HOURS	Mon-Fri 9.00am - 5.00pm Sat and Sun 8.30am - 9.00pm
WEBSITE	www.westmeadowsmc.com.au
PROGRAM	<ul style="list-style-type: none"> • General Practice • Allied Health • Nursing
PROGRAM DESCRIPTION	<ul style="list-style-type: none"> • Migrant/refugee health • Child and adolescent health • Women's and men's health • Family planning
ELIGIBILITY CRITERIA	All welcome
COST	Bulk Billing Medicare
REFERRAL SOURCE	<ul style="list-style-type: none"> • Self • Family • Community Organisations
CENTRE BASED OR OUTREACH	Centre based
REFERRAL PROCESS	<ul style="list-style-type: none"> • Self • Family • AMES
REFER TO	Other organisations as required
SERVICES	●

- ACCOMMODATION
- LEGAL / IMMIGRATION
- PHYSICAL HEALTH

- EMPLOYMENT
- SOCIAL & COMMUNITY DEVELOPMENT

- DISABILITY
- FINANCIAL
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- MENTAL HEALTH
- DENTAL



Whittlesea Community Connections

LOCATION	Shop 111 Epping Plaza, Epping VIC 3076
CONTACT DETAILS	P: 03 9401 6666 F: 03 9401 6677
OPENING HOURS	Mon-Fri 9.00am - 5.00pm
WEBSITE	www.whittleseacommunityconnections.org.au
PROGRAM	<ul style="list-style-type: none"> • Settlement Services • Casework Settlement Services
PROGRAM DESCRIPTION	Assists refugee clients with learning English, housing, parenting, family relationships, financial problems and any other issues.
ELIGIBILITY CRITERIA	Refugees who have been in Australia 5 years or less and have permanent refugee or family visas.
COST	No cost
REFERRAL SOURCE	Anyone
CENTRE BASED OR OUTREACH	Centre based
REFERRAL PROCESS	Referrals received in person, via phone and email. Staff will allocate client to appropriate service and will contact client to confirm.
REFER TO	<ul style="list-style-type: none"> • Internal • St Vincent de Paul • Salvation Army • Foundation House • Centrelink • Brotherhood of St Laurence • Haven; Home, Safe • Complex case support • Specialist family violence services • Plenty Valley Community Health • Melbourne Polytechnic
SERVICES	● ● ● ● ●

● ACCOMMODATION
● LEGAL / IMMIGRATION
● PHYSICAL HEALTH

● EMPLOYMENT
● SOCIAL & COMMUNITY DEVELOPMENT


● DISABILITY
● FINANCIAL
● EDUCATION AND TRAINING

● MENTAL HEALTH
● DENTAL



Whittlesea Community Connections

LOCATION	Shop 111 Epping Plaza, Epping VIC 3076
CONTACT DETAILS	P: 03 9401 6666 F: 03 9401 6677
OPENING HOURS	Mon-Fri 9.00am - 5.00pm
WEBSITE	www.whittleseacommunityconnections.org.au
PROGRAM	<ul style="list-style-type: none"> • Settlement Services • Migration Advice
PROGRAM DESCRIPTION	Provides migration legal advice about helping family members to migrate and assists in refugee, humanitarian and family cases.
ELIGIBILITY CRITERIA	Refugees who have been in Australia 5 years or less and have permanent refugee or family visas.
COST	No cost
REFERRAL SOURCE	Anyone
CENTRE BASED OR OUTREACH	Centre based
REFERRAL PROCESS	Referrals received in person, via phone and email. Staff will allocate client to appropriate service and will contact client to confirm.
REFER TO	N/A
SERVICES	● ● ● ● ●

-  ACCOMMODATION
-  EMPLOYMENT
-  DISABILITY
-  MENTAL HEALTH
-  LEGAL / IMMIGRATION
-  SOCIAL & COMMUNITY DEVELOPMENT
-  FINANCIAL
-  DENTAL
-  PHYSICAL HEALTH
-  EDUCATION AND TRAINING



Whittlesea Community Connections

LOCATION	Shop 111 Epping Plaza, Epping VIC 3076	
CONTACT DETAILS	P: 03 9401 6666 F: 03 9401 6677	
OPENING HOURS	Mon-Fri 9.00am - 5.00pm	
WEBSITE	www.whittleseacommunityconnections.org.au	
PROGRAM	<ul style="list-style-type: none"> • Settlement Services • Settlement Youth Services 	
PROGRAM DESCRIPTION	Offers young refugees homework support, group activities and advice on problems with school, family, the law or work.	
ELIGIBILITY CRITERIA	Refugees aged 15-25 years.	
COST	No cost	
REFERRAL SOURCE	Anyone	
CENTRE BASED OR OUTREACH	Centre based	
REFERRAL PROCESS	Referrals received in person, via phone and email. Staff will allocate client to appropriate service and will contact client to confirm.	
REFER TO	<ul style="list-style-type: none"> • Internal • St Vincent de Paul • Salvation Army • Foundation House • Centrelink • Brotherhood of St Laurence • Haven; Home, Safe • Complex case support • Specialist family violence services 	<ul style="list-style-type: none"> • Plenty Valley Community Health • Melbourne Polytechnic • Sport and recreation • Philanthropic trust • headspace • Drummond Street Services • NEAMI • Mind
SERVICES	● ● ● ● ●	

- ACCOMMODATION
- EMPLOYMENT
- DISABILITY
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Whittlesea Community Connections

LOCATION	CONTACT DETAILS	OPENING HOURS
Shop 111 Epping Plaza, Epping VIC 3076	P: 03 9401 6666 F: 03 9401 6677	Mon-Fri 9.00am - 5.00pm
5-39 Duncan Road, Lalor VIC 3075	P: 03 9401 6666 F: 03 9401 6677	Thurs 10.00am - 1.00pm
Shop 111 Epping Plaza, Epping VIC 3076	P: 03 9401 6666 F: 03 9401 6677	Fri 10.00am - 1.00pm
Shop 111 Epping Plaza, Epping VIC 3076	P: 03 9401 6666 F: 03 9401 6677	Tues 5.30pm - 7.30pm
Thomastown West, Community Hub 98 Main Street, Thomastown VIC 3074	P: 03 9401 6666 F: 03 9401 6677	Thurs 10.00am - 12.00pm Fri 9.00am - 11.00am During school terms

WEBSITE	www.whittleseacommunityconnections.org.au
PROGRAM	<ul style="list-style-type: none"> • Settlement Services • Support Groups • Arabic Speaking Women's Group • Persian Speaking Women's Group • Arabic Speaking Men's Group • Best Start Multicultural Play Groups
PROGRAM DESCRIPTION	Available for refugee men and women, as well as multicultural playgroups. Offer information, discussion, support, English practice and a variety of activities.
ELIGIBILITY CRITERIA	Refugees residing in the City of Whittlesea.
COST	No cost
REFERRAL SOURCE	Anyone
CENTRE BASED OR OUTREACH	Centre based


continued...



- ACCOMMODATION
- EMPLOYMENT
- DISABILITY
- MENTAL HEALTH
- LEGAL / IMMIGRATION
- SOCIAL & COMMUNITY DEVELOPMENT
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DIRECTORY



Whittlesea Community Connections

REFERRAL PROCESS	Referrals received in person, via phone and email. Staff will allocate client to appropriate service and will contact client to confirm.
REFER TO	<ul style="list-style-type: none"> • Internal • St Vincent de Paul • Salvation Army • Foundation House • Centrelink • Brotherhood of St Laurence • Haven; Home, Safe • Complex case support • Specialist family violence services • Plenty Valley Community Health • Melbourne Polytechnic • InTouch Multicultural Centre against Family Violence • Multicultural Centre for Women's Health • Plenty Valley Community Health
SERVICES	

-  ACCOMMODATION
-  EMPLOYMENT
-  DISABILITY
-  MENTAL HEALTH
-  LEGAL / IMMIGRATION
-  SOCIAL & COMMUNITY DEVELOPMENT
-  FINANCIAL
-  DENTAL
-  PHYSICAL HEALTH
-  EDUCATION AND TRAINING



Whittlesea Community Connections

LOCATION	Shop 111 Epping Plaza, Epping VIC 3076	
CONTACT DETAILS	P: 03 9401 6666 F: 03 9401 6677	
OPENING HOURS	Mon-Fri 9.00am - 5.00pm	
WEBSITE	www.whittleseacommunityconnections.org.au	
PROGRAM	<ul style="list-style-type: none"> • Settlement Services - Casework Settlement Services • Settlement Services - Migration Advice • Settlement Services - Settlement Youth Services • Settlement Services - Women in Work 	
PROGRAM DESCRIPTION	Assists refugee clients with housing, seeking work/study, financial problems, family issues, and any other issues Provides migration legal advice about helping family members to migrate and assists in refugee, humanitarian and family cases Offers young refugees homework support, group activities and individual support re any issue- with school, family, the law or work etc. Trains migrant and refugee women to offer mobile childcare for community groups	
ELIGIBILITY CRITERIA	Refugees who have been in Australia <5 years and have permanent refugee or family visas Refugees residing in the City of Whittlesea who have been in Australia <5 years and have permanent refugee or family visas Refugees residing in the City of Whittlesea aged 15-25 years Refugees residing in the City of Whittlesea	
COST	No Cost	
REFERRAL SOURCE	Anyone	
CENTRE BASED OR OUTREACH	<ul style="list-style-type: none"> • Centre based • Centre based • Centre based • Various locations - depending on agency program location. 	
REFERRAL PROCESS	Referrals received in person, via phone and email. Staff will allocate client to appropriate service and will contact client to confirm.	
REFER TO	Internal Foundation House Centrelink	Brotherhood of St Laurence Haven; Home, Safe
SERVICES		

- ACCOMMODATION
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- DISABILITY
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- LEGAL / IMMIGRATION
- SOCIAL & COMMUNITY DEVELOPMENT
- FINANCIAL
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- EDUCATION AND TRAINING



Whittlesea Community Connections

LOCATION	CONTACT DETAILS	OPENING HOURS
Shop 111 Epping Plaza, Epping VIC 3076	P: 03 9401 6666 F: 03 9401 6677	Weekly meetings during school terms at various times and locations. Please contact for current details or see WCC website.
Thomastown West, Community Hub 98 Main Street, Thomastown VIC 3074	P: 03 9401 6666 F: 03 9401 6677	

Various other locations- contact for more information

WEBSITE	www.whittleseacommunityconnections.org.au
PROGRAM	<ul style="list-style-type: none"> • Settlement Services - Support Groups • Arabic Speaking Women's Group • Persian Speaking Women's Group • Persian Speaking Men's Group • Arabic Speaking Men's Group • Multicultural Play Groups (2 days)
PROGRAM DESCRIPTION	Available for refugee men and women, as well as multicultural playgroups. Offer information, discussion, support, English practice and a variety of activities.
ELIGIBILITY CRITERIA	Refugees residing in the City of Whittlesea
COST	No Cost
REFERRAL SOURCE	Anyone
CENTRE BASED OR OUTREACH	Centre based
REFERRAL PROCESS	Referrals received in person, via phone and email. Staff will allocate client to appropriate service and will contact client to confirm. Childcare and transport may be available depending on group.
REFER TO	
SERVICES	● ● ● ● ●

- ACCOMMODATION
- EMPLOYMENT
- DISABILITY
- MENTAL HEALTH
- LEGAL / IMMIGRATION
- SOCIAL & COMMUNITY DEVELOPMENT
- FINANCIAL
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- PHYSICAL HEALTH
- EDUCATION AND TRAINING



Whittlesea Community Connections

LOCATION	Shop 111 Epping Plaza, Epping VIC 3076
CONTACT DETAILS	P: 03 9401 6666 F: 03 9401 6677
OPENING HOURS	Mon-Fri 9.00am - 5.00pm
WEBSITE	www.whittleseacommunityconnections.org.au
PROGRAM	<ul style="list-style-type: none"> • Emergency Relief • Generalist Casework Support • Community Transport Program • Road Safety
PROGRAM DESCRIPTION	<p>Small cash assistance for locals in financial crisis.</p> <p>Provides clients with information, referral and problem solving strategies.</p> <p>Enables eligible individuals to attend appointments, attend activities, complete essential food shopping and/or visit friends and relatives at health or care facilities.</p> <p>L2P assists with 120 hours practise to get their license.</p> <p>Adult driving and bike education courses and programs on travelling safely with children in cars also available.</p>
ELIGIBILITY CRITERIA	<p>Residents of the City of Whittlesea who are in crisis and cannot meet basic needs such as bills, housing, food, transport and medical expenses</p> <p>Residents of the City of Whittlesea including asylum seekers</p> <p>Residents of the City of Whittlesea who experience transport related disadvantage as a result of challenges related to age, health, income or disability</p> <p>Must be 16-20 years of age, hold a learner permit, live, study, work or be involved in any other activity in the City of Whittlesea, have no one to supervise to achieve 120 hours driving experience and have no access to a car</p>
COST	No Cost
REFERRAL SOURCE	<ul style="list-style-type: none"> • Anyone • Anyone • Community, health, welfare or social services worker • Anyone


continued...



-  ACCOMMODATION
-  EMPLOYMENT
-  DISABILITY
-  MENTAL HEALTH
-  LEGAL / IMMIGRATION
-  SOCIAL & COMMUNITY DEVELOPMENT
-  FINANCIAL
-  DENTAL
-  PHYSICAL HEALTH
-  EDUCATION AND TRAINING

DIRECTORY



Whittlesea Community Connections

CENTRE BASED OR OUTREACH	<ul style="list-style-type: none"> • Centre based • Centre based • Various locations- pick up and drop off service • Centre based
REFERRAL PROCESS	<p>Self referrals received via telephone at 8.30am on Monday mornings. Appointments are then allocated for the week.</p> <p>Referrals received in person, via phone and email. Staff will allocate client to appropriate service and will contact client to confirm.</p> <p>Completed referral forms are mailed, faxed or emailed to Whittlesea Community Transport Service. Staff contact the client to check eligibility and confirm availability of service. The service will then be delivered to the client</p> <p>Clients referred into program via drop in, telephone etc. Can be a wait of a number of month. Once allocated a place, receive professional lessons and then allocated a volunteer mentor to help them achieve 120 hours of supervised driving experience.</p>
REFER TO	
SERVICES	

-  ACCOMMODATION
-  EMPLOYMENT
-  DISABILITY
-  MENTAL HEALTH
-  LEGAL / IMMIGRATION
-  SOCIAL & COMMUNITY DEVELOPMENT
-  FINANCIAL
-  DENTAL
-  PHYSICAL HEALTH
-  EDUCATION AND TRAINING




Whittlesea Community Connections




LOCATION	CONTACT DETAILS	OPENING HOURS
Shop 111 Epping Plaza, Epping VIC 3076	P: 9401 6655 F: 9401 6677	Epping Mon-Fri 9am-5pm
Outreach locations: Mill Park Community House, Mill Park VIC 3082		Mon night from 6.30pm Outreach appointments various days and times. Please call for appointments
Anglicare (female clients only), Lalor		
Kildonan UnitingCare, Epping		
Laurimar Community Activity Centre, Doreen		
Plenty Valley Community Health, Whittlesea		
WEBSITE	www.whittleseacommunityconnections.org.au	
PROGRAM	Community Legal Service	
PROGRAM DESCRIPTION	Provide legal information and referrals, legal advice and case work, community legal information and law reform and advocacy.	
ELIGIBILITY CRITERIA	Must live, work or study in the City of Whittlesea or surrounding communities	
COST	No cost	
REFERRAL SOURCE	Anyone	
CENTRE BASED OR OUTREACH	Centre based	
REFERRAL PROCESS	Referrals received in person and via phone. Staff will allocate client to lawyer and will contact client to confirm.	
REFER TO		
SERVICES	● ● ● ● ●	

- ACCOMMODATION
- EMPLOYMENT
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- SOCIAL & COMMUNITY DEVELOPMENT
- FINANCIAL
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- EDUCATION AND TRAINING

DIRECTORY




LOCATION	680 High Street, Thornbury VIC 3071
CONTACT DETAILS	P: 03 9484 1666
OPENING HOURS	Mon-Fri 9.30am - 5.00pm
WEBSITE	www.whin.org.au
PROGRAM	Family and Reproductive Rights Education Program (FARREP). The Prevention of Female Genital Cutting (FGC)
PROGRAM DESCRIPTION	<p>Community education sessions are delivered on request to a range of women's groups in the community.</p> <p>The sessions cover prevention of female genital cutting (FGC) and provide opportunities for women to discuss the effects of FGC on their sexual and reproductive health and their access to health services. Sessions are co-facilitated with interpreters or bicultural workers and specialists.</p> <p>WHIN also provides the Girls Talk Health program a culturally sensitive SRH education program delivered in schools to young women impacted by FGC.</p> <p>WHIN provides secondary consultations to service providers via the telephone about FGC.</p> <p>WHIN provides telephone advice to women affected by FGC.</p>
ELIGIBILITY CRITERIA	Women or girls from countries with high prevalence of FGC.
COST	No cost
REFERRAL SOURCE	Women themselves or service providers.
CENTRE BASED OR OUTREACH	Centre based and outreach
REFERRAL PROCESS	Sessions arranged via phone or email.
REFER TO	Women who have undergone FGC maybe referred to The Royal Women's Hospital for pregnancy advice, cervical screening and reversal of the procedure.
SERVICES	

-  ACCOMMODATION
-  LEGAL / IMMIGRATION
-  PHYSICAL HEALTH


-  EMPLOYMENT
-  SOCIAL & COMMUNITY DEVELOPMENT




-  DISABILITY
-  FINANCIAL
-  EDUCATION AND TRAINING

-  MENTAL HEALTH
-  DENTAL

DIRECTORY





LOCATION	680 High Street, Thornbury VIC 3071
CONTACT DETAILS	P: 03 9484 1666
OPENING HOURS	Mon-Fri 9.30am - 5.00pm
WEBSITE	www.whin.org.au
PROGRAM	Financial Education Program
PROGRAM DESCRIPTION	Managing Money: Every Woman's Business provides culturally and gender-sensitive financial information for women wanting to develop their financial skills. The sessions, which are delivered on request, are tailored to meet the needs of the group and may include topics on budgeting, savings, accounts, credit, debts and loans, accessing community assistance and financial counselling, consumer rights and responsibilities, and housing and tenancy issues.
ELIGIBILITY CRITERIA	N/A
COST	Varies
REFERRAL SOURCE	<ul style="list-style-type: none"> • Women's groups • Providers
CENTRE BASED OR OUTREACH	Outreach
REFERRAL PROCESS	Sessions arranged via phone or email.
REFER TO	<ul style="list-style-type: none"> • Kildonan UnitingCare • Good Money <p>If a client discloses family violence, they may be referred to:</p> <ul style="list-style-type: none"> • Berry Street • inTouch Multicultural Centre Against Family Violence
SERVICES	

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Hume  **Whittlesea** Primary Care Partnership

www.hwpcp.org.au