



South East Region Refugee & Asylum Seeker Service Directory

Edition 9.0

Current
May 2019

Compiled and distributed by





South East Region Refugee & Asylum Seeker Service Directory

Edition 9.0

Current
May 2019

Compiled and distributed by



The ongoing commitment of Deakin University has been instrumental in the formation of this resource through Health Promotion students on placement.

Editor:
Rob Koch

Advisors:
PSAARD Taskforce



Researchers Version 9.0

Saleh Alanazi
Amran Ibrahim

Many thanks to the organisations, services and individuals who also contributed to the formation and distribution of this directory.

DISCLAIMER:

The information and links in this Directory are provided to inform service providers and consumers of potential options and does not imply endorsement of these services and organisations.

Monash Health reserves the right to make any changes and improvements to the Directory at any time without notice.

Apologies for any errors or omissions. Any corrections, suggestions or additions for future publications please Email rob.koch@monashhealth.org or call 0432 439 943.

Need an interpreter to talk to the services in this directory?



OTHER RESOURCES:

For a state-wide directory of services for refugees and people seeking asylum go to:
www.refugeecouncil.org.au/services/vic/

For residents in the City of Casey go to the low income resource and information guide
[Making Ends Meet](#)

Contents:

Emergency Numbers and Health Care		6-8
Accommodation		9-14
Addiction services		15-21
Advocacy and Support		22-25
Cultural organisations: Afghan		26-28
African		29
Assyrian		30
Burmese		31-33
Cambodian		34-35
Chin		36
Chinese		37-38
Hazara		39
Iranian		40-42
Oromo		43-44
Sudanese		45-50
Syrian		51
Tamil		52-53
Vietnamese		54-56
Employment		57-73
English and Education		74- 90
Family Services		91-102

/continued

Contents:

Financial Help	103-107
Food and Material Aid	108-117
Health Services	118-128
Legal	129-134
Mental Health Services	135-139
Networks	140-143
Religious Communities	144-151
Settlement Services	152-160
Social Activities and Support	161-174
Sport and Fitness	175-184
Volunteering	185-190
Youth Services	191-197
<i>INDEX</i> of services & keywords	198-202

Emergency Numbers and Health Care

Police, Fire, Ambulance

000 (Triple Zero)

The triple zero (000) service is the quickest way to get the right emergency service to help you. You can contact police, fire brigade, or ambulance in emergencies.

Accommodation – Crisis Contact Centre 1800 627 727

24/7 crisis line operated by The Salvation Army, offering crisis support, information and referrals to people in difficult situations including homelessness.

Accommodation - Opening Doors 1800 825 955

Crisis line for people experiencing or at risk of homelessness, or escaping family violence. After hours calls to this number are redirected to the Crisis Contact Centre.

Australian Federal Police (AFP) 131 237

The AFP can provide initial advice and refer victims of forced and early marriage or human trafficking for support, including accommodation, financial support, counselling and legal advice. More information at www.afp.gov.au/

Child Protection 1300 655 795 After hours: 13 12 78

For concerns about the immediate safety of a child or young person.

Directline 1800 888 236

24-hour telephone counselling, information and referral service for anyone in Victoria wishing to discuss an alcohol or drug-related issue.

Kids Helpline 1800 551 800

24/7 counselling and support for kids and young people aged 5-25. Free, confidential.

Lifeline Australia 13 11 14

24/7 confidential telephone crisis support service (free from a mobile). Anyone across Australia experiencing a personal crisis or thinking about suicide can contact Lifeline. Regardless of age, gender, ethnicity, religion or sexual orientation trained volunteers are ready to listen, provide support and referrals.

Emergency Numbers and Health Care

GP Helpline

1800 022 222

When your GP is not available and you have a health concern, call your GP clinic for any after hours instructions about a GP visiting you at home. Mon – Fri: 11pm – 7:30am
Saturday: 6pm onward Sunday & Public Holidays: All Day

Nurse-on-call

1300 606 024

24/7 free, confidential helpline providing immediate health advice from a registered nurse.

Psychiatric Triage Service (CAT Team) 1300 369 012

24/7 free crisis assessment for people in this region experiencing a mental health crisis.

Parentline

1300 30 1300

Experienced and trained counsellors can offer advice on ways to manage your children and yourself more effectively. Everyday: Between 8am and 10pm

Sexual Assault Crisis Line

1800 806 292

A state-wide, after-hours, confidential, telephone crisis counselling service for victims or survivors of both past and recent sexual assault. (Charges are applicable from mobiles - Ask the counsellor call back.) Mon-Fri: 5pm – 9am. Weekend & public holidays: All Day

SES Victoria State Emergency Service 132 500

The Victoria State Emergency Service (VICSES) is the control agency for flood, storm, tsunami and earthquake in Victoria, managing responses to these emergencies and helping communities to prepare through planning and education.

SuicideLine Victoria

1300 651 251

24/7 telephone counselling service offering professional support to people at risk of suicide or concerned about someone else's risk of suicide, and people bereaved by suicide.

Telephone Interpreter Service

13 14 50

24/7 Translating and Interpreting Service (TIS National).

Victorian Poisons Information Centre 13 11 26

24/7 advice on what to do if a person has been poisoned, has overdosed, has made a mistake with medicines or has been bitten/stung by a snake, spider, bee, wasp etc.

Healthcare for Refugees and Asylum Seekers

1. General Practice

A General Practice is often the **first place** for health care

In Australia, family doctors are also called “General Practitioners” or “GP’s”

At a general practice you can find doctors (GPs) and nurses. They can also link you with other health workers that you might need.

Some general practices can ‘bulk bill.’ This means, if you have a Medicare card it is free to see the doctor

To find a general practice:

- visit the National Health Services Directory website: www.nhsd.com.au,
- speak to your case worker,
- phone a settlement support service, or look in your phone directory

2. Monash Health – Refugee Health & Wellbeing

Monash Health – Refugee Health & Wellbeing is for people with ‘complex health needs,’ including those who have a number of health issues and those whose health is not well managed or getting worse. The clinic is able to see people who do not **have access to Medicare**.

At the clinic you can get free help from:

- Doctors (GPs)
- Refugee Health Nurses
- Other health workers including counsellors and physiotherapists

Interpreters are used for all appointments.

This clinic has a nurse service that you can visit for health advice without an appointment.

To learn more about this service, phone the nurse:

9792 8100

Monash Health – Refugee Health & Wellbeing
122 Thomas Street, Dandenong 3175

3. Public hospital - Emergency Departments

Emergency Departments are for ‘**medical emergencies**’ only. This means that someone’s life or long term health is at risk. At the Dandenong Hospital Emergency Department there are Refugee Health Nurses. They can help you while you are at the hospital.

To find out more, phone the Refugee Health Nurse:

9554 9776 or 0420 301 634

After hours health care:

**“After hours” is the time
when your doctor is closed**

A doctor can still help you after hours by:

- Visiting you at home, or
- Speaking with you on the telephone.

To get this help phone the free GP Helpline:

1800 022 222



Accommodation

AMES Australia and Redback Settlement Service

P: 13 26 37

W: www.ames.net.au/

Accommodation support is provided in partnership with Redback Settlement Services and AMES Australia Accommodation Unit. This support could include:

- Meeting clients upon arrival to Victoria and ensuring that any emergency needs are addressed immediately;
- Clients are transported to their designated accommodation where they are oriented into the property and emergency services have been explained to them;
- Short-term accommodation (or also referred to as transitional accommodation) is provided to clients in need until they have sourced and secured long-term accommodation;
- Clients are assisted with sourcing and securing long term accommodation;
- All clients are provided with tenancy training and with information on the Orientation Program.

Ask Izzy

W: www.askizzy.org.au

A smartphone app and website that gives the most comprehensive A to Z directory of homeless help across Australia.

Asylum Seeker Resource Centre (ASRC) GAP Program

A: 214-218 Nicholson Street
Footscray VIC 3011

P: (03) 9326 6066

W: www.asrc.org.au

H: Monday–Thursday 10am-3pm

The ASRC can sometimes assist ASRC members with rent or housing support when all other options have been exhausted. This support is extremely limited and is not guaranteed. Only existing ASRC members may be considered for this support - referrals cannot be made from external sources.

The program works to advocate and build relationships with external service providers to ensure best possible outcomes and access for people seeking asylum.

Accommodation

Baptcare Sanctuary Program

Camberwell office:
A: 193 Toorak Road
Camberwell VIC 3124
E: info@baptcare.org.au
P: (03) 9831 7272
13 22 78
W: www.baptcare.org.au/

Baptcare Sanctuary provides supported transitional accommodation in Melbourne for people seeking asylum who have experienced homelessness while awaiting the outcome of their application for a Protection visa or Humanitarian claim. Sanctuary's transitional accommodation and related support services are provided to help empower homeless people seeking asylum to live an independent life in the Australian community. Referrals for housing are made by our referral partners: ASRC, Red Cross, AMES and Life Without Barriers.

Brigidine Asylum Seekers Project (BASP)

A: 54 Beaconsfield Parade
Albert Park VIC 3206
C: Sr Brigid Arthur 9696 2107
Libby Saunders 8842 2691
E: contact@basp.org.au
W: www.brigidine.org.au/

Brigidine are engaged in a variety of networks and support groups working at a number of levels – visiting and providing personal support and material aid to refugees and asylum seekers in detention centres and in the community. They are developing avenues for housing as well as advocating and lobbying for changes to government policies.

CatholicCare

P: (03) 9287 5555
E: catholiccare@ccam.org.au

CatholicCare arrange supported housing for families seeking asylum. This is often facilitated by local parishes and volunteers. Referrals to this service are made from frontline asylum seeker support agencies.

Accommodation

Community Housing

A: 26-28 Prospect Street Box Hill
VIC 3128

E: info@chl.org.au

F: (03) 9856 0051

P: 1300 245 468

W: <https://chl.org.au/>

Community Housing offers both long-term and transitional housing, a range of homelessness services for people who are at risk of homelessness in the Eastern metropolitan areas and Gippsland. They may have short term solutions for people seeking asylum no matter what visa status they have.

- Homelessness services
- Affordable housing
- Disability accommodation and NDIS

Crisis and emergency accommodation

P: 1800 825 955

Free 24 hour phone line offering support and help to those that are homeless or at risk of homelessness.

Launch Housing (formerly Hanover)

A: 35 Robinson Street
Dandenong VIC 3175

E: dandenong@launchhousing.org.au

W: www.launchhousing.org.au/

P: (03) 9792 0750

Referral either by Opening Doors or another agency to stay in our accommodation, receive one to one support, or access one of our programs.

Showers operate 9am– 9pm daily, towels and soap are provided. No booking is required.

While waiting in the foyer our clients are welcome to use one of the three computers.

Orange Sky Laundry

A: Doveton Learning Centre
34 Oak Avenue
Doveton VIC 3177

E: info@orangeskylaundry.com.au

P: (03) 9794 5654

W: www.orangeskylaundry.com.au

The Orange Sky Laundry van visits various areas in the south-east to provide a free washing and drying service for people who are homeless or have no other means of washing their clothes.

Locations and times can be found here:

[Southeast Melbourne Laundry Schedule](#)

Accommodation

Community Connections Program - AccessCare

A: 34 Brindisi St Mentone 3194
P: 1300 819 200
E: ccp@accesscare.org.au
W: www.accesscare.org.au
C: Nick and Mardi (Case Managers)

Provide assessment, referral and short term case management for access to housing and homelessness and other community services. Also, link clients to homelessness service entry point if required.

Assistance with Care and Housing - ACH



E:
communitysupportoptions@monashhealth.org
P: 9792 7579
W: www.monashhealth.org/

A Monash Health program offering free assistance with care and housing. Offering practical assistance in accessing safe, secure and affordable housing.

Services can include:

- Negotiate housing needs
- Speaking up on your behalf
- Helping with forms and documentation
- Finding appropriate services to fit you
- Help settle in to your new surroundings

Must be Australian citizens and permanent residents living in Bayside, Greater Dandenong or Kingston.



Accommodation

Opening Doors Service

Locations in SE Melbourne:

SalvoCare Eastern Frankston:
A: 37 Ross Smith Avenue,
Frankston VIC 3199
P: 1800 825 955

WAYSS Dandenong Ltd (Drop-in)
A: 294/300 Thomas Street,
Dandenong VIC 3175
P: 03 9791 6111

WAYSS Berwick (Drop-in)
A: 2/11 Gloucester Avenue,
Berwick VIC 3806
P: 03 9703 0044

The Victorian homelessness system is organised under The Opening Doors Framework. If someone is homeless or at risk of becoming homeless and needs help to find housing or support they can go to one of the opening doors entry points. These entry points are where clients can not only get assistance with crisis housing, but also receive information about other services which can assist them with their other needs.

Pets of the Homeless

A: PO BOX 379,
Patterson Lakes VIC 3197
P: 0487 222 290
E: hello@petsofthehomeless.org.au
W: www.petsofthehomeless.org.au

Provides food, veterinary care and other support to pet owners in need who are at risk of or currently experiencing homelessness by making sure their companion pets are well looked after.

RISE - Refugees Survivors and Ex-detainees

A: Level 01, 247 Flinders Lane
Melbourne, Victoria 3000,
E: admin@riserefugee.org
P: 03 9639 8623
W: www.riserefugee.org

RISE works in partnership with local authorities and neighbourhood services to ensure the sensitive and appropriate accommodation of refugees. RISE also seeks to minimise homelessness amongst refugee communities by assisting with the provision of emergency and crisis accommodation.

Accommodation

Refugees Welcome Australia

E: admin@refugeeswelcome.org.au
(general enquiries)
melbourne@refugeeswelcome.org.au
(local enquiries - Trudy)
P: 0490 759 323
W: www.refugeeswelcome.org.au

Refugees Welcome Australia is a volunteer-based not-for-profit organisation that helps refugees and people seeking asylum by providing safe and stable accommodation with local residents who have a spare room. Host families typically commit to hosting a person for a minimum of 3 months.

Uniting Lentara Asylum Seeker Project (ASP)

A: 1/305 Sydney Road
Brunswick 3056
E: asp@lentaruc.org.au
P: (03) 9326 8343
W: www.lentaruc.org.au/

The Asylum Seeker Project (ASP) provides long-term, free accommodation and ongoing case management to people seeking asylum who do not have an income. Clients are provided with Myki cards, a basic living allowance, access to food bank and material donations.

WAYSS

A: 294 Thomas Street
Dandenong VIC 3175
E: info@wayssltd.org.au
P: (03) 9791 6111
W: www.wayssltd.org.au

For after hours support, contact
Salvation Army Crisis Services:

P: 1800 627 727

WAYSS offers a range of programs such as:

- Emergency accommodation for families and individuals
- Drug and Court Homelessness and Assistance
- Southern Women's Integrated Support Services
- Family Violence Outreach Program
- Youth Support Program
- Homelessness Services
- Opening Doors Service
- Private Rental Access Program
- Women's Outreach Program
- Outer South Rooming House Program
- Step Ahead Program



Addiction Services

DirectLine

P: 1800 888 236
W: www.directline.org.au/

24/7 free and confidential alcohol & drug counselling. DirectLine can also provide information and referral to support services across Victoria.

Family Drug Helpline

P: 1300 660 068

Free and confidential telephone service providing support, information, strategies and referral pathways to family members and friends impacted by drugs and alcohol. Phone interpreters can be arranged.

Gambler's Help

P: 1800 858 858
W: www.gamblershelp.com.au/

24/7 free and confidential telephone service providing advice to people with gambling problems as well as those close to them. In-language counselling, community education and financial counselling provided in Arabic, Cantonese, Mandarin, Vietnamese and English. Interpreting services available in other languages upon request.

Gambler's Help Southern

P: 03 9575 5353
W: www.gamblershelpsouthern.org.au/
E: ghs.intake@connecthealth.org.au

Gambler's Help Southern are a free service providing in person therapeutic and financial counselling to anyone in the community who has a gambling problem or is affected by someone else's gambling. Telephone and onsite interpreting services are available upon request.

Addiction Services

Link Health and Community - Youth Outreach

P: 1300 552 509

W: linkhc.org.au

Locations:

Batesford Reserve
94 Batesford Rd
Chadstone Vic 3148

First Floor
9-15 Cooke St
Clayton Vic 3168

2 Euneva Ave (Cnr O'Sullivan Rd)
Glen Waverley Vic 3150

8-10 Johnson St
Oakleigh Vic 3166

Link Health and Community's Youth Outreach is a specialised alcohol and drugs counselling program available to young people aged 12 -25 years who live, work or study in the eastern metropolitan region. Services are free and confidential for young people and families concerned about substance use. We work with you and support you to:

- Choose your own goals
- Reduce risks
- Cut down or quit
- Build on changes
- Improve relationships
- Access other support services



Addiction Services

Monash Health Drug and Alcohol Services

A: Monash Health Community
Level 2
122 Thomas Street
Dandenong
VIC 3175

P: 03 9792 7620 or
03 9792 7630 or
03 9792 8100

The Needle Syringe Program (NSP)

NSP provide free and sterile injecting equipment for people who inject drugs. NSP Outreach services are also available.

Pharmacologists and sexual health nurse are also available onsite providing pharmacotherapies, acute drug overdose response, sexual health, vaccinations, general and specialised health care, nursing, mental health and other practical supports and education for people who inject drugs.

Southern Dual Diagnosis Service (SDSS)

The SDSS aims to improve treatment outcomes for individuals with co-existing mental health and substance use issues.

Monash Health Youth Drug and Alcohol Service

A: 314-326 Thomas Street,
Suite 1A, Dandenong VIC 3175
E: sdds@monashhealth.org
P: 03 9556 5255

Community-based support to young people aged 12-25 in the City of Greater Dandenong. The Monash Health Youth Drug and Alcohol Service is appropriate for young people experiencing issues related to drug and alcohol use. They operate a CALD program which is suitable for refugees and people seeking asylum. Services include outreach, 1:1 counselling, education, care coordination and a group program.

Muslim Youth, Adult & Families (MYAF) Program

E: mycsupport@mycentre.org.au
A: 831 Pascoe Vale Road
Glenroy VIC 3046
P: 03 9078 3840

This program supports individuals and families from the Islamic Community who are experiencing alcohol and drug related issues. MYAF offer counsellors, family workers, youth workers, education programs, support groups, and referral to other support services.

Addiction Services

Quitline

W: www.quit.org.au/

P: 13 78 48

Telephone service to help people who want to quit smoking. Open from 8am-8pm Monday to Friday. Phone interpreters can be arranged.

SECADA

FROM 15th October 2018:

A: 314a Thomas Street

Dandenong VIC 3175

P: 1800 142 536

W: www.semml.com.au/secada

SECADA is a consortium between South Eastern Melbourne Medicare Local in partnership with Odyssey House Victoria, TaskForce Community Agency, Windana Drug and Alcohol Recovery, Monash Health and Youth Support and Advocacy Service (YSAS).

SECADA provide intake and assessment, counselling, care and recovery coordination and non-residential withdrawal services. SECADA can also refer people to residential withdrawal services and rehabilitation services. Face to face interpreters can be arranged.

Self Help Addiction Resource Centre (SHARC)

A: 140 Grange Road Carnegie
VIC 3163

P: 1300 660 068

SHARC run support groups across Melbourne and regional Victoria, as well as counselling at Carnegie.

InFocus

SHARC and Family Drug Help also deliver a free 6 week education program for people impacted by someone's drug and alcohol use. This offers practical support, coping strategies, and an opportunity to connect through shared experiences. In-person interpreters can be arranged.

BreakThrough

Workshops for families and friends who have been impacted by someone's ice use. BreakThrough aims to educate families and develop strategies to manage the behaviours around ice use.

Addiction Services

SMART Recovery

For more information contact Vicki:

P: 0414 262 573

E: vicki.hawke@windana.org.au

A: Suite 3 50-54 Robinson St,
Dandenong VIC 3175

W:

www.smartrecoveryaustralia.com.au/

SMART Recovery is a free group program to help anyone struggling with addiction. This includes addiction to drugs, alcohol, gambling, food, smoking, shopping, Internet and others. The program run for 90 minutes and incorporate a range of cognitive behaviour therapy (CBT) and motivational techniques. Individuals can also participate in the program online.

The group is hosted by SECADA on Thursdays from 3.00pm – 4.30pm.



The Cyrene Centre

A: Suite 5, 49 -54 Douglas Street,
Noble Park VIC 3174

P: 9674 6355

E: jss@jss.org.au

The Cyrene Centre provides information and services to support families in responding to drug issues:

Services include:

- Drug and alcohol use assessment and referral
- Free Counselling (family, individual, group and parents)
- Support groups for family members
- Information and education
- Community development
- Spiritual help and support
- Assistance from ministers and pastoral carers
- Cross cultural counselling
- Multilingual, multicultural service provision

Counselling appointments can be made by phone during opening hours (Monday, Tuesday, Wednesday, Friday 10am - 6pm).



Addiction Services

The Outdoor Experience – Jesuit Social Services

P: 03 9855 2633
E: jss@jss.org.au

This program provides therapeutic adventure activities and journeys to young people with alcohol and drug related problems. The Outdoor Experience partner with agencies that work with young people aged 15-25.

The Salvation Army

P: 03 9794 3500
A: Shop 6/7 147-151 Foster St
Dandenong VIC 3175

Drug and Alcohol Counselling

Primarily concerned with clients referred by the court system and associated institutions. Two staff-members are on-site to enable the continuation of this service under the prior name of Salvocare Eastern Support and Recovery Services.

Addiction Awareness Program

6 week group program held at the Positive Lifestyle Centre. This program is designed to educate people on addiction and provides strategies to identify, arresting and managing behaviours associated with addiction.

Positive Lifestyle

Groups and individual counselling conducted by staff and chaplains. Interpreters can be arranged for individual consultations.

Addiction Services

The Salvation Army - Start AOD Community

A: The Salvation Army Berwick,
Cnr Parkhill Drive & Ernst Wanke
Rd, Berwick

E:

startberwick@aus.salvationarmy.org

P: (03) 9704 1996

M: 0437 951 545

The START Community is a distinctive program that is the starting point for people who are seeking treatment for alcohol, drug and other addictive behaviour issues.

Aims of the program:

- Provide a welcoming, safe and supporting environment that allows people to begin at any time.
- Foster a sense of personal responsibility
- Facilitate integration back into the community with the best possible chance of success in maintaining a lifestyle that is free of alcohol and drugs.

Youth Support and Advocacy Service (YSAS)

P: 03 9701 3488

W: www.ysas.org.au/

YSAS provide a range of free services to young people aged 12-21 years who are experiencing drug and alcohol misuse. This includes youth drug and alcohol treatment, youth outreach, support services, home based withdrawal, youth drug and alcohol consultants. Translating and interpreting services are available for individual consultations.

P: 03 9706 7255

W: www.ysas.org.au/

YSAS Day Program – Reval

The program offers a wide range of activities and programs addressing alcohol and drug related problems. This includes structured on and off-site programs around recreation, education, vocation and life skills, health promotion and harm minimisation strategies, linking with other appropriate services, education and employment. Translating services are not available.

For further information, call Esther or David:

P: 03 9701 3688

YSAS Family and Youth Early Intervention Program

This is a family-focused program that provides information and problem-solving around drugs and alcohol. Interpreters can be arranged.

Advocacy and Support

Asylum Seeker Resource Centre (ASRC)

W: www.asrc.org.au/

Dandenong:

E: dandenong@asrc.org.au

P: 03 8772 1380

Footscray:

E: admin@asrc.org.au

P: 03 9326 6066

ASRC advocate on behalf of refugees and people seeking asylum and cover City of Greater of Dandenong, Clayton and Casey area. They provide legal aid through the Human Rights Law Program to people at all stages of the refugee determination process. ASRC also advocate on behalf of people in onshore and offshore detention, providing emotional support, information and referrals to legal services.

The ASRC also offer the [Advocacy & Power Program](#). This program provides support and mentorship to people from refugee or asylum backgrounds, empowering participants to join in on public and cultural conversations to shift community attitudes.

Bayside Refugee Advocacy and Support Association (BRASA)

W: baysiderefugeesupport.com/

BRASA is an independent, local community group of people in the Southern suburbs of Melbourne who aim to raise awareness in the local community of the issues faced by people seeking asylum and those in offshore detention centres.

Befriend a Child in Detention

W:

www.befriendachildindetention.worldpress.com/

Advocating on behalf of children kept in detention on and off-shore. Provides an opportunity for the public to write letters to children in detention, and an opportunity to write letters to members of parliament.

Doctors4Refugees

W: www.doctors4refugees.org/

E: doctors4refugees@gmail.com

A group of doctors, health practitioners and community members campaigning for the fair and humane treatment of refugees and asylum seekers.



Advocacy and Support

Grandmothers Against Detention of Refugee Children

W: www.gadrc.org/

Grandmothers advocating on behalf of refugee children kept in detention, aiming for the removal of all children from on and offshore detention centres. Also advocating for a better future for the children released from detention into the Nauruan community.

Kindred Kindness

A: Dandenong Ranges, Victoria
E: kindredkindness@gmail.com
W: www.kindredkindness.org

Kindred Kindness focuses on offering friendship to Asylum Seekers in the Broadmeadows detention centre (MITA). Kindred has a big focus on community engagement through material aid collections, fundraising events, vigils and more. Kindred works with and for Asylum Seekers held in detention centres and living in the community.

Kindred endeavours to:

- Provide hospitality and practical support to people seeking asylum.
- Actively network with like-minded individuals and groups who are working towards justice for people seeking asylum.
- Promote advocacy for the rights of people seeking asylum.
- Engaging the local community through events and material aid drives.



Advocacy and Support

Refugee Council of Australia

P: (03) 9600 3302
E: admin@refugeecouncil.org.au
W: www.refugeecouncil.org.au/

RCOA are a peak body advocating on behalf of refugees and asylum seekers, to the Australian Government and international including UNHCR. RCOA also empower individuals by providing them with opportunities to advocate on their own behalf. They provide [Fact Sheets](#) to aid understanding.

RISE: Refugees, Survivors and Ex-detainees

W: www.riserefugee.org/
E: admin@riserefugee.org
P: (03) 9639 8623

RISE: Refugees, Survivors and Ex-detainees is the first refugee and asylum seeker organisation in Australia to be run and governed by refugees, asylum seekers and ex-detainees. RISE advocate and consult on behalf of asylum seekers and refugees with the aim of improving the refugee settlement process and general national policies.

Rural Australians for Refugees

W:
www.australiansforrefugees.org.au/

A grassroots movement advocating for compassionate treatment of Australia's asylum seekers. They have a range of goals and expectations they hope to achieve for refugees and asylum seekers in Australia, with a primary focus on advocacy as a platform for change.

Social Media Campaigns – (See how # or 'hashtags' work [here](#))

[#AustraliaSaysWelcome](#)
[#BringThemHere](#)
[#Evacuatenow](#)

[#FairGoForFamilies](#)
[#IamWithYou](#)
[Head](#)
[#ICameByBoat](#)

[#RightTrack](#)
[#Roof Over My](#)
[#Backyourneighbour](#)



Welcoming Australia

W: www.welcoming.org.au/

E: info@welcoming.org.au

Welcoming Australia promotes a nation in which everyone can belong, participate and thrive in social, cultural, economic and civic life. Welcoming Australia suggests, and requires, a coordinated whole-of-community approach to migration, settlement, cultural diversity and inclusion. Welcoming Australia is both who we are and who we strive to be.



Cultural Organisations – Afghan*

* See also Afghan pages. Hazara is listed separately to Afghan as some Hazaras are from Pakistan or Iran.

Afghan Australia Philanthropic Association Inc.

E: aschna1@hotmail.com

M: PO Box 321

Endeavour Hills VIC 3802

P: (03) 9706 2787

0409 553 304 (DM Aschna)

W: www.aapa.org.au/

Provides support and settlement assistance to members of the Afghan community and newly arrived migrants.

Sporting groups for young men.

Pashtu Language school for Afghan children.

Music class on Mon evenings at Endeavour Hills Uniting Neighbourhood Centre.

Various social & cultural celebrations.

Afghan Australian Association of Victoria Inc.

A: 105 Haversham Ave, Wheelers Hill VIC 3150

E: a_k_fazal@yahoo.com.au

P: 0401 784 699 (Khaliq Fazal)

Provides settlement support, cultural activities, referrals, translation and interpreting services, youth and women's cultural understanding and education.

Afghan Australian Development Organisation (AADO) Inc.

C: Nouria Salehi

E: nouria.salehi@mh.org.au

M: PO Box 8, Fitzroy VIC 3065

P: (03) 9342 7265

W: www.aado.org.au

AADO aims to provide aid that will help drive the redevelopment of Afghanistan. AADO focus on facilitating vocational development for Afghan individuals and communities through the donation of aid, vocational training and related infrastructure from Australia, with the assistance of local Afghan NGOs.

Afghan Australian Welfare Association (AAWA) Inc.

E: amirranay@gmail.com

M: PO Box 446

Doveton VIC 3177

P: 0402 473 948

AAWA provides welfare support including housing to the Afghan community. Large social events are organised three times a year.

Cultural Organisations – Afghan*

* See also Afghan pages. Hazara is listed separately to Afghan as some Hazaras are from Pakistan or Iran.

Afghan-Australian Women & Youth Association (AAWYA)

A: 7 Canterbury Close
Narre Warren VIC 3805
C: Nazifa Nader
E: malali_aschna@hotmail.co.uk
P: (03) 9704 1583

Aims to help Afghan women and young people understand and integrate with Australian society while keeping Afghan culture alive.

Encourages Afghans to join together to contribute their rich culture and talent in order to develop the multicultural society of Australia and make Australia's democracy and land even safer.

Afghan Youth Foundation for Unity (AYFUN) Inc.

A: 28 Huxley Cres
Endeavour Hills VIC 3802
C: Maseeh Nasheet
E: mnasheet@gmail.com
P: 0430 081 344

AYFUN is an Afghan-Australian Youth organisation that undertakes various types of community activities around Victoria.

Some of its key activities include: celebrating the national and cultural days of Afghan and Australian culture as well as representing the voice of Afghans in Australia.

Southern Migrant and Refugee Centre

Dandenong
A: 39 Clow Street, Dandenong, Vic
3175
E: smrc@smrc.org.au
P: 9767 1900

Narre Warren
A: 48 Webb street, Narre Warren, Vic
3805
E: smrc@smrc.org.au
P: 9767 1900

Afghan Girls Guide Program

In partnership with Girls Guides Victoria, SMRC are training emerging Afghan leaders to become Girl Guide leaders. Women are supported to develop their leadership skills in a safe, understanding and fun environment. This program encourages young Afghan girls to join the girl guides and gain all the benefits that come from being part of the Guides; citizenship, volunteerism, social awareness and self-reliance.



Cultural Organisations – Afghan*

* See also Afghan pages. Hazara is listed separately to Afghan as some Hazaras are from Pakistan or Iran.

The Association of Hazaras in Victoria Inc.

A: 1-3 Lightwood Road
Springvale Vic 3171
C: Hamed Saberi- Secretary
M: 0438 895 728
E: hamedsaberiau@hotmail.com
Or: hav@bamyang.org.au
W: www.bamyang.org.au

Aims to help Afghan refugees and migrants with settlement needs.

Activities and services include:

- Regular publications (Dari and English)
- Dari educational programs for school aged children.
- Literacy programs in Dari language for Afghan women.
- Sports activities (such as volleyball)
- Cultural events and festivals.
- Information sessions on settlement issues.
- Advocacy.

Victorian Afghan Associations Network (VAAN)

E: vaan.network@gmail.com
W: [facebook: VAAN.network](https://www.facebook.com/VAAN.network)

The Victorian Afghan Associations Network (VAAN) is an official umbrella organisation that is an assembly of a dozen registered Afghan community groups. We aim to be an encouraging integration force that is effective and to be a united voice to represent our people in the multicultural society of Australia. VAAN was officially launched on 6th February 2016.

The key purpose of creating VAAN is to form a better coordination between the Afghan organisations in Victoria and other stakeholders to understand the opportunities and challenges in the Afghan community.



Cultural Organisations – African*

- See also Oromo and Sudanese pages, which are also African but specific to their countries

Carers of Africa Inc.

A: 18 Mason Street
Dandenong VIC 3175
E: info@carersofafrica.org.au
P: (03) 9793 6704
W: www.carersofvictoria.org.au

Provides holistic assessment, counselling and support for people from culturally and linguistically diverse (CALD) and African heritage who have issues with their physical and mental health, illness and substance abuse.

Provides supportive community visits to individuals, counselling and mentoring, legal services, housing services, Walking the Walk program (education and training), referrals and days for girls.

Eastern and Central African Communities of Victoria Inc.

A: Paddy O'Donoghue Centre
18-34 Buckley St
Noble Park VIC 3174
E: eacacov@eacacov.org.au
P: (03) 9510 0167

Aims to bring together African Australians in Victoria and address issues that impact on their settlement in Australia.

Provides:

- 'African Holistic Social Services' for migrants and refugees from Africa.
- Social activities
- Caters for all the diverse African communities.

The Drum African Family Centre for all African Australians

A: 49-53 Buncle Street
North Melbourne VIC 3051
C: Ms Jo Foley
E: jo.foley@dsr.org.au
P: (03) 9326 5222
W: www.ourcommunity.com.au

Aims to strengthen connections amongst families and communities by providing opportunities for support, education and participation in all aspects of community life.

- Provides culturally responsive counselling with an African counsellor who understands issues for African families and individuals.
- Runs fun activities and a homework club for African young people in out of school hours.
- Provides leadership training for African men and women wanting to achieve change and support their families and communities.
- Trains people at other workplaces to understand cultural diversity and better assist newly arrived families in cross-cultural professional development sessions



Cultural Organisations – Assyrian

The Australian Assyrian Arts and Literature Foundation (AAALF)

C: Joseph Haweii
E: aaalf@live.com
W: facebook.com/aaalf/

Aims to be a medium through which the distinct history, language, arts and culture of the Assyrian people may be promoted, preserved and advanced.

Engages both Assyrian and non-Assyrian scholars, writers and artists.

Considers the spearheading of Assyrian cultural activities and publishing as a vital means to achieve its aims.

Victorian Arabic Social Services (VASS)

A: South East Office:
39 Clow Street, Dandenong VIC
3175 (co-located with SMRC)
E: mail@vass.org.au
C: Leila Alloush
Business Hours: 0421 990 216
Head Office: (03) 9359 2861
W: www.vass.org.au

Vass provides a range of support including counselling, casework, referrals, advocacy, community development, mediation, social, cultural and linguistic support to people of Arabic speaking backgrounds.

Victorian Assyrian Community Inc.

A: 16 Stirling Close
Greenvale VIC 3059
C: Melvin Elias
E: melvinE@aol.com
P: 1300 765 567

Aims to:

- Promote, encourage and maintain cultural activities within the Assyrian community.
- Encourage understanding of Australian cultural institutions, customs and conventions in order to assist integration of Assyrians into the Australian community.
- Promote harmony between Assyrians and Australians.

Cultural Organisations – Burmese

* See also Chin pages.

Arkan Rohingya Community of Australia (ARCA)

P: 0401 306 831 Majid Abdul

Aims:

- To promote, encourage and maintain cultural activities within the Rohingya community.
- To encourage understanding of Australian cultural institutions, customs and conventions to assist with integrating Rohingya people into the Australian community
- To promote harmony between Rohingya and Australians
- To encourage Rohingya to contribute their rich culture and talent to foster a more multicultural, democratic and safe society

Australian Burmese Rohingya Organisation Inc. (ABRO)

A: 1/9 Carson St

Dandenong VIC 3175

E: abro.aus@gmail.com

M: 0406 310 077 Habib

0411456 400 Mohammad Amin

0416 161 846 Shafiquel Islam

W: www.abro.org.au

Aims to:

- Provide social support, welfare assistance, education and cultural awareness programs, recreation activities, and English classes for Rohingya refugees in Victoria.
- Support the vulnerable Rohingya people in home and transit countries, provide public relations, promote acceptance of the Rohingya as an ethnic group of Burma, and engage and promote genuine federal democratisation in Burma/Myanmar.

Australia Burma Society Victoria Inc.

A: 13 McCormick Court

Oakleigh South VIC 3167

E: info@australiaburmasociety.org.au

P: (03) 8521 3303

W: australiaburmasociety.org.au

Aims to support communities from Burma, especially recently arrived refugee and humanitarian entrants, to adapt to Australian life and integrate into the Australian community

Works in collaboration with government departments and agencies, service-providers and local communities.



Cultural Organisations – Burmese

* See also Chin pages.

Burmese Muslim Organisation Inc.

A: 69 Jacksons Road
Noble Park North VIC 3174
C: Haji Jafar Sawlwin
M: 0430 382 445
E: jsawlwin@yahoo.com.au

Provides settlement services to Burmese refugees in Victoria regardless of their race, religion, colour and sex.

Provides support, welfare activities and services for Burmese migrants in Victoria.

Provides educational, social and cultural programs in Burmese Communities of Victoria.

Aims to:

- Establish Burmese Language and Religious School, Community Centre and a Meeting Place for Worship in Victoria.
- Promote human rights activities in Burmese Communities of Victoria.

Burmese-Australian Women Organisation Inc.

A: 69 Jacksons Road
Noble Park North VIC 3174
C: Hajima Zubeda Sawlwin
M: 0414 256 834
E: zubedasawlwin@yahoo.com.au

Provides:

- Support, welfare activities and services for female Burmese migrants.
- Settlement services to all Burmese refugees in Victoria
- Educational, social and cultural programs in Burmese communities in Vic.
- Training and support to Burmese Muslim Women to find employment

Promotes strategies to avoid family violence and increase knowledge of women's rights.



Cultural Organisations – Burmese

* See also Chin pages.

Burmese Women's Alliance

A: Noble Park Community
Centre, Memorial Drive,
Noble Park VIC 3174

H: Thursday 12pm- 2pm

P: 0432 021 888 (Chaw)
0487 649 401 (SanDar)
0425 611 907 (TinZar)
0423 590 853 (Hei Mu Na)

W: <http://burmesewomenalliance.blogspot.com.au/>

All women and children welcome!

Aims:

- Unite Burmese Women who are actively involved in Burmese social groups
- Co-operate with other Burmese groups to work together on all social and community matters
- Stand as an alliance and maintain Burmese culture
- Help Burmese women integrate into the Australian culture
- Improve English and computer skills

Activities include:

- Physical exercises for women's health and fitness
- Morning teas
- News and information sessions to keep up to date within the Burmese community
- Knitting for adults and children during school holidays

Victorian Myanmar Muslim Community Inc.

A: 33 Hope St
Springvale VIC 3171

C: Mas Mai

E: Masmai73@gmail.com

P: 0430 302 663

This service provides assistance to refugees and asylum seekers with tasks, such as filling out paperwork, linking the individual to the required services, providing accommodation if needed and transportation services.



Cultural Organisations – Cambodian

Cambodian Association of Victoria

A: 52 Queens Avenue, Springvale,
VIC 3171

P: (03) 9546 3466

W:

www.cambodianassociation.com.au

www.facebook.com/CambodianAssociation.Victoria/

E: leangvuorch@cav.net.au

Aims to provide welfare services to the disadvantaged members of the Cambodian community in Victoria.

Services include:

- Immigration & Community Settlement Services
- Counselling
- Employment
- Accommodation
- Fine Arts
- Immigration
- Education
- Health
- Consumer Affairs
- Finance

Cambodian Buddhist Association of Victoria Inc.

A: 159 Clarke Road, Springvale
South VIC 3172

P: (03) 9546 2432

W: www.cbav.org

E: thancambo@gmail.com

The Cambodian Buddhist Association of Victoria is a voluntary Cambodian community-based, non-profit, and non-political organisation. They aim to preserve Cambodia's rich culture and tradition, to foster and maintain a good relationship amongst Cambodians in Australia.

Cambodian Community Welfare Inc.

A: 186 Foster Street East,
Dandenong, VIC 3175

P: (03) 9791 8344

E: ccwcinc@optusnet.com.au

The organisation provides bilingual and bicultural information, referral services and advocacy to the Cambodian community. Activities include information sessions and activities for older Cambodians. They have a main focus on children, seniors, youth, women, men and providing social activities.

Cultural Organisations – Cambodian

Khmer Community of Victoria

A: 53 Balmoral Avenue, Springvale
VIC 3171
P: (03) 9540 3374

Khmer Community of Victoria provides information to Cambodian community members to help them settle in Victoria. They also provide information to do with health and income support but they also provide services for older Cambodians.



Cultural Organisations – Chin*

* See also Burmese pages.

Australia Chin Community Eastern Melbourne

A: 437 Maroondah Hwy
Hughes Park
Croydon VIC 3136
E: hchinaa@gmail.com

The Australian chin community is a community based group that provides support and activities for the Chin community living in the Eastern Melbourne through cultural and sports activities. It helps community members engage with each other and promote greater knowledge of the Chin culture and community.

Chin Community of Victoria

A: 1st Floor,
49A Mt Dandenong Rd,
Ringwood VIC 3134
W: www.ccv.org.au/

Chin Community Victoria aims to support the successful settlement of Chin migrants from Myanmar; Offering guidance, support and helps to community members to participate fully in Australian society and life, while taking pride in Chin cultural heritage.

Cultural Organisations – Chinese

Chinese Association of Victoria

A: 320 Wantirna Road, Wantirna
VIC 3152

W:

www.facebook.com/ChineseAssociationofVictoria/

P: (03) 9800 3388

The Chinese Association of Victoria aims to promote and preserve Chinese language, culture and heritage. They also encourage integration within Australian society, where they actively support multiculturalism in Australia.

Chinese Community Social Services Centre Inc.

A: 14 Livingstone Close, Burwood
VIC 3125

W: www.ccssci.org.au/

P: (03) 9888 8671

H: Monday-Friday (9am-3pm)

Their Community Services program aims at providing responsive effective services while catering for the ever changing needs of the Chinese-speaking community in Victoria.

They also offer migrant settlement services, carer support for families with children of special needs, mental health education and support groups.

Fitzroy Chinese Residents Association

A: PO Box 1586 Collingwood, VIC
3066

C: Suzan Chow

P: (03) 9090 7161

The association aims to bring together Chinese residents living in Fitzroy and Melbourne to participate in social activities and events in the broader community. They also advocate for the settlement of Chinese migrants and refugees in Victoria.



Cultural Organisations – Chinese

Springvale Mandarin Support Network - Springvale Neighbourhood House

A: 28 Murchison Crescent, Clayton South, VIC 3169

W: www.snh.org.au/

C: Zou-xin Wang

P: (03) 8502 6403

The organisation provides an opportunity for Mandarin speaking Chinese seniors to socialise. It aims to support its members and the community at large, reduce the impact of social isolation and provide recreational activities to promote health and wellbeing.



Cultural Organisations – Hazara*

* See also Afghan pages. Hazara is listed separately to Afghan as some Hazaras are from Pakistan or Iran.

Hazara Australian Community Association of Victoria

A: 23-25 Doveton Ave
Eumemmerring VIC 3177
C: Ali Behsudi (Chairperson)
E: behsudiali@yahoo.com
M: PO Box 549 Dandenong
Plaza, Dandenong VIC 3175
P: (03) 8794 8668
0402 361 705

Assists the Hazara community with:

- Connecting to social and community services
- Completing forms
- Social functions

Hazaragi/ Dari classes for children and youth

The Australian Hazara Women's Friendship Network

A: 39 Clow Street
Dandenong VIC 3175
C: Alia Sultana
E: ahwfn1@gmail.com
P: 0469 963 416
W: www.virwc.org.au/

Aims to help Hazara women by providing them with a social network and building their confidence with friendship.

Strives to make the women feel welcomed, accepted and feel a sense of belonging to the broader Australian community.

Provides women with the opportunity to receive regular training and free English classes, currently on Friday 10am-12.30pm.

Works mostly with newly arrived and older women who are isolated and a lack of connection with the broader community.



Indonesian Women's Friendship Network

A: Venue 1

SMRC

chamber room level 1

39 Clow St Doveton 3175

H: Every Monday 11am - 1pm (only during the school term)

A: Venue 2

Menzies Hall

41 Menzies Ave Dandenong 3175

H: Every Friday 11am - 1pm (only during the school term)

P: 0452 528 287

Programs and Activities include:

- Multicultural Playgroup (learn and play): Mothers and children take part in activities such as arts and crafts, singing, reading, writing, drawing, poem reciting, music, dance, play learning and storytelling.
- Wellbeing group for Multicultural Women: Active mothers and children groups participate in a variety of activities including zumba, aerobics, yoga, pilates, meditation, dancing, laughter therapy, relaxation and group counselling. As well as, providing various types of training, information sessions, workshop, discussions and parenting, cooking, relationship and employment programs.



Cultural Organisations – Iranian

Australian Iranian Society of Victoria (AISoV)

A: Level 1, 79 Mahoneys Road
Forest Hill VIC 3131

P: (03) 9894 2644

0468 460 698

W: www.aisov.org.au

Introducing, promoting and empowering Iranian culture, music, literature and arts.

Provision of social welfare services and assisting Iranians with the priority of AISOV members.

Assisting Iranians residing in Victoria in employment and beginning a career.

Promotion of social, leisure and sport activities.

Establishing communication with public and non-public Australian organisations to introduce enriched Iranian culture to them, inform them of the needs of Iranian community in Victoria and vice versa.

Australian-Iranian Youth Society of Victoria (AIRYS)

A: Level 1, 79 Mahoneys Road
Forest Hill VIC 3131

P: (03) 9894 2644

W: www.airys.org.au

Australian-Iranian Youth Society of Victoria (AIRYS) promotes art, cultural and recreational programs and activities for young Australian-Iranians to:

- Provide the means for the members to enhance their social awareness and community involvement
- Focus on the integration and exchange of ideas and knowledge, relating to Iranian culture, arts, and music.

InterNations

W: www.internations.org/

As-salām 'alaykum to all of our Iranians in Melbourne! InterNations is an online forum where you can link with fellow Iranian expats in Melbourne.

No matter whether you are looking to find reliable information or simply want to get advice from fellow Iranians in Melbourne.

App also available for smartphones.

Cultural Organisations – Iranian

Iranian Bushwalkers

E: info@ib.org.au

M: PO Box 1487, Clayton South,
VIC 3169

W: www.ib.org.au

Publicly open to all nature-lovers of all nationalities, we are proudly the first bushwalking group established by Victorian residents of Iranian backgrounds. Affiliated by Bushwalking Victoria, Iranian Bushwalkers (IB) is a non-profit club whose main activities with insurance coverage include:

- Hiking
- Bushwalking
- Social Activities

See website or facebook page

(www.facebook.com/IranianBushwalkers/) for further activities and information.



Cultural Organisations – Oromo

* See also Africa pages.

Advocacy for Oromia Association in Victoria Inc.

A: 39 Clow St,
Dandenong VIC 3175

P: P O Box 150,
Noble Park VIC 3174

E: info@advocacy4oromia.org

P: 0466 521 524

W: <https://advocacy4oromia.org>

Established to enable and empower disadvantaged Oromo people in Victoria by:

- Providing assistance
- Improving the settlement process
- Advancing the wellbeing of Australian-Oromo's.

We deliver free, independent and non-judgmental services and information on any issues of concern, enabling people to take action to resolve their own concerns.

Australian Oromo Community in Victoria

A: City Village, 225 Bourke Street
Melbourne VIC 3000

C: Yadata Saba (President)

E: ocaustralia@gmail.com

M: P.O.BOX 2123
Footscray VIC 3011

P: 0412 795 909

W: www.oromocommunity.org.au

Provides advice and information to the members of Oromo community in Melbourne through information sessions and seminars.

Aims to help the settlement of newly arrived Oromo migrants and refugees in promoting and maintaining Oromo culture.

Handles settlement issues

- Assists members in immigration related issues
- Assists in legal aid
- Assists in rental property
- Provides support letters
- Provides translation services
- Provides Oromo/English classes

Oromia Support Group in Australia Inc.

A: 2/18 Forster St
Noble Park VIC 3174

E: humrightosga@yahoo.com

C: Marama Kufi:

P: (03) 9547 4525

W: www.osgaustralia.com

Advocates respect of human rights and advancement of equality. Aims to increase supportive environments for Oromo-Australians, increase valuing of diversity and strengthen friendship and cooperation.

Aims to advance the Oromo-Australian language, social and cultural development; and strengthen healthy family life and community well-being.



Cultural Organisations – Oromo

* See also Africa pages.

Oromo Women Association in Australia South Pacific Region Inc.

C: Likyelesh Gossa:

E: likkeegossa@hotmail.com

M: PO Box 7208

Dandenong VIC 3175

P: (03) 9796 4575

0402 757 391

Provides social support, welfare assistance and settlement support.

Provides Oromo language teaching and interpreting for all Oromo women in Australia & the South Pacific.

South Eastern Region Melbourne Oromo Community Association in Victoria Australia Inc. (SERMOCABA)

C: Dereje

E: dfayisa11@gmail.com

M: PO Box 7028

Dandenong VIC 3175

P: (03) 9704 0049

0406 270 312

Programs include:

- Forming health programs to assist members
- Primary health education
- Assisting new refugees with settlement through the Migrant Resource Centre.
- Educating members
- Building a youth association
- Women's association



Cultural Organisations – Sudanese*

* See also Africa pages.

Acholi Community Association in Australia Inc.

A: 2 Newman Avenue,
Noble park VIC 3174

C: James Ochan

E: jamesotto@y7mail.com

P: 0413 084 431

Offers support and help to newly arrived Acholi speaking Sudanese migrants.

Assesses the needs of the individual and provides and directs services accordingly.

Provides training to migrants and English classes.

Australian Chollo Community Inc

C: Oyem Ayik Amaylek

E: aoyem@hotmail.com

P: 0432 298 398

Organisation of Chollo people from South Sudan with separate groups for women and youth.

Activities include: meetings, cultural celebrations, a football team, training and seminars especially for youth.

Bor Youth Association in Victoria

A: 1/62 Fintonia Road
Noble Park VIC 3174

C: James Ding Deng

E: diingdeng@yahoo.com

M: 46 Danfield Drive
Tarneit VIC 3129

P: 0431 199 660

Association of Dinka Bor young people from the Bor region of South Sudan. Bor Youth focus on achieving a bright and successful future for young people. It does this by empowering young people to live in harmony and to develop their potential and creativity as self-motivated members of the community. Bor Youth encourages participation at every level of decision making and development.



CMY Community Support Groups

A: 199 Lonsdale Street,
Dandenong VIC 3175

Project Coordinator: Kenyatta
Dei Wal

P: (03) 8594 1561

E: kdeiwal@cmy.net.au

Community Support Groups are coordinated, community-led approaches to enhance youth and community engagement, and to respond to local community issues and needs. Community Support Groups aim to work with the South Sudanese community to support outcomes for young people and their families and engage with the South Sudanese communities to co-construct programs that respond to issues affecting young people and support implementation.

Programs and services:

- Case management
- Advocacy
- Referral pathways
- Employment pathways
- Sports and recreational activities
- Support with legal issues
- Youth leadership and mentoring
- Volunteer programs

Federation of South Sudanese Associations in Victoria Inc.

A: Office 1, No 31, Level 1,
Hub Arcade, 15–23 Langhorne
St, Dandenong, Vic 3175

E: fssav15@gmail.com

P: 0478 189 638

The Federation of South Sudanese Associations in Victoria Inc. is a community-based organisation that distinctively embraces ideals of inclusiveness, social cohesiveness, and justice. It advocates for policy development, resourceful services delivery and social justice for South Sudanese Australians in Victoria.



Cultural Organisations – Sudanese*

* See also Africa pages.

Gaatjaak Nuer Community Association of Australia Inc.

C: Peter Pal (Secretary)
E: paluguns@gmail.com
M: General Secretary
2/174-176 Ormond Rd East
Geelong VIC 3219
P: 0432 189 368

Aims to:

- Maintain and promote the Nuer culture and heritage in southwest region.
- Maintain and build positive relationship with public and also with civil society at large.
- Build a strong unity and harmony among Nuer families in order to promote the developmental position and achievable activities for unity.
- Be actively involved in the social events and activities of the general community.
- Provide and support those individuals who sponsor family, friends, and relatives under refugee and special humanitarian programs.

Korok Women's Association Inc.

C: Rita Modi (President)
E: jwanamaria@hotmail.com
M: 1/10 Nockolds Crescent
Noble Park VIC 3174
P: 0432 334 799

Association of Bari women from the equatorial area of South Sudan. Women come together to maintain traditional values, share ideas, knowledge and parenting skills, health, nutrition and drug education, and social interactions with other families.

Liech Nuer Community Association Inc.

A: 18 Moodemere St
Noble Park VIC 3174
C: Magany Wial (Chairperson)
E: mwial@yahoo.com
M: 109/35 Cilento Cres
Lynbrook VIC 3975
P: 0432 056 493

This association supports Sudanese migrants from Sudan with cultural activities, employment assistance, cultural orientation and travel assistance.

Lopit Community Association of Australia Inc.

M: 119 Carlton Rd
Dandenong North Vic 3175
C: James Leime
E: jameslohitai1@hotmail.com
P: 0421 505 327

A community group of Lopit people from equatorial South Sudan who have a strong tradition of cultural dance and are available to perform to other audiences.

Cultural Organisations – Sudanese*

* See also Africa pages.

Nasir Community Association Inc.

C: Tuach T Kuoth (Chairperson)
M: PO Box 7156 Dandenong VIC
3175
P: 0401 592 543

Association of Nasir people from South Sudan; part of the Nuer community. Celebrate with community events and festivals, join the women's group and youth group, who also run separate activities, or the developing Elders group.

Nuer Community in Victoria Inc.

C: Joseph Luak (Chairperson)
E: josephluak@hotmail.com
M: 18 Redstone Court
Whittington VIC 3219
P: 0432 154 015

Arranges community functions and meetings, provides orientation services for new arrivals e.g. taking to Centrelink, Medicare and banks. Provides information and encouragement to the Nuer community to participate in training and education. Organises cultural activities including dancing, women's group, youth group plus recreational activities such as basketball and soccer.

South Sudan Community Development Agency (Aust) Inc. (SSUDA)

C: Gatwech Kulang
(Exec. Director)
A: Room 14, 3rd Floor Ross
House, 247-251 Flinders Lane
Melbourne VIC 3000
E: info@ssuda.org.au
P: (03) 9653 3692
0421 982 037

Aims to develop and deliver material aid programs to promote the welfare and alleviate the helplessness of refugees in Victoria. Promotes full equality of people regardless of colour, gender, race, language and religion.

Fundraising for construction work in Southern Sudan. Current projects include Yomding Education Centre and Ulang Primary Health Clinic.

South Sudan Equatorians Association Inc. (SOSEA)

E: sossea.inc@gmail.com
M: PO Box 2264
Dandenong North VIC 3175
P: 0450 119 016
W: www.sosea.org.au/

Community association for people from equatorial South Sudan. Includes a range of sub-groups (e.g. women, youth, language or tribe-specific) who also organise separate activities. SOSEA meets monthly and oversees sub-groups. Activities include community celebrations, outings, consultations with community leaders, and sporting teams for young men and women including soccer and volleyball.

Cultural Organisations – Sudanese*

* See also Africa pages.

South Sudanese Australian Youth United (SSAYU)

A: 16 Ivanhoe Parade,
Ivanhoe VIC 3079

C: Yong Deng:

E: yong.d@ssayu.org.au or

deng.yongdeng@monashhealth.org

P: 0434 220 595

W: www.ssayu.org.au

SSAYU is a not-for-profit organisation that aims for social change through empowerment of South Sudanese youth and others in areas such as education and employment. In addition they also work to combat issues of alcohol and high rates of incarceration.

South Sudanese Council of Australia Inc.

C: Saturnino Onyala (Acting Pres.)

E: ny_j@hotmail.com

solaa51@yahoo.com

M: 0421 929 899

0422 187 446

0423 207 440

W: www.scoaa.org.au

This association is the peak body for all Sudanese organisations here in Victoria. It offers support to Sudanese people who have recently arrived in Australia. Services include: counselling, mediation, referral, welfare assistance and immigration settlement assistance for newly arrived migrants.

Sudanese Australian Integrated Learning Program (SAIL)

A: Trinity Uniting Church, Cnr
Robinson and Scott streets,
Dandenong VIC 3175

E: info@sailprogram.org.au

W: www.sailprogram.org.au

A volunteer-run, non-profit, secular organisation which provides free tutoring and educational support to the Sudanese Australian community. The SAIL Program operates every Saturday morning, between mid-February and late December in Melbourne, Sydney and Perth. We welcome all participants, and are committed to excellence in volunteerism and to ensuring the safety and well-being of children.

Terap Alliance for Advocacy and Peace Inc.

E: teraapalliance@gmail.com

P: 0402 236 916

W: www.teraap.org

Vision:

- To promote peace, human rights, values and dignity for all Southern Sudanese inside and outside Australia, in particular in Southern Sudan
- To educate the public about what is happening in Southern Sudan and on settlement issues facing newcomers in Australia.



Union of Greater Upper Niles States (UGUNS)

A: 39 Clow Street,
Dandenong VIC 3175
C: Peter Pal
E: paluguns@gmail.com
P: (03) 9676 1994
0432 189 368

The Union of Greater Upper Niles States empowers members through education by providing holistic social services which bridge cultural and systemic barriers between South Sudanese Australians and service providers.

Services offered include:

- Settlement services
- Traditional mediating
- Capacity building training
- Peace building training and workshops
- Job search techniques
- Internships placement coordination
- Referrals
- Community events facilitation
- Workshops and conferences





Australian Syrian Charity (ASC)

A: 287 Sydney Road, Brunswick
VIC 3056

W:

www.australiansyriancharity.org.au

E:

admin@australiansyriancharity.org.au

P: 0468 488 446

ASC help to empower and build capacity of newly arrived families of Syrian refugees to settle in Australia. The organisations' objectives of Empowerment, Education and Employment are reached through various support services and programs such as:

- English classes particularly to help those looking for job opportunities
- Walking trips ('walk for peace') which allow for building new connections and making new friends
- Experience and story sharing by successful people within the Australia and Syrian society in order to build a bridge between the two communities
- Employment readiness programs
- Youth marching band program
- Free piano and violin tutoring for children
- Organising of parties and sharing meals at least once every 3 months
- Linking members to broad network of Catholic organisations in order to find a job
- Running various courses with professional and authorised organisations



Cultural Organisations – Tamil

Australian Tamil Academy

Fountain Gate Secondary College
A: 45 Josephine Avenue
Narre Warren VIC 3805

Carrum Downs Secondary College
A: 263 McCormicks Road,
Carrum Downs VIC 3201

The Australian Tamil Academy is a not-for-profit language school, created to provide opportunities for children to enjoy, learn and become fluent in their mother tongue, Tamil. The Academy also teaches about their history and cultural identity. It is the first and only school to offer the Culture Based Tamil Education (CBTE) program.

E: info@australiantamilacademy.org

g

P: 0434 013 993

W: www.australiantamilacademy.org

Casey Tamil Manram (CTM)

A: Berwick Senior Citizens
Centre, 110 High Street
Berwick VIC 3806

E: info@caseytamilmanram.org.au

W: www.caseytamilmanram.org.au

Organisation provides support to new Tamil migrants, aged services and youth. CTM mainly focuses on promoting Tamil language and culture, empowering the older Tamil generation, encouraging the younger Tamil generation and promoting the harmonious integration among Australian multicultural communities. Please contact for more information about membership.

Justice and Freedom for Ceylon Tamils Inc.

E: tamilcultureaus@gmail.com
wickiram@hotmail.com

P: (03) 9794 7942
0404 059 231

Advocates for asylum seekers and refugees within the Tamil community. Human rights activists concerned with justice, peace, and genuine respect for people. Refers individuals to the right to act, speak, or think as one wants.

Sanganatham Tamil Broadcasting Group

N R Wicki Wickiramasingham:

E: wickiram@hotmail.com

P: (03) 9794 7942
0404 059 231

W: www.sanganatham.net.au

Established June 1993 to promote multiculturalism and Tamil culture in the wider community with an aim to train young people in producing radio programs. The program broadcasts to over 6000 listeners.



Cultural Organisations – Tamil

Tamil Senior Citizens Fellowship Inc.

A: Oakleigh Hall
Drummond St
Oakleigh VIC

E: amanuelpillai@optusnet.com.au

P: (03) 9354 6169

Promotes the general health and well-being of its members.

Provides a forum for members to socialise, exchange ideas and discuss relevant cultural and social issues.

Valluvar Foundation

P: 0434 013 993

W: www.valluvarfoundation.org

A charitable, not-for-profit, organisation founded in 2003 with the intention to serve the public by promoting, preserving and facilitating education in the Tamil language, culture (arts, dance & music) and heritage.

Activities include:

- Pongal Celebrations
- Tamil New Year
- Annual Tamil Literary Festival
- Fine Arts & Traditional Sports (Silambam).

All members of the public are welcome.

Victorian Tamil Cultural Association

A: 34 James Street

Dandenong VIC 3175

C: Wicki Wickiramasingham

E: tamilcultureaus@gmail.com

wickiram@hotmail.com

P: (03) 9794 7942

0404 059 231

W: www.sanganatham.net.au

- Promotes Tamil Culture in Australia
- Operates a languages and cultural school
- Offers dance classes
- Organises events
- Assists newly arrived migrants with their settlement needs



Cultural Organisations – Vietnamese

Australian Vietnamese Women's Association Inc.

E: info@avwa.org.au

W: www.aei.gov.au

Richmond

A: 30-32 Lennox St, Richmond
VIC 3121

H: Monday-Friday 9am-5pm

P: (03) 9428 9078

Braybrook

A: 7/6 South Rd, Braybrook VIC
3019

H: Monday-Friday 9am-5pm

P: (03) 9396 1922

Springvale

A: 19/134 Springvale Rd,
Springvale VIC 3171

H: Monday-Friday 9am-5pm

P: (03) 9546 2699

Assists in the settlement and harmonious integration of refugees and migrants of Vietnamese and other backgrounds in Victoria, regardless of age, gender, religion or ethnic background.

Provides information and advice including rights, responsibilities, options and opportunities.

Provides quality education and training services to disadvantaged Victorians including the unemployed, the educationally disadvantaged, the aged and people with disabilities.

South Eastern Melbourne Vietnamese Association Council (SEMVAC Helps)

A: Level 1/292 Springvale Rd,
Springvale VIC 3171

P: (03) 8510 0481

E: info@semvac.org.au

W: www.semvac.org.au/

H: Monday-Friday 9:30am-4:30pm

Saturday: 9:30am-2pm

Aims to support the Vietnamese community by providing a range of services to improve the lives of those in need and their families.

Provides free general advice and assistance to community members who have limited English reading or speaking skills. Includes advice on visas,



Cultural Organisations – Vietnamese

Springvale Indochinese Mutual Assistance Association Inc. (SICMAA)

A: 11-13 Morwell Pde, Springvale
VIC 3171

C: My Dung

P: (03) 9547 6161

E: sicmaa.bh@bigpond.com

W: www.sicmaa.com

Provides the following services:

- Discrimination information and advice
- Employment and training referrals
- Education pre-accredited bilingual English literacy and numeracy program
- Emergency relief (limited financial assistance)
- Family support (including family violence and parent/child relationships)
- Health referrals (including disability support services)
- Indo-Chinese cultural and customs (providing talks and information)
- Legal referrals
- Recreational and sporting activities
- Tax help (for low income earners)
- Happy Ageing Program
- HOPE program (for Vietnamese individuals affected by gambling issues)

Vietnamese Catholic Families Mutual Association Network

A: Springvale Neighbourhood
House
46-50 Queens Ave, Springvale
VIC 3171

P: (03) 9548 3972

W: www.snh.org.au/

The Vietnamese Catholic Families Mutual Association Network is a non-political and not-for-profit organisation operated within Victoria. Its main aim is to encourage members and support each other to achieve a peaceful and happy life in Australia.

The Vietnamese Catholic Families Mutual Association Network is a social and charitable association based on Christian faith, consisting of Vietnamese individuals and families, whether they are of Catholic faith or not.



Cultural Organisations – Vietnamese

Vietnamese Family Counselling and Support - Centacare Catholic Family Services

A: St Monica's Primary School,
3 Wingfield St
Footscray, VIC, 3011
P: (03) 9689 3888

Centacare Catholic Family Welfare Services in Footscray has a Vietnamese Family Support unit that specialise in working with Vietnamese families through family casework and parenting group programs held at the agency and in targeted schools.

Centacare publish brochures and forms in a range of languages including Vietnamese.

Vietnamese Welfare Resource Centre - Jesuit Social Services

A: 58 Holland Court
Flemington, VIC 3031
P: PO Box 55 Flemington,
VIC 3031
E: vwrc@jss.org.au
W: www.jss.org.au

The Vietnamese Welfare Resource Centre (VWRC) provides newly arrived Vietnamese people with targeted assistance to settle effectively in the community.

Services include information referrals, counselling and community groups for young people, families and the aged.



Employment

AEI – Australian Education International - NOOSR

Dept. of Education, Employment
and Workplace Relations

A: GPO Box 9839
Canberra ACT 2601

E: aei@innovation.gov.au

P: 1300 615 262 (toll free hotline)

W: www.aei.gov.au

The National coordinating body on overseas skills assessments and recognition provides information, advice and assistance in relation to the recognition of overseas qualifications and skills. Encourages improved international arrangements for the recognition of qualifications and skills.

AMES Australia

A: Levels 2-5, 280 Thomas St
Dandenong VIC 3175

C: Mandy Ratcliffe:

P: (03) 879 124 00

M: 0400 667 731

E: ratcliffem@ames.net.au

W: www.ames.net.au

Employment program

Provides assistance in finding jobs via careers counselling, work training and a skilled professional migrants program, an intensive 4 week workshop demonstrating Australian job markets and culture.

Career Pathways Pilot for Refugees

A free service to help skilled or professional refugees gain formal recognition of their overseas skills or qualifications, or upskill or reskill. It also assists refugees to undertake further study or gain work experience.

Asylum Seeker VET Learning Plan

This initiative aims to support asylum seekers and refugees who have temporary residence in Victoria to develop a learning plan that is suitable to their skills and employment aspirations.

Asylum Seeker Language and Literacy Program

This program provides pre-accredited language and literacy programs that are customised to meet specific English language and literacy needs of asylum seekers to help them improve their capability to undertake further education and training or employment.

For further information contact:

P: 87912467 Gulsoom Jaghuri

E: JaghuriG@ames.net.au

P: 99264010 Iris Wan

E: wani@ames.net.au

P: (03) 9926 4088

E: enquiries@ames.net.au



Employment

Asylum Seeker Resource Centre (ASRC)

A: 179 Lonsdale Street
Dandenong VIC 3175
H: Monday–Thursday
10am–3pm
P: (03) 8772 1380
W: www.asrc.org.au

Employment program:

- Assistance with resume writing, interview skills, searching for a job, and job opportunities.
- The client is required to be an asylum seeker, have proven Work Rights and be at least at an intermediate level of English.
- English classes on-site

Avocare Community Connect (Avocare)

A: 59-63 Williams Road,
Dandenong VIC 3175
H: Monday–Thursday 9am–5pm
Fridays 9am–4pm
P: (03) 9793 9766
W: www.avocare.org.au

Registered Training Organisation delivering a variety of Nationally Accredited Qualifications, and short courses.

Permanent Residency required for subsidised training, but asylum seekers should contact Avocare to discuss options.

Brand New Day

A: 211 Foster Street East
Dandenong VIC 3175
E: office@bndvic.com
H: Monday–Friday 9am–5pm
P: (03) 8774 3130
W: www.brandnewdayvic.com.au

Provides:

- Handyperson skills training
- Six practical, hands-on learning sessions from experienced tradesmen.
- Suitable for both males and females.

\$5 First Aid Courses (booking essential)

Help with:

- Filling out forms
- Applying for rental properties
- Writing resumes and cover letters
- Preparing for interviews

Employment

Brotherhood of St Laurence - Stepping Stones to Small Business

Dandenong Program (CGD Council Offices)

A: 225 Lonsdale Street,
Dandenong VIC 3175
H: 9:30am - 3pm Friday from 8th
March - 28th June (except school
holidays)

Flemington Program (Flemington Community Centre)

A: 25 Mt Alexander Road,
Flemington VIC 3031
H: 9:30am - 3pm every Tuesday
from 5th March - 25 June (except
school holidays)

W: www.bsl.org.au/refugees

P: (03) 9483 1183

Stepping Stones is currently
seeking women interested in
imparting their knowledge and skills
to support refugee and migrant
women wanting to start a small
business in Australia.

Please contact organisation if
interested in becoming a mentor.

Stepping Stones to Small Business is a unique micro-
enterprise program, tailored to women from refugee
and migrant backgrounds, that builds upon each
participants' strengths and experiences. The program
offers small business training, mentoring and support
to enable the entrepreneurs to overcome significant
barriers to entering the workforce and to make a
living in their new country.

The program aims to increase business skills,
knowledge of Australian business systems and
increase financial capabilities. The goal is to support
people to establish viable businesses and increase
social and economic participation.

Participants of the Stepping Stones Program learn:

- To choose a pathway that are based on
strengths
- Turn an ideas into a small business
- Complete a business plan.
- Develop skills and systems to run a small
business.
- Understand business culture and systems in
Australia.
- Source money (capital) to start your business.

Women eligible for the program are either:

- from an asylum seeker, refugee or migrant
background
- over 50
- from regional areas of Victoria

This program is free and childcare is provided.



Employment

Brotherhood of St Laurence - Given the Chance

A: Level 2, 1-7 Langhorne Street
Dandenong VIC 3175
(above Dimmey's at LWB)
Contact: Kaye Bishop
P: (03) 8752 8552
M: 0490 440 263
E: JVENSouthEast@bsl.org.au

Given the Chance Jobs Victoria Employment program is an employment service for long term job seekers, including refugees, asylum seekers, permanent residents and citizens, who are living in the South East area of Melbourne. It provides participants with one to one intensive support to increase job readiness. We assist with creating an employment plan, an effective resume, job search skills, job applications and building confidence with interview skills.

Career Seekers - New Australian Internship Program

A: Suite 8, Level 7
350 Collins Street,
Melbourne VIC 3000
E: info@careerseekers.org.au
W: www.careerseekers.org.au

This new internship program provides services for university students and older individuals who are asylum seekers and looking for professional work or experience. Internships normally last 12 weeks.

Please contact for more information and application processes. Potential participants will be seen strictly by appointment only

CMY Ucan2program

Partnership with Centre for
Multicultural Youth, Foundation
House & AMES Australia

Ucan2 Program:

- A free work readiness program for young people aged 16-25, including those seeking asylum.

A: Dandenong AMES, Level 4
280 Thomas Street,
Dandenong VIC 3175
C: Paulette d'Argent
(Foundation House) or
Namatullah Qasmi
(AMES Australia)
P: 0457 900 184 (Paulette) or
0419 443 244 (Namatullah)

The program covers:

- Resumes and cover letters
- Job interview practice
- Work experience
- Psychosocial support
- Social connections
- Networking and more

[See some videos here](#)

E: info@cmynet.au
W: www.cmy.net.au/ucan2

Employment

CMY Employment Empowers

Centre for Multicultural Youth

E: info@cmy.net.au

W: www.cmy.net.au/

Application form:

www.cmy.net.au/employment-application-form

Complete the online application to apply after checking your eligibility below:

The Employment Empowers program provides support to young people from refugee and migrant backgrounds who are looking for work.

The free program can help you find direct employment, a traineeship, an apprenticeship, or a work placement opportunity. Young people in the program are supported by CMY staff and are matched with volunteer mentors who have years of Australian work experience. The Employment Empowers program is able to assist you to look for work and write a job application

Pathways to Opportunity

- 18 – 24 years old
- Currently living in Melbourne, of refugee or migrant background
- Looking for work, a traineeship or an apprenticeship

Concern Australia - Cert II in Automotive Body Repair Technology



A: **Dandenong:** 7 Hilton St ,
Dandenong VIC 3175
P: (03) 9793 6273

A: **Sunshine:** 177 Fairbairn Rd,
Sunshine West VIC 3020
P: (03) 9311 6273

W: www.concernaustralia.org.au/

The Certificate II of Automotive Body Repair Technology (AUR20912) offers learning hand on skills such as:

- engines and service operations
- body and panel repair
- brake and cooling systems
- tool and equipment maintenance
- automotive documentation

The course comprises of blended learning in a fully equipped mechanic workshop, theory room and off campus study.

Asylum seekers are eligible for a subsidy through Learn Local's Asylum Seeker VET program but must hold a current SHEV, TPV or BVE visa. Contact your nearest Concern Australia campus for more information and enrolment.

Employment

Driver Education Centre of Australia (DECA)

E: talk2us@deca.com.au

P: 1300 365 400

W: www.deca.com.au/

Getting a license may be essential for employment. Wide range of courses available for all kinds of vehicles: truck, bus, coach, car, motorcycle and scooter. Plus fatigue management and towing courses.

Concessions for permanent residents with Centrelink concession card.

DVJS Employment Solutions (Dandenong Valley Job Support)

A:
Head Office, Dandenong:
Ground Floor, M+K Building
40-42 Scott St, 3175

Cranbourne:
Level 1, 15 Childers St , 3977

Glen Waverley:
Suite 12, 40 Montclair Ave, 3150

Moorabbin:
Suite 11 & 12/ 2 Central Ave, 3189

Narre Warren:
64 on Victor, Suite 4, 64 Victor
Crescent, 3805

Oakleigh:
5 Station St Oakleigh 3166

Pakenham:
Hollander Hose Level 1
3/37 Main Street, 3810

E: dvjs@dvjs.com.au

P: (03) 9792 3666

1300 385 738

0407 764 991 (SMS)

W: www.dvjs.com.au/

DVJS is a Commonwealth Government Funded initiative that assists people with disabilities with entry into the workforce.

DVJS offers:

- One-on-one tailored program with case manager
- Job guidance, job interview and job search skills
- Assistance with resumes
- Reverse marketing
- Job applications on behalf of our clients
- Work assessments and trials
- Post placement support/ Maintenance
- On-site training and support to both client and employer

To be eligible to come on the program, the job seeker must:

- a) be an Australian resident, or a Temporary Protection Visa (TPV) /Safe Haven Enterprise Visas (SHEV) holder
- b) not currently receiving services from another DES Provider or Employment Service Provider
- c) have a disability, injury or health condition
- d) be aged between 14 and 65 years



Employment

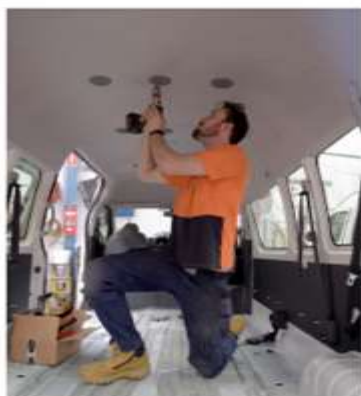
Dandenong and Doveton Community Revitalisation

C: Jennifer Ebdon
E: jebdon@cgd.vic.gov.au

Send an email and one of the team will contact you.

A free and dedicated career guidance service for people (including some asylum seekers) living in Dandenong or Doveton (postcodes 3175 and 3177).

Will work with you to help you find your pathway through group sessions and one-on-one counselling with a qualified careers practitioner.



Dandenong and Doveton Community Revitalisation CAREER GUIDANCE

What is available?

- industry connections
- links to employers
- opportunities for training
- referrals to other services
- personalised career action plan
- help to find the right employment

WHO CAN I CONTACT?

For further information or to be referred to the program contact Jennifer Ebdon - jebdon@cgd.vic.gov.au

A representative from the program will then contact you to make a suitable time to meet the careers counsellor.



South East Region
Refugee & Asylum Seeker
Service Directory

Employment

ECHO Australia

P: (03) 9794 8801
W: www.echoaustralia.com/

Specialist employment services directly assisting job seekers with disabilities and disadvantage. Permanent residency and referral from Centrelink required.

Free to Feed

P: 0426 252 334
W: www.freetofeed.org.au/
E: betty@nowtolaunch.org.au

Two kitchen and gathering spaces:
763A High Street Thornbury
539 High Street Northcote

Free to Feed aims to assist people seeking asylum to find meaningful employment opportunities using their existing skills and experiences mainly in catering and hospitality, while also connecting the broader community. Free to Feed is a not-for-profit social enterprise in awe of the enterprising spirit of refugees, people seeking asylum and new migrants – and appreciative of what they want to offer as new community members – we aim to champion their unique skills and individual stories.

Homegirls

W: www.homegirls.club/

An organisation that creates collaborations between migrant and refugee mums and Melbourne designers to make and sell handmade goods. These collaborations create connections, and provide skills and education in designing and selling handmade goods.

Employment

In Work Australia: Red Cross

Migration Support Programs

Australian Red Cross:

E: SocialCohesion@redcross.org.au

W: www.redcross.org.au/InWork

In Work Australia, Red Cross' latest social cohesion initiative, is a network that helps recently-arrived migrants to find and enjoy work in Australia. It's a new way of using Facebook and LinkedIn to connect migrants with experienced locals: they'll share practical tips, make new friends and learn from each other.

In Work Australia also offers:

- Mentoring - in person in most States and Territories
- Community Conversations - presentations in workplaces, clubs and community groups to help foster understanding and acceptance
- Paid work internships – enabled in partnership with government, business and community

Jesuran Wellness Centre

A: Block D, 60 Douglas St

Noble Park VIC 3174

C: Hilda Samuel (Pastor/Director)

E: h.a.samuel@optusnet.com.au

OR

Jesuranwellness.centre@yahoo.com

P: 0407 125 649

(03) 8707 4972

W: www.jesuranwellness.com.au

Pathways to Hope:

- Preparation for skills & job seeking
- Pursue opportunities for jobs
- Empower each one to succeed
- Counselling/ Trauma healing (faith based/secular)

Empowering Burmese Ladies Program:

- Business loan opportunities
- Work related skills
- Conversational English
- Handmade/ home-based workshops

Trauma Counselling for people affected by violence.

Eligible clients:

- Anyone aged between 10 years and 60 years
- Migrant men or women
- Long term unemployed
- Employed or under employed workers
- Asylum seekers and refugees



Employment

MEGT (formerly Melbourne East Group Training)

H: Monday-Friday 9am–5pm
P: 13 69 63 (General Enquiries)
13 63 48 (Apprentice Enquiries)
W: www.megt.com.au/

Recruitment & group training of apprentices and trainees

Lookup jobs and advertise your interest for free.

Open to refugees. Permanent residency required.

Mission Australia

A: 29B Langhorne St
Dandenong VIC 3175
A: 2 Clarke St, Lilydale
A: Level1, 41/43 Ringwood St
Ringwood
P: 1800 796 757
W: www.missionaustralia.com.au/

The 'Transition to Work' program is for young people aged 15-21 who have left school early or have had difficulty finding work after school. They can help you build skills and confidence plus support you into work or education, including apprenticeships or traineeships, while supporting you in your first 26 weeks in work or study. Must be a Permanent Resident or a holder of a Nominated Visa such as a Temporary Protection Visa or Safe Haven Visa.

Migrant Workers Centre

P: (03) 9659 3516
E: mwc@vthc.org.au
W: www.migrantworkers.org.au/

Migrant Workers Centre helps migrant workers in Victoria to connect with other migrant workers and work to:

- Educate workers about issues regarding workplace safety and rights
- Assist workers from emerging communities to address problems they encounter in the workplace
- Collaborate with community partners to organise events and grassroots campaigns, focusing on workplace rights for migrants
- Promote workplace rights on our own media platforms, as well as mainstream and ethnic community media outlets



Employment

Refugee Talent

W: www.refugeetalent.com

E: info@refugeetalent.com

Refugee Talent is a nationwide online platform helping refugees and migrants to access employment with Australian businesses. There is no cost for refugees or migrants to access the service. To be eligible, individuals must be born overseas and have working rights in Australia.

RISE: Refugees Survivors and Ex-detainees

A: Level 01, 247 Flinders Lane
Melbourne VIC 3000

E: admin@riserefugee.org

P: (03) 9639 8623

W: www.riserefugee.org

Employment & Resume Clinic provides:

- Pathways to employment for refugees by providing training, job search support, and assistance with resume and interview preparation
- RISE works directly with employment providers

SisterWorks

A: 393 Swan Street, Richmond
VIC 3121

E: info@sisterworks.org.au

P: (03) 9972 5039

W: www.sisterworks.org.au

SisterWorks is a non-profit social enterprise that supports women of migrant, asylum seeker or refugee backgrounds to develop handmade food or craft products to become financially independent and happily settled in Australia, because ‘Work empowers Women’.

Skilling Employment and Aid Enterprises Australia (SEAEA) Inc.

P: 0432 182 280

W: www.skillingemployment.org.au

A social enterprise organisation established to mobilise support and development strategies to ensure inclusion, visibility and reflection of the voices and concerns of African women. They aim to provide skilling and equip African women with necessary skills to join the mainstream community.



Employment

SkillsPlus

A: 44-48 Robinson Street
Dandenong VIC 3175
E: dandenong@skillsplus.com.au
P: (03) 9767 6900

A: Cnr Boulton St & Springvale
Rd, Springvale VIC 3171
E: springvale@skillsplus.com.au
P: (03) 9548 0066

A: 6/418 Princes Highway,
Narre Warren VIC 3805
E: narrewarren@skillsplus.com.au
P: (03) 9784 0400

A: Shops 3 & 4, 75-89 High St,
Cranbourne VIC 3977
E: cranbourne@skillsplus.com.au
P: (03) 9784 0400

The 'Skills for Education and Employment' (SEE) program provides language, literacy and numeracy training to eligible job seekers aged 15-64 years, to help them participate more effectively in training or in the labour force. Primarily for Permanent Residents but MAY include some asylum seekers with work rights.

The 'Transition to Work' program is for young people aged 15-21 who have left school early or have had difficulty finding work after school. They can help to build individuals' skills and confidence plus provide support into work or education, including apprenticeships or traineeships, while supporting you in your first 26 weeks in work or study.

Must be a Permanent Resident or a holder of a Nominated Visa such as a Temporary Protection Visa (TPV) or Safe Haven Enterprise Visa (SHEV).



Employment

South East Business Networks (SEBN)

W: [www.greaterdandenong.com/](http://www.greaterdandenong.com/sebn@cgd.vic.gov.au) E: sebn@cgd.vic.gov.au

SEBN delivers practical outcomes through different ranges of group activities and programs for over 500 companies.

SEBN provides opportunities such as:

- Strengthen manufacturing knowledge and capabilities
- Enhance leadership/organisational capability
- Network, share information and learn from each other for best practice
- Engage and collaborate on common issues and problems

Direct Recruitment

Cranbourne
A: 178 Sladen Street,
Cranbourne, 3877
P: 03 5995 4300

Dandenong
A: Level 1, 237 Lonsdale Street,
Dandenong VIC 3175
P: 03 8770 0600
Narre Warren
A: Suite 12, 26 Verdun Drive,
Narre Warren 3805
P: 03 8790 2555

Pakenham
A: Shop 5, 11 John Street,
Pakenham 3810
P: 03 5941 7075

Springvale
A: 336-338 Springvale Road,
Springvale 3171
P: 03 8558 9200

Supports and assists job seekers, parents and employers to achieve their employment goals

Services include, but not limited to:

- Australian Government 'Jobactive' program
- Disability employment services
- Parents Next program

Employment

Southern Migrant and Refugee Centre (SMRC)

A: 39 Clow Street
Dandenong VIC 3175
P: (03) 9767 1956
E: tinam@smrc.org.au
W: www.smrc.org.au

Assists in:

- Researching career options
- Education pathways
- Writing resumes
- Cover letters
- Developing interview skills

Eligible clients should be aware that this is not a job search program.

The Bridge Employment

A: The Bridge Employment Vic
Suite 3, Level 3
26 McCrae Street
Dandenong VIC 3175
P: (03) 8710 8888
E: info@thebridgeemployment.com.au
W: www.thebridgeemployment.com.au/

The Bridge Employment offers tailored programs designed to help vulnerable people with a disability, such as depression, anxiety or other physical limitations and any additions (eg. Drug and Alcohol) to gain independence through employment. Whether you are looking to take that first step towards getting a job, re-entering the workplace after an illness or injury, need support after a period of unemployment or assistance to plan your next career move The Bridge Employment offers programs that can assist you.

Try Australia

A: Suite 3, Building 2, 1st Floor
88 Ricketts Road,
Mount Waverley VIC 3149
E: info@try.org.au
P: (03) 8545 9500
W: www.try.org.au

Try Australia provides positive adult role models to disadvantaged and vulnerable young people facing barriers to education and employment. By intervening positively in a young life they are able to change outcomes for a community. "At the heart of being mentored is learning how to TRY".



Employment

VICSEG

Coburg

A: Suite 201-202/ 398 Sydney Rd,
Coburg VIC 3058

P: (03) 9353 5811

W: www.vicsegnewfutures.org.au

Enquiries about courses and
enrolments:

E: nft@vicsegnewfutures.org.au

VICSEG New Futures aims to provide direct support, assistance, advice and training to migrant and refugee families. Providing opportunities for diverse communities is practised throughout every one of our range of programs.

Government funding is available, please contact the organisation or visit the website for more information.

Walk Beside Me - Mentoring Program

E: eliza.arnold@bbbsau.org

P: 0475 148 912

W: www.bluelight.org.au

Blue Light Victoria are currently seeking South Sudanese young adults to be mentors for this program. Mentors will build positive friendships, provide guidance and support & be available Wednesdays 5-8pm. Participants receive a certificate of recognition, practical experience and professional references for future career prospects after the 12 month completion.



Employment

Wellsprings for Women

A: 79 Langhorne Street
Dandenong VIC 3175
E: administration@wellspringsforwomen.com
P: (03) 9701 3740
W: www.wellspringsforwomen.com

H: Monday–Thursday 9am–4pm
Fridays 9am–2pm

Female only service

Wellsprings for Women has opportunities for people to volunteer to assist in delivering services to isolated women in the Cities of Dandenong, Casey and Cardinia. Positions include assisting with classes, office duties, interpreting, children's activities, general housekeeping or joining our mentoring or home visitation programs.

Productive Learning in Australia: Teaches women initial skills towards gaining employment in the retail sector or establishing your own business and can help women pathway to further studies in these areas.

Computers: Wellsprings runs a number of pre-accredited computer classes including 'Computers for Work and Study'; which provides computer skills to help prepare women for work or studies.

Transition to Formal Study: Wellsprings' new 8 week course (3 hours per week) to define vocational education, help you develop independent study skills, set goals, manage time and more. A great first step to finding a career path through higher education.

Employment

Work Local Greater Dandenong

www.worklocalgreaterdandenong.com.au/

Work Local Greater Dandenong is a NEW online job search service which allows people seeking work to view all job vacancies around the Greater Dandenong region. It lets you narrow your search to specific industries, and the distance you are prepared to travel. Once you click on a job you can view a further description of the role, responsibilities, benefits, and a link to the application process. Employers can post vacancies on the site too.

TALENT Communities

GREATER DANDENONG
City of Opportunity

JOIN THIS COMMUNITY

Work Local Greater Dandenong

JOB SEARCH ▾ Advanced Search

Title, industry or company Suburb or postcode **GO**

LATEST JOBS ▶ See All

14 JANUARY	Registered Nurse - Part Time Dandenong, VIC
14 JANUARY	Child And Adolescent Mental Health Cl... Melbourne, VIC
14 JANUARY	Oral Health Therapist Melbourne, VIC
14 JANUARY	Customer Service Representative - Flo... Dandenong South, VIC
14 JANUARY	Responsible Aged Carer Wanted Noble Park, VIC

Live local? Why not work local?

Located just 35km from Melbourne CBD on the South-eastern freeway, Greater Dandenong is a thriving area of activity.

Greater Dandenong is a hub of employment for Melbourne's south-east boasting 12,500 businesses and a workforce of around 80,000.

The area is buzzing with a thriving manufacturing industry, growing health sector and is a strong retail centre.

City of Greater Dandenong
11K fans

Like Page



DO YOU WANT TO LEARN ENGLISH?...

or get assistance with:

- food and phone bills
- clothing
- household goods?



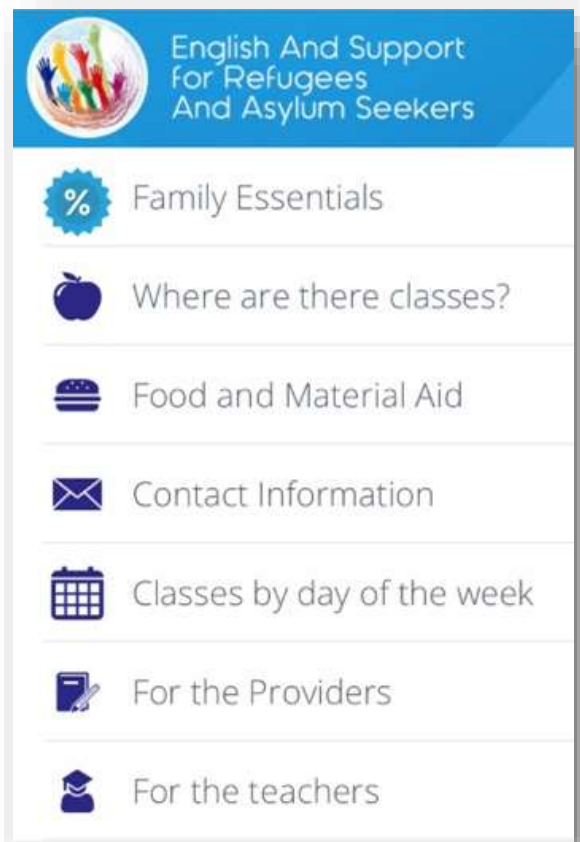
Download the EAS Smartphone App
'English And Support' for Refugees and Asylum Seekers in Greater Dandenong.

Follow these simple steps:

1. Go to the App Store or Play Store.
1. Search for "EAS Network".
1. Download and Open
1. Click on More and select your language.
1. Start navigating!

For more information email:

easnetwork2@gmail.com



English and Education

Adult Migrant English Program (AMEP)

A: Chisholm Institute

P: 1300 517 459

OR

Melbourne AMEP

P: 1300 062 314

E:

melbourneeamp@melbournepolytechnic.edu.au

W: www.melbourneamep.com.au

Day, evening and weekend classes are available.

The AMEP provides 510 hours of free English classes full-time or part-time classes, day, evening or weekend classes. Additional hours are available for Humanitarian entrants and those eligible for SLPET (Pathways to Employment with Work Placement).

Eligibility: newly arrived migrants and humanitarian clients (including TPV and SHEV visa holders), must enrol within 6 months of arrival, commence the AMEP within 12 months of arrival and have 5 years to use their AMEP entitlement.

Free child care is provided for parents with pre-school aged children. Melbourne AMEP at Chisholm Institute delivers AMEP in the South East in over 10 locations.

AMEP also offers a Volunteer Tutor Scheme and a Distance Learning Program for clients who cannot attend class or who need extra support.

AMES Australia: CHC30113 Certificate III in Early Childhood Education and Care

W: www.ames.net.au

P: 13 26 37

Box Hill

A: 30-32 Prospect St,
Box Hill VIC 3128

Flagstaff

A: 255 William Street Melbourne
E: eduflagstaff@ames.net.au

St Albans

A: 16 Victoria Square, Victoria
Crescent, St Albans VIC 3021

Werribee:

A: Level 2 79/75 Watton St,
Werribee VIC 3030

In this course you will learn about:

- The Early Childhood Education and Care industry, policies and procedures
- Planning activities and providing care to children
- Directing leisure and play and enabling children to achieve their development outcomes.

English and Education

AMES Australia: Certificate III in Individual Support (Ageing, Home and Community)

W: www.ames.net.au

P: 13 26 37

Box Hill

A: 30-32 Prospect St, Box Hill VIC
3128

H: Monday-Friday 9am-5pm

Footscray

A: 289 Barkly Street Footscray, VIC
3011

H: Monday-Friday 8:30am-5pm

In this course you will learn about

- Working with the elderly and other people needing care
- The care sector policies and procedures
- How to maintain personal care and other activities related to caring for people in an aged care and other activities related to caring for people in an aged care and home care setting.

AMES Australia: Programs for Professional Migrants

W: www.ames.net.au

E: eduflagstaff@ames.net.au

Flagstaff

A: 255 William Street, Melbourne
P: 13 26 37

H: Monday-Friday 8:30am-5pm

AMES Australia offer two types of programs.

The first program is a workplace skills for professionals course which is run for 10 weeks and includes a guaranteed 2 week work placement that will match you professional skills and career plans.

The second program being a Skilled Professional Migrants Program (SPMP). It is an intensive 4 week style course that will prepare and equip you with the skills and knowledge to gain future employment.

English and Education

AMES Australia: SEE Program - Skills for Education and Employment

W: <https://www.ames.net.au>

P: 13 26 37

Box Hill

A: 30-32 Prospect St, Box Hill VIC 3128

H: Monday-Friday (8:30am-5pm)

Dandenong

A: Level 4, 280 Thomas Street, Dandenong 3175

H: Monday-Friday (8am-5pm)

Flagstaff

A: 255 William Street, Melbourne 3000

H: Monday-Friday (8:30am-5pm)

Noble Park

A: 60 Douglas Street, Noble Park 3174

H: Monday-Friday 8:30am-5pm

The AMES SEE Program will give you access to training especially designed for young people. The course includes many of the following learning activities.

- Reading and Writing
- Computer Skills
- Preparation for TAFE or further study
- Learning about driving
- Playing sports such as Australian Rules football, cricket and basketball.
- Creating arts program including drama, music and visual arts.

English and Education

AMES: Young Adults Program

P: 13 26 37

Box Hill

A: 30-32 Prospect St,
Box Hill, VIC 3128

Flagstaff

A: 255 William Street Melbourne

E: eduflagstaff@ames.net.au

The AMES Australia Young Adults program is specially designed to assist new arrivals aged 16-25 years to settle into their new life in Australia.

The program provides specialist Youth teachers and pathway Youth counsellors to support English language needs and help guide you on your chosen pathway to school, TAFE college, University and work in Australia.

St Albans

A: 16 Victoria Square,
Victoria Crescent,
St Albans, VIC 3021

Werribee:

A: Level 2
79/75 Watton St,
Werribee, VIC 3030

Asylum Seeker Resource Centre (ASRC)

Dandenong

A: 179 Lonsdale Street Dandenong
VIC 3175

E: dandenong@asrc.org.au

P: (03) 8772 1380

Footscray

A: 214-218 Nicholson Street
Footscray VIC 3011

E: home_english@asrc.org.au

P: (03) 8537 9500

W: www.asrc.org.au

The Reconnect Program helps eligible asylum seekers, refugees and citizens with learning support, based on your needs and career goals. If needed, you will be assisted in finding an English course or training course to improve work skills, and accredited courses to help move on to further training or employment.

English and Education

Brand New Day

A: 211 Foster Street
East Dandenong VIC 3175
E: office@bndvic.com
P: (03) 8774 3130
W: www.brandnewdayvic.com.au

Brand New Day operates a variety of free classes including cooking, sewing, basic, intermediate, and advanced English, as well as rental accommodation classes .

Some child minding is provided

Brotherhood of St Laurence – Reconnect

A: Level 2, 1-7 Langhorne Street,
Dandenong VIC 3175
(Held at Life Without Barriers
offices not at Brotherhood of St
Laurence)
E: BSLReconnectDandenong@bsl.org.au
P: 0491 050 614 (Beata) or
0491 050 613 (Janette)
W: www.training.bsl.org.au/

The Reconnect Program helps eligible asylum seekers, refugees and citizens with learning support, based on your needs and career goals. If needed, you will be assisted in finding an English course or training course to improve work skills, and accredited courses to help move on to further training or employment.

Bunjil Place Library

A: Bunjil Place Library,
Patrick Northeast Drive,
Narre Warren, 3805
(near Westfield Fountain Gate)
P: (03) 8782 3300

Both men and women are welcome to relax with a tea or coffee, whilst practicing speaking English in a friendly environment. H: Mondays 10am – 12pm

Conversation clubs are also running at:

- Endeavour Hills Library- Thursdays 11am-1pm
- Hampton Park Library - Wednesdays 10am-12pm
- Pakenham Library- Fridays 12.30pm-2.30pm

CatholicCare

A: Level 2, 33 Princes Hwy
Dandenong VIC 3175
E: catholiccare@ccam.org.au
P: (03) 8710 9600
W: www.ccam.org.au

Multicultural Women's Beginner, Advanced free English classes plus sewing and knitting classes.

English and Education

Chisholm Institute

A: 121 Stud Rd
Dandenong VIC 3175
E: welcome@chisholmonline.edu.au
P: 1300 244 746
W: www.chisholm.edu.au/

If you are an asylum seeker or a trafficked person, you may be able to receive financial support to study a vocational course of your choice here at Chisholm TAFE without having to meet citizenship/residency requirements to study in Victoria.

A: 25 Kangan Drive, Berwick
P: 1300 244 746

Free 'Job Fit' Service
Is a space to find jobs, access free confidential career advice and gain assistance with choosing training programs

Christ Church Dingley

A: Anglican Church
387-405 Old Dandenong Rd
Dingley VIC 3172
P: (03) 9551 7871
W: www.ccd.org.au
H: Saturday 10am-12pm during school terms.

Christ Church Dingley runs basic and intermediate English classes on a Saturday, from 10am- 12 noon during school terms. The cost of the class is \$3, and no booking is required.

CMY Learning Beyond the Bell

W: www.cmy.net.au/homework-clubs .

Across Victoria, Learning Beyond the Bell supports over 250 out-of-school-hours learning support programs. These programs provide high quality tuition and learning support to children and young people from migrant and refugee backgrounds and their families. They also assist families to better support their children's learning at home. To find a club near you visit the website.

English and Education

Cornerstone Contact Centre

A: Dandenong Church of Christ
139 David Street,
Dandenong VIC 3175

E: projects@dandenongnh.org.au

P: (03) 9792 5298

English language class is held on Monday and Thursday from 10am until 12pm. It is for all levels of English. After the class participants are welcome to join in the cooking class and enjoy a free lunch.

Dandenong Neighbourhood House

A: 34 King Street, Dandenong

E: info@dandenongnh.org.au

P: (03) 9792 5298

W: www.dandenongnh.org.au

Runs skills development classes for people seeking asylum in Australia. Classes include computer skills, resume and CV writing skills, and everyday English classes.

Dandenong Primary School

A: 174-182 Foster St, Dandenong
VIC 3175

P: (03) 9792 2743

Dandenong Primary School offers:

- English for Parents: Mondays 9-10.30am.
- AMES English Class for Parents:
Wednesdays 9-11am

Children are welcome to attend with their parent/carer or grandparents.

Dandenong West Primary School

A: 32 Birdwood Avenue
Dandenong VIC 3175

P: (03) 9792 2868

Aims to build meaningful relationships between parents, children and school communities.

Free classes include:

- Healthy cooking workshops
- English for the Australian Workplace
- Computer skills

English and Education

Deakin University Sanctuary Scholarships

For further information, please contact Deakin's Scholarship's Office:

P: (03) 9244 6333

E: enquire@deakin.edu.au

Sanctuary scholarships are available to asylum seekers and refugees on temporary visas so that they can study higher education at Deakin University. Some financial help is also available for living and associated study contacts.

To apply:

www.deakin.edu.au/courses/scholarships/find-a-scholarship/deakin-sanctuary-scholarships

Doveton Baptist Church

A: 127 Kidds Road, Doveton VIC 3177

P: (03) 9706 9081

Holds English classes on Saturdays from 10am until 12pm during school terms.

Doveton Neighbourhood Learning Centre (DNLC)

A: 34 Oak Avenue Doveton VIC 3177

E: info@dovetonnic.com.au

P: (03) 9791 1449

W: www.dovetonnic.com.au

Learn how to listen, speak, read and write in English. Gain skills to help you participate in the Australian community, progress in your job or do further study in a welcoming environment.

Cost: \$20

Outcome: Certificate of Attendance

Enrolment Information: Bookings essential

H: Mondays 9.30am-12.30am

English and Education

Doveton College

A: 62 Tristania Street Doveton
VIC 3177

E: sam@ourplace.org.au

P: (03) 8765 0111

C: Sam Hewitson

W: www.dovetoncollege.vic.edu.au

Level 1, 2 and 3 Accredited EAL E English classes for people who either have Permanent Residency, Bridging Visa Class E (BVE), Safe Haven Visa (SHEV) or Temporary Protection Visa (TPV).

Also learn about Australian culture, and how to use a computer. Costs:

- \$90 with concession
- \$200-\$250 without concession

Certificate 4 in Education support and Certificate 3 in Health Services Assistance are also offered.

Classes only run during school hours and during school terms.

Childcare available at a cost of \$20 per term. Limited to one child per student.

Eastern Inclusion

E: easterninclusion@cae.edu.au

P: (03) 8892 2831

W: www.cae.edu.au/

This program can provide 100 hours of intensive English language/literacy training/

Eligible Asylum Seekers are those holding the following visas:

- Bridging Visa subclass E (BE)
- Safe Haven Enterprise (SHEV)
- Temporary Protection (TPV)
- Australian Red Cross Victims of Human Trafficking Program.

English and Education

Endeavour Hills Neighbourhood Centre

A: 10 Raymond McMahon Blvd
Endeavour Hills VIC 3802

E: info@ehillsnc.org.au

P: (03) 9700 9789

W: www.ehillsnc.org.au/

- English as a Second Language and e-learning
- Arts and Crafts courses
- Computer courses
- Friendship and conversation groups
- Health and Fitness groups

Friends of Refugees

A: 1D Parsons Avenue,
Springvale VIC 3171

E: email@for.org.au

P: (03) 9711 1895

W: www.for.org.au

All classes are free and include:

- English for Employment pathways
- English conversation
- Children's education support and help with homework

Hampton Park Library

A: 25 Stuart Ave, Hampton Park
VIC 3976

P: (03) 8788 8500

W:

www.conversationclub.vic.gov.au/

Very popular Conversational English Classes

Wednesdays 10am – 12pm

Keysborough Learning Centre (KLC)

E: info@klckey.com.au

P: (03) 9798 7005

W: www.klckey.com.au/

F: facebook.com/Keysborough-Learning-Centre

KLC offers a number of educational classes, in multiple locations around the Dandenong region. Classes include, English classes, computer skills, and cooking classes,

Please refer to the links or the EAS App to view these courses, locations and times.

English and Education

Living and Learning Libraries

A: **Dandenong Library**

Harmony Square
225 Lonsdale St
Dandenong VIC 3175 and

Springvale Library

411 Springvale Road
Springvale VIC 3177

Sessions and services include

English classes, day and night sessions

- Referrals to further appropriate English language and literacy courses
- Advice for further, computer assisted language learning, courses
- Job search help and resume writing

P: 1300 630 920

W: greaterdandenong.com/

Living and Learning Inc. Pakenham

A: (03) 5941 2389

E: admin@livinglearning.org.au

P: 6B Henry Street, Pakenham

W: www.livinglearning.org.au/

Services aim to empower newly arrived Australians through quality education, and support in order to achieve high levels of employment and social connectedness. Services include:

- Computer and Administration courses
- First Aid courses
- English language classes
- Introduction to family day care info sessions

Mercy Connect

A: Dandenong Library,
225 Lonsdale St,
Dandenong VIC 3175

P: 1300 630 920

W: www.mercyworks.org.au

Attracts students from various cultures and backgrounds and encourages all refugees and asylum seekers to attend free tutoring classes. This helps to improve reading, writing, speaking and listening skills.

H: Fridays 9am-11am

English and Education

Multicultural Women's Group

A: Dandenong Baptist Church
25-27 James St, Dandenong

C: Andrea

E: ben.hadlos@yahoo.com.au

P: (03) 9546 5255

Offers free English and sewing classes for women and children.

H: Wednesdays 10am-12pm

Noble Park Youth Links (SECL)

NEW ADDRESS:

A: 60 Douglas St, Noble Park
(in AMES complex)

P: (03) 9547 0511

E: info@secl.org.au

W: www.secl.org.au/youthlinks/

Youth Links is a friendly and supportive place for youth aged between 12 and 25 years old

Services include:

- Homework Classes
Tuesday to Thursday 4pm to 6pm
- Centrelink Information and Queries
Wednesdays 2.30pm to 4.30pm
- L Plate Driving

Outlook Community Centre

A: 24 Toomuc Valley Road
Pakenham VIC 3810

P: [\(03\) 5941 1535](tel:(03)59411535)

W: www.outlookvic.org.au/

Offers free to low cost programs including:

- Computer skills
- Cooking classes
- Professional training
- Health and wellbeing education
- Living well as we get older program (60 years+)

RMIT People Seeking Asylum Scholarship

P: (03) 9925 2811

E: scholarships@rmit.edu.au

W: www.rmit.edu.au/scholarships

RMIT people seeking asylum scholarship is available to those on a Temporary Protection Visa, SHEV or a Bridging Visa so that they may pursue higher education at RMIT University. This scholarship also provides some financial assistance to cover the costs of tuition and living.

English and Education

SAIL Program

Sudanese Australian Integrated Learning

A: Trinity Uniting Church
Cnr Robinson & Scott Streets
Dandenong VIC 3175

E: info@sailprogram.org.au

W: www.sailprogram.org.au

Free English support and community services to the Sudanese Australian community. The bulk of the activities operated by the SAIL Program run every Saturday morning, from mid-February until late-December. SAIL welcomes all participants, including both refugees and asylum seekers.

Southern Melbourne Area - Navigator Program

P: (03) 8765 5645

C: Louise Palalagi (Co-ordinator)

E: palalagi.lousie.r@edumail.gov.au

Online referral application:

www.survey.surveymanager.net.au/

The Navigator program works to support disengaged young people to return to education and learning. Navigator works with young people, their families and support networks to address issues underlying disengagement and help them re-engage with their education. It is delivered by community agencies, who work closely with local schools and school area teams. To apply complete the online application form. The navigator program is available to young people who:

- Are 12 to 17 years of age
- Live or study in the City of Greater Dandenong, City Casey or Cardinia Shire
- Attended 30% or less of the past school term.



English and Education

Southern Migrant & Refugee Centre (SMRC)

A: 39 Clow Street
Dandenong VIC 3175 and

48 Webb Street
Narre Warren VIC 3805

P: (03) 9767 1900

W: www.smrc.org.au

The Australian Hazara Women's
Friendship Network: Providing English classes
on Fridays 10am-12pm.

Conversational English classes:
Wednesdays and Thursdays 10am-12pm.

Learning Space Activities:

- Sewing- Wednesdays 11am-2pm, Thursdays 11am-1pm.
- Introduction to computers with social media and cyber safety- Wednesdays and Thursdays 10am-2pm.

Education and Employment

Pathways: Wednesdays 12pm-2pm.

Homework Support for Students: Mondays to
Wednesdays 3.30pm-6pm.

Springvale Neighbourhood House Inc.

A: 1/3 Lightwood Road
Springvale VIC 3171

P: (03) 9548 3972
(03) 9574 6399

W: www.snh.org.au

H: Monday- Friday 9am- 5pm

English classes at Dandenong and Springvale for
persons with Australian citizenship and/or permanent
residency, refugees, asylum seekers and overseas
visitor visa holders.

- Certificate English classes - \$50 per year fee
- English for Work classes
- English for Parents classes

A: Springvale Community Centre
1 Osborne Avenue
Springvale, VIC 3171

P: (03) 9547 2647

Free English and computer classes for Burmese and
Rohingya-speaking men and women. Classes for
women: Tuesdays & Thursdays (female teacher, free
childcare). Class for men: Sundays (male teacher).

A: Springvale Reserve:
Cnr Newcomen Rd & EriksenSt
Springvale VIC 3171

Welcome Café - English conversation group for all
people wanting to practice English

A: Ross Reserve: Memorial
Drive, Noble Park VIC 3174
P: (03) 9547 5801

Activities: Try it Club, Tai Chi, Dancing & Music
classes, Arts & Crafts Classes, Computer Classes.
Life Skills Classes (for learners with permanent
intellectual disability/cognitive impairment)

English and Education

St Mary's Parish

A: St Mary's Parish Centre
Room 1 & 2, 160 Foster St
Dandenong VIC 3175
P: (03) 9791 4611

Free program for improving English.
Includes starters, low, medium and advanced classes
H: 4 days a week, 9:30am to 12:30pm

St Vincent de Paul Society

A: St Mary's Primary School
20-24 New St Dandenong
(entry via McCrae St)
E: dandenong.tutor@svdp-vic.org.au
P: 0488 363 359
H: Saturdays 10am - 12pm
(during the school term)

Free English tutoring provided for students who speak English as an additional language. Students are afforded homework help or can be given additional work from tutors. Parents or guardian signature is required upon initial enrolment.

We Care Community Service

A: 307 Gladstone Road,
Dandenong North VIC 3178
E: info@wecare.services
P: (03) 8791 5255
1300 762 522
W: www.wecare.services
H: Every Thursday 10am-12pm,
during the school term

We Care has partnered with Springvale Learning Centre to provide Free English Classes to all members of the Dandenong community, however anyone is welcome.
Various topics such as basic communication, grammar, formal writing, resume writing, health related writing, etc.

Wellsprings for Women

A: 79 Langhorne Street
Dandenong VIC 3175
E: administration@wellspringsforwomen.com
P: (03) 9701 3740
W: www.wellspringsforwomen.com

Women-only English classes most days of the week and childminding for pre-school aged children is available in most of the classes.
Plus *Learning, Living, Belonging Workshop*:
Tuesdays 10am – 12pm



English and Education

Women's Health In the South East (WHISE)

A: 2/31 Princes Highway
Dandenong VIC 3175
P: (03) 9794 8677
E: whise@whise.org.au
W: www.whise.org.au

WHISE provides health information, health promotion and education to the female community as well as health professionals. It addresses the health needs of women and assists on how to access services that they need. WHISE works on the elimination of discrimination, violence and disadvantage towards women.

Priority areas include:

- Sexual and reproductive health
- Prevention of violence against women
- Australian violence against women
- Regional family violence

H: Monday to Friday 10am- 4pm

Victorian Free TAFE Courses

P: 131 823
E: tafe.courseline@edumail.vic.gov.au
W: www.vic.gov.au/

The Victorian Government's Free TAFE for Priority Courses covers tuition fees for students who are eligible for government-subsidised training. This includes 30 priority non apprenticeship courses and 20 Victorian apprenticeship pathway courses (sometimes called pre apprenticeships) available in numerous locations and institutions.

These courses are in industries with in demand jobs in the following areas:

- Construction and Infrastructure
- Health
- Community Services
- Disability Services
- Agriculture
- Hospitality and Tourism
- Professional Services

These courses are open to asylum seekers on any visas with a referral letter from the Asylum Seeker Resource Centre.

Please visit website for full list of available courses and locations.



Family Services

Anglicare ParentZone

C: Jasbir Singh Suropada
jasbir.suopada@anglicarevic.org.au
P: 1300 984 011
0431 203 177
W: www.anglicarevic.org.au

'Parenting in Australia'

C: Carmel
P: (03) 9547 1224
E: nigro.carmela.c@edumail.vic.gov.au

'Dads Do Matter' program*

C: Sue Devlin
P: (03) 8752 8521
E: sue.devlin@lwb.org.au

Free multicultural strategic parenting programs, seminars, playgroups plus referral advice to support parents of all cultures with children 0 -18.

'Parenting in Australia' topics:

- Dealing with anger, stress and emotions
- Strategies around children's school care
- Strategies around responding to behaviour
- Sharing experiences and ideas with others

'Dads Do Matter' is held at Life Without Barriers:

- Increasing confidence in being a dad
- Building closeness with your children
- Learning new skills
- Overcoming conflicts

**interpreters may be available upon request*

Bestchance - Family Support Program

A: 583 Ferntree Gully Road,
Glen Waverley Vic 3150
P: 1300 224 644
E:
familysupport@bestchance.org.au

The Community Support program supports families in the City of Monash with children under the age of 18 years by providing material aid, food vouchers, information, advocacy and referral to services. Please contact bestchance family support program to make an appointment.

Beyond the Violence

C: Ariane Hahn (Dandenong)
ariane.hahn@anglicarevic.org.au
P: 0499 080 468
C: Karen Piscopo (Cranbourne)
karen.piscopo@anglicarevic.org.au
P: 0499 079 749

'Beyond the Violence' – An 8 week program for non-offending parents and their children (0-18) who have experienced family violence. This program will help families to establish safety, rebuild family relationships and move forward with their lives following Family Violence.

Family Services

BeyondBlue Connect

A: Inside Life Without Barriers
(above Dimmeys)
Level 2, 1-7 Langhorne St,
Dandenong VIC 3175
P: 1300 036 418

BeyondBlue Connect is a free peer mentor wellbeing program designed to support people experiencing stress. Peer mentors support individuals to develop the skills, confidence and knowledge to improve wellbeing and connections.

BeyondBlue Connect peer mentors have experience of mental health issues, and the migration experience; displacement, war, trauma, death, loss and grief.

Child FIRST

A: 50 Lonsdale Street
Melbourne, VIC 3000
P: [1300 650 172](tel:1300650172)
W: www.services.dhhs.vic.gov.au/

Child FIRST is an easily accessible, community-based point of entry for children, young people and families needing support.

A matter should be referred to Child FIRST if it involves:

- Significant parenting problems that may be affecting the child's development
- Serious family conflict, including family breakdown
- Families under pressure due to a family member's physical or mental illness, substance abuse, disability or bereavement
- Young, isolated and/or unsupported families
- Significant social or economic disadvantage that may adversely impact on a child's care or development.

City of Greater Dandenong Children's Services & Maternal & Child Health

P: (03) 8571 1000
W: www.greaterdandenong.com/

- [Maternal & Child Health](#)
- [Playgroups](#)
- [Kindergarten & Child Care](#)
- [Family Day Care](#)
- [Family Support & Counselling and After Hours Help and Advice](#)

Family Services

City of Greater Dandenong Counselling & Family Support Services

P: (03) 9793 2155

W: : www.greaterdandenong.com/

For parents and caregivers with dependent children aged 0-17 years who live, work, study or have a connection with the City of Greater Dandenong.

A free, voluntary, parent support program to help build the skills and establish the resources that promote the ongoing safety, stability, wellbeing and development of their children.

Home or office based coaching and counselling for mothers, fathers and carers.

Educational, recreational, social and therapeutic group programs.

The service is also available for pregnant women who are experiencing difficulties preparing for the birth of their child.

City of Kingston Family Support Services



A: 1 Chelsea Road, Chelsea VIC 3196

P: (03) 9581 4860

W: www.kingston.vic.gov.au

C: Pauline Clarke (Family Support Coordinator)

E:

pauline.clarke@kingston.vic.gov.au

C: Jihan Wassef (Family and Youth Team leader)

P: 1300 369 436

Provide in home support to families with children in their care between the ages 0 - 18 years. Support can be through emotional support, parenting support, nutritional information, case management, information and referral.

For parents and caregivers with dependent children aged 0-18 years who live, work, study or have a connection with the City of Kingston.



Family Services

Connections UnitingCare

A: 51 Princes Highway,
Dandenong VIC 3175

E: enquiries@unitingconnections.org.au

P: (03) 8792 8999 Dandenong
(03) 9705 3939 Narre Warren

W: <https://www.unitingconnections.org.au/>

H: Monday - Friday 9am-5pm

Provides a range of free or low cost programs for Children, Youth and Families.

Child FIRST is the contact point to access practical support for vulnerable families.

'Komak Program' - An early response and intervention support program to reduce isolation among the Afghan community, particularly young people who may be vulnerable to anti-social behaviours.

Cranbourne Community House

A: 49 Valepark Crescent,
Cranbourne VIC 3977

E: cch@cranbournecommunityhouse.com

P: (03) 5996 2941

W: www.cranbournecommunityhouse.com

Cranbourne Community House offers many programs and activities including:

- Playgroup Occasional Child Care
- 3 Year Old pre Kinder
- English classes
- Computer classes

Crossway Lifecare

A: 709 Highbury Road
Burwood East VIC 3151

E: lifecare@crosswaylifecare.org.au

P: (03) 9886 3899

W: crosswaylifecare.org.au

H: Monday 10am- 5pm
Tues-Wed-Thu 10am- 9pm
Friday: 10am- 5.30pm
Saturday 10am- 2.30pm

Crossway Lifecare is a community services organisation passionate about helping people in tough places flourish. We provide help for people, including refugees who are experiencing hardship such as relationship issues, mental health, domestic violence, addictions and other challenging situations.

The Women's Centre cares for women and children who are struggling and recovering from challenging issues, including family violence and abuse. They offer support programs to help you in your journey.

Family Services

CyberParent

www.amf.net.au/cyberparent

Cyberparent is an interactive learning tool that aims to teach parents and families about how to use the internet safely.

The CyberParent App is available in 17 different languages and is accessed via the internet, tablets and smartphones.

Dads in Distress (DIDs) & Mums in Distress (MIDs)

Parents Beyond Breakup

P: HELPLINE:

(02) 6652 8113

W: www.parentsbeyondbreakup.com/

DIDs and MIDs offer peer support groups in most States which aim to provide help and hope for separated dads, mums and their families.

They provide the resources and support, either directly or in collaboration, to empower individuals to manage the challenges that placed them at risk.

Doveton College

A: 62 Tristania Street,
Doveton VIC 3177

P: (03) 8765 0111

W: www.dovetoncollege.vic.edu.au

Save the Children Playgroups:

Free early Childhood and parenting programs for children and families. For children 0-5years and their families.

Maternal and Child Health Nurses: For appointment contact City of Casey, P: (03) 9705 5590

Paint the Town REaD:

Early literacy community scheme.

For Parents

www.education.vic.gov.au/parents/

'For Parents' is a Australian official website on practical information around the following:

- Parenting
- Child health/development
- Childcare services and primary schools
- Feeding and nutrition
- Services for parents
- Learning and play information

Family Services

Friends of Refugees

A: 1D Parsons Avenue,
Springvale VIC 3171
E: email@for.org.au
P: (03) 9711 1895
W: www.for.org.au

Homework Support Program helps primary and high school students from asylum seeker and refugee backgrounds with ongoing homework support in a friendly, welcoming and supportive atmosphere.

GREAT In Home and Community Care (GIHCC)

A: 12 Hibiscus Crescent
Point Cook VIC 3030 and
11/249 Lonsdale St
Dandenong VIC 3175
E: admin@gihcc.com.au
P: (03) 9395 4657
(03) 9794 7990
0490 080 933

GIHCC empowers culturally and linguistically diverse communities (CALD) by providing carers with information, education, training, advocacy, counselling and other culturally responsive support services that may assist them in their caring role. Our service supports diverse families and individuals with a wide range of physical, social and intellectual abilities at all stages of life.

InTouch - Motivation for Change Program for Men

A: Dandenong and
Sunshine/Brimbank Magistrate's
court catchment area (contact us
for specific area details)
P: (03) 9413 6558
W: www.intouch.org.au/
E: mfc@intouch.org.au

Motivation for change is a tailored program for men who use violence towards family members. This program gives men a safe space to share their experiences and learn strategies for coping and strengthening their relationship.

- A 15-week program of group sessions for men to reflect on their behaviours and learn ways to relate non-violently.
- 1-1 Case Management support and assistance to discuss their situation and access services

Family Services

InTouch - Multicultural Centre Against Family Violence

E: admin@intouch.org.au
H: Monday- Friday 10am-4pm.
P: 1800 755 988
(03) 9413 6500
W: <http://www.intouch.org.au/>

If you are experiencing family violence, either emotional, physical, verbal, sexual, financial or social, you can get help. We provide free and confidential advice and help in your own language. We have helped many women in your situation. We will make sure that you and your children are safe.

Make a Difference Dingley Village



A: 31B Marcus Road Dingley Village VIC 3172
W: www.maddv.com.au
E: admin@maddv.com.au
P: (03) 9551 1799

Provide a range of services including family and relationship counselling, grief counselling, mediation, financial counselling and parent education. Family and financial counselling sessions are by appointment only.

H: Monday - Thursday 9am - 3pm

Clients must have either a Health Care Card or Immi Card to be eligible.

Maternal and Child Health Line (MCH)

E: mchline@edumail.vic.gov.au
P: 132 229
W: www.education.vic.gov.au

Key Ages and Stages - Parent Tip Sheet Provides information, support and guidance regarding child health, nutrition, breast feeding, maternal and family health and parenting.

All phone calls are completely confidential.
24 hours a day, seven days a week. FREE.
Provides free female interpreter services.

MensLine

E: talkitover@mensline.org.au
P: 1300 789 978
W: www.mensline.org.au

MensLine is a FREE national telephone and online support, information and referral service for men. The service is available from anywhere in Australia and is staffed by professional counsellors, experienced in men's issues.



Family Services

Monash Health Child & Family Services

A: 55 Buckingham
Ave, Springvale
VIC 3171

E: MHCAccess@monashhealth.org

P: 1300 342 273 (select option 4)

W: monashchildrenshospital.org

H: Monday-Friday 8am- 4.30pm

Monash Health Community:

A:122 Thomas St
Dandenong VIC 3175

Rowan Park House

A: 148 Kidds Road,
Doveton VIC 3177

Cranbourne Integrated Care Centre

A: 140-154 Sladen St
Cranbourne VIC 3977

Henry Family Children's Centre

A: 145 Henry Rd
Pakenham VIC 3810

Pakenham Health Centre

A: Henty Way
Pakenham VIC 3810

My Blue Sky

E: help@mybluesky.org.au

P: (02) 9514 8115 or
SMS: 0481 070 844

W: www.mybluesky.org.au

Check out: [Your Tomorrow Video](#)

The Child and Family Team at Monash Health Community (MHC) provide allied health assessments and services to children that live in the Cardinia casey and Greater Dandenong council areas including:

- Occupational Therapy
- Physiotherapy
- Podiatry
- Speech Pathology
- Nutrition and Dietetics

Also individual or group sessions including:

- Counselling
- Children's Groups
- Antenatal Groups

Healthy Mothers, Healthy Babies:

- Free one-to-one practical support, assertive outreach, case management and linkages.
- Assistance for mothers to address issues impacting on them and their family.
- Advocacy for women and their babies.
- Education regarding healthy practices during pregnancy and early parenting, and preparing items for baby's arrival.

A support service that provides people in, or at risk of, forced marriage with free, confidential legal advice and links to support services, as well as useful resources in a variety of languages.

You can call, text, email or use the secure online locker room for advice.

Family Services

Outlook Community Centre

A: Outlook Community Centre,
24 Toomuc Valley Road
Pakenham

E: communitycentre@outlookvic.org.au

P: (03) 5941 1535

W: www.outlookvic.org.au

H: Wednesdays 10am-12pm

Free wellbeing workshops for older adults. The goal of the *Aging Well*™ program is to involve older adults in learning about age-related changes and strategies to enhance wellbeing. This program is for anyone living in the Shire of Cardinia who is 60 years and over are welcome.

Parentline

P: 132 289

H: Everyday 8am- 12midnight

W: www.parentline.com.au

Parentline is a state-wide telephone counselling, information and referral service for all Victorian parents and carers. The service is staffed by qualified and experienced counsellors, who are available to talk confidentially with the callers about parenting issues. Staff are able to access interpreters as required.

Parenting in a New Culture

E: information@acys.utas.edu.au

W: www.acys.info/

An online parenting guide for families from culturally diverse communities in Australia.

Raising Children

Australian parenting website

W: www.raisingchildren.net.au

This website provides free information that can help parents with the day-to-day decisions of raising children.

Provides up-to-date, research based material guides and videos on more than 800 topics, in a variety of languages.

Family Services

SHINE: Support Help Information Networks and Education

E: shinecdIntake@familylife.com.au

P: (03) 9784 0650

Topics include:

- Individual child and adolescent support
- Parenting assistance
- Whole family support
- Advocacy and assistance for families
- Networking with other services to support families
- Programs and group work for children in schools and the community
- Community capacity building, education and development

Southern Migrant and Refugee Centre (SMRC)

A: 39 Clow St
Dandenong VIC 3175
48 Webb St
Narre Warren VIC 3805

E: smrc@smrc.org.au

P: (03) 9767 1900

W: www.smrc.org.au

SMRC provides case work for families and young people, services for aged and disability clients such as flexible respite care, social support, parenting support, community visitor schemes, support for carers program, and community care packages.

If you have any enquiries about this program please call the SMRC number or email.

The Freedom Partnership - The Salvation Army

Information resources:

E: endslavery@aue.salvationarmy.org

W: www.endslavery.salvos.org.au/

The meaning behind the brand is to end slavery. Slavery can take the form of harbouring, deceptive recruiting, debt bondage, forced marriage, forced labour, trafficking and servitude.

Early and Forced Marriage Resources

The Australian Government's Response to Forced Marriage: www.ag.gov.au/

Family Services

The Australian Muslim Women's Centre for Human Rights

E: reception@muslimwomenscentre.org.au

P: (03) 9481 3000

W:

www.ausmuslimwomenscentre.org.au

- A dedicated casework service that can provide individual support and assistance in relation to early and/or forced marriage
- Provision of group work to young women who may be at risk of early and/or forced marriage
- Research including a recent publication on young Muslim women's decision-making around early marriage
- Provision of training and information sessions to service providers on early and/or forced marriage

VICSEG

Coburg

A: Suite 201-202/ 398 Sydney Rd,
Coburg, VIC 3058

P: (03) 9353 5811

W: vicsegnewfutures.org.au/

VICSEG Programs for Families, Children & Young People is committed to community development, capacity building, universal and secondary approaches to achieve culturally competent services for children, young people and families.

Enquiries about Family Day

Care: E: familydaycare@vicsegnewfutures.org.au

Programs works in partnership with local government and community organisations to develop culturally responsive service models in child care, family day care, maternal and child health, kindergarten, integrated family services and library services.

Youth Support and Advocacy Service (YSAS)

A: 155 Lonsdale Street
Dandenong VIC 3175

E: advice@yodaa.org.au

P: (03) 9701 3488

W: www.ysas.org.au/

YSAS provides a variety of youth-friendly and culturally-specific services including drug & alcohol treatment, outreach programs, youth leadership and social engagement activities and events.

Family Services

Queen Elizabeth Centre (QEC)

A: 53 Thomas Street,
Noble Park VIC 3174

E: theqec@qec.org.au

P: (03) 9549 2777

W: www.qec.org.au/

Variety of programs for families with children from birth to age 4, including programs for Afghan families and Sudanese families. Residential and outreach services assist with sleep & settling and other issues.

Self or agency referral. Medicare Card required.

1800RESPECT

P: 1800 737 732

W: www.1800respect.org.au

Confidential information and counselling providing 24/7 support to people impacted by sexual assault, domestic or family violence and abuse. Translating and interpreting services are available. Information is also accessible online and translated into 28 languages.

Also operates 'Daisy', an app designed to connect users with local services, including those specific to women from migrant and refugee communities.

Financial Help

Casey North Community Information and Support Service (CNCISS)

A: Suite 1, 90-92 Victor Crescent
Narre Warren VIC 3805

P: (03) 9705 6699

H: Monday, Tuesday, Thursday
& Friday: 9:30am-4:40pm

Wednesday: 12pm-7pm (after 5pm
apt only)

CNCISS is a community based information and referral service, staffed by both professional workers and trained volunteers. Our aim is to provide programs to meet the need of the local community.

Services available:

- Financial Counselling
- Tax Help
- Advocacy and Support
- Housing and Tenancy
- And much more.

EastWeb - Grants

E: eastwebadmin@gmail.com

EastWeb gives small grants (\$2,500 - \$5,000) to small projects within Victoria working with Indigenous Asylum Seeker or Refugee communities in the area of

- Health care
- Employment
- Education
- Cultural heritage

Lifeline Financial Counselling

A: Level 7, 280 Thomas St
Dandenong VIC 3175

E: financial.counselling@wesley.org.au

P: (03) 9794 3000
(ask for the financial counsellor)

Financial counsellors are able to assist people and the community in a number of ways:

- Negotiating with creditors
- Providing information
- Assistance with bankruptcy
- Help with fines and Centrelink issues
- Education on money management

Financial Help

The Salvation Army – Financial Counselling

W: www.salvos.org.au/

Our Moneycare service provides free and confidential financial counselling. Our financial counsellors listen, analyse and assess your financial situation in a non-judgmental and caring manner. They give you information about credit and debt issues and work with you to develop a plan to improve your situation. Visit the website and search your postcode to find the closest financial counselling service.

MoneyHelp

H: Monday-Friday 9:30am - 5pm

W: www.moneyhelp.org.au

Interpreter Service available

MoneyHelp is a financial counselling service for Victorians which aims to help with money or debt problems. Includes free telephone financial counselling, a website with information and useful resources including sample letters, guides and fact sheets.

National Debt Hotline

H: 9:30am-4:30pm

P: 1800 007 007

W: www.ndh.org.au

A not-for-profit service that offers financial counselling for free. They help individuals tackle debt problems, help build a plan to increase savings and make sure you know your rights.

National Zakat Foundation

A: 29 Sydney Rd Coburg,
VIC 3058

P: 1300 663 729

E: info@nzf.org.au

W: www.nzf.org.au/

www.nzf.org.au/apply-now/

Aims to utilise Zakat funds and voluntary donations collected in Australia for the benefit of the most vulnerable members of our local community, including widows, orphans, refugees, the aged and the homeless. Our work covers five core areas that together form an end-to-end service for the Muslim community in Australia with respect to Zakat.

Red Cross

A: Level 4, 311 Lonsdale Street
Dandenong VIC 3175

P: (03) 8327 7370

W: www.redcross.org.au

Asylum seekers are able to phone for an appointment to be assessed for eligibility for support, material aid, and financial assistance.

Financial Help

RentRight

RentRight - Smartphone App
W: www.consumervic.gov.au

RentRight is a smartphone app that allows landlords and renters to manage their activities.

Landlords can:

- Send template emails to renters about issues, upcoming inspections and general property-related matters.
- Generate and complete electronic reports e.g. condition reports and inspection reports
- Get information about their rights and responsibilities
- Set reminders about property related activities e.g. pay rent; end of lease etc.

Renters can:

- Send template emails on issues such as repairs and ending the lease, with photo capabilities.
- Get information on their rights and responsibilities.
- Use calculation tools to manage their finance
- Budget their move using a moving in cost calculator.

South East Community Links (SECL)

A: 5 Osborne Avenue
Springvale VIC 3171
C: Kay Dilger
P: (03) 9546 5255
(03) 9549 5288 (Intake)
E: kdilger@secl.org.au
fcs@secl.org.au
info@secl.org.au
W: www.secl.org.au

South East Community Links employs financial counsellors who provide information, support, and advocacy to people in financial difficulty. Financial counselling services are free, independent and confidential.

Financial counsellors can assist you in:

- Understanding your personal financial priorities (such as health, abuse, employment etc.).
- Supporting you through developing a money plan to manage your daily expenses.
- Advocating and negotiating payments with creditors, access grants, or concessions, access to dispute resolution schemes.

To talk to a financial counsellor or to learn more about this service please contact the intake line or email.

Financial Help

South East Water

E:
support@southeastwater.com.au
P: 9552 3540 or 92090130
(interpreter service line)
W: www.southeastwater.com.au

South East Water offers payment assistance for water and sewerage bills. They work with individuals and families to tailor payment solutions that suits individual circumstances and needs.

Anyone can use the program and you don't need a concession card to be a part of the program if you do have a concession card you can receive up to \$320.90 per year discount off your bill. South East Water has several different services that you may be eligible for such as:

- A payment plan
- More time to pay or rebates
- Access to concessions and government grants
- Offer free financial counselling and water management tools.

Good Money



E:
dandenong@goodmoney.com.au
A: 250 Lonsdale St Dandenong
3175
P: (03) 8788 7300
W: stepuploan.org.au

StepUP provides low interest loans to people of low income across Australia with no hidden fees or additional charges. Loans can not be used for cash, debt consolidation, holidays or bills but can be used to buy:

- Second hand cars or repairs
- White goods
- New computers
- Vocational education
- Medical expenses

If eligible, clients can borrow \$800 - \$3000 to be paid off over three years. For more information, please visit Good Money Office in Dandenong or call phone number provided.



Financial Help

WISE - SMRC

C: Marian
A: Southern Migrant Refugee
Centre
39 Clow Street, Dandenong,
VIC 3175
P: (03) 9767 1900

Money Management Program

Question and Answer sessions include information and advice around fines, scams, debt and financial management.

Please Contact Marian for session times as they do not run frequently.

Food and Material Aid

Asylum Seekers Centre

A: Level 1, The Hub Arcade
Dandenong VIC 3175
OR
15-23 Langhorne Street
Dandenong VIC 3175
P: (03) 9802 5268
0409 416 744
E: dspitteler@hotmail.com

Provision of food for an indefinite period for Asylum Seekers without work rights who reside in Clayton as well as Cities of Greater Dandenong and Casey. Provision of books, clothing, computers, cutlery, linen and toys to asylum seekers and refugees from any area of Melbourne. Food distributed on Tuesdays, Wednesdays and Thursdays only.

W: www.asylumseekerscentre.org
H: Tuesday-Thursday 8am–2pm

Asylum Seeker Resource Centre (ASRC - Footscray)

A: 214-218 Nicholson Street
Footscray VIC 3011
P: (03) 9326 6066
W: www.asrc.org.au

Foodbank is a free grocery store inside ASRC Footscray that provides fresh food each week to members seeking asylum. They can also provide essential items including Myki credit, international calling cards, mobile phones and gift cards to buy household items urgently needed. Hot meals are served 5 days a week.

Avocare Community Connect (Avocare)

A: 59-63 Williams Road,
Dandenong South 3175
H: Monday–Thursday 9am-5pm
Fridays 9am-4pm
P: (03) 9793 9766
W: www.avocare.org.au

The Avocare supplies local charities with rescued food to distribute to vulnerable individuals and struggling families. They also assist with material aid, clothing, footwear, books and animal care support. Hot meals served 1 night per week to local people in need at Dandenong Town Hall.

Cornerstone Contact Centre

A: Dandenong Church of Christ
139 David Street Dandenong
P: (03) 9794 5654 0481 186 323
E: admin@cornerstonecentre.com.au
W: www.cornerstonecentre.com.au

Free hot meals each week:
Wednesday (9am-1pm)
Friday (9am-1pm)

Food and Material Aid

Casey North Community Information and Support Service (CNCISS)

A: Suite 1&2, 90-92 Victor Cr
Narre Warren VIC 3805
P: (03) 9705 6699
E: cnciss@caseynorthciss.com.au
W: www.caseynorthciss.com.au

- Emergency relief in the form of food parcels, chemist vouchers and food vouchers.
- Financial Counsellors, social workers, general assistance and referral advice.
- No interest loans available.
- Agency, Centrelink and self referral.
- Casey North residents only.

Cranbourne Information and Support Services (CISS)

A: 156 Sladen Street
Cranbourne VIC 3977
P: (03) 5996 3333
E: ciss@cranbourneiss.org.au
W: www.cranbourneiss.org.au
H: Monday – Friday 9.30am- 4pm

- CISS provides Emergency Relief in the form of food parcels, food and petrol vouchers, chemist assistance and education assistance.
- Crisis support, referrals, advocacy, counselling and financial counselling are also provided.
- Casey South residents only.

Dandenong Benevolent Society

P: (03) 9212 1100
E: benev@bigpond.net.au

Address given at referral

- Services including food parcels, food vouchers & material aid to clients within the Dandenong, Keysborough and Noble Park areas.
- Requires referral by CGD or Centrelink Social Work

Doveton Neighbourhood Learning Centre- Emergency Food Aid

A: 34 Oak Avenue Doveton 3177
P: 97911449
E: info@dovetonnlc.net.au
W: www.dovetonnlc.net.au

- Emergency food aid for people on Concession card, asylum seeker on refugee visa or anyone experiencing sudden hardship.
- Monday – Friday 9:30am-2pm
- Fresh fruit and vegetables Wednesday – Friday
- Tues Meal 6:30-8pm incl Orange Sky Laundry





Destiny Care Dingley

A: Rear 50 Tootal Road, Dingley
Village VIC 3172

P: (03) 9558 3980

E:

info@destinychurchmelbourne.com

W:

www.destinychurchmelbourne.com/

Free Lunch lunch and food parcels provided

H: Wednesdays 10 am - 3pm

Tuesday 2:30 pm - 4:30 pm

C: Pam Carter (Welfare Co-ord.)

P: 0466 601 676



Dixon House Neighbourhood Centre Inc.

A: 2 Dixon Street
Clayton VIC 3168

P: (03) 9543 8911

(03) 9543 4294

W: www.dixonhouse.org.au

E: info@dixonhouse.org.au

Access to food parcels and food pantry for those experiencing financial hardship and are residing in the following postcodes:

3165, 3166, 3167, 3168 and 3169

H: Friday 10am - 12pm

Enjoy Church

A: 2263 Princes Hwy,
Mulgrave VIC 3170

P: (03) 9240 6000

E: front.desk@enjoy.church

W: www.enjoy.church/

- Free Food Pantry & café with hot meals
- Clothing boutique with clothes at a minimum cost.
- Drop-ins welcome.

H: Fridays from 10.00am

FreeCycle Network

W: www.freecycle.org
For [Casey area listings](#).

The FreeCycle Network is a non-profit movement of people who are giving (and getting) stuff for free in their own towns and neighbourhoods. The Network is about reusing and keeping good stuff out of landfills. Each local group is moderated and joining is free.



Food and Material Aid

Friends of Refugees

A: 1D Parsons Avenue, Springvale
VIC 3171

E: email@for.org.au

P: (03) 9711 1895

W: www.for.org.au

The new Op Shop sells directly to the public, but asylum seekers without income may shop at subsidised rate. Provides a variety of material aid including household furniture, whitegoods, etc. Delivery possible. Provides food aid including fresh and canned foods, and Asian groceries.

Joey's Van

A: Palm Plaza (Clow St end),
Dandenong VIC 3175

E: marg_mill@bigpond.com

W: www.givenow.com.au/joeysvan

A partner agency of Foodbank, and striving to meet the immediate needs of families and individuals to receive adequate daily nutrition

H: Mondays and Fridays 6.30-8.30pm

Free meals. No referral required

Jesuran Wellness Centre

A: Block D, 60 Douglas St
Noble Park VIC 3174

E:
jesuranwellness.centre@yahoo.com

P: 0407 125 649

(03) 8707 4972

W: www.jesuranwellness.com.au

- Food hampers with dry goods
- Fresh food
- Clothing

Drop-ins welcome

H: Wednesdays and Thursdays 12pm-3pm

Keysborough Learning Centre (KLC)

A: 402 Corrigan Road,
Keysborough VIC 3173

P: (03) 9798 7005

E: info@klckey.com.au

W: www.klckey.com.au/

Provides food parcels

Wednesday and Friday 9.30am–12pm

Only for residents of Greater Dandenong.

Drop-in, no referral required.

Centrelink card or IMMI card required.

Food and Material Aid

Kingston City Church Emergency Resources

**NEW
LISTING**

A: Christ Church Dingley Village -
cnr Old Dandenong and Centre
Road Provides food parcels for anyone in financial need
H: Wednesdays 10 am - 2 pm
P: (03) 8551 6610
E: joy@crm.org.au
W: www.kcc.crm.org.au/

Make a Difference Dingley Village

**NEW
LISTING**

A: 31B Marcus Road
Dingley Village VIC 3172 Provide food parcels and limited food vouchers
as well as Telstra vouchers.
E: admin@madv.com.au
W: www.madv.com.au Food Pantry Hours
Wednesdays 9am - 12pm
P: (03) 9551 1799
H: Monday - Thursday 9am - 3pm Clients must have either a Health Care Card or Immi
Card to be eligible.

Monash Oakleigh Community Support and Information Service

**NEW
LISTING**

A: 25 Downing Street Oakleigh VIC 3166 Provide food, food vouchers, clothing, disposable
nappies and household goods.
P: (03) 9568 4533 Available only if living in 3148, 3166, 3167, 3168 and
E: admin@mocsis.org.au part of 3169 postcodes.
W: www.mocsis.org.au Must have ID with proof of address or a centrelink
card to be eligible.
Food Pantry Hours: Monday - Friday 10am - 3:30 pm

Monash Waverley Community Information and Support Service

**NEW
LISTING**

A: 47-49 Miller Cres. Mount
Waverley VIC 3149 Provide food parcels, supermarket vouchers,
fruit, vegetables and bread (when available) as well
P: (03) 9807 5996 as referrals for clothing and furniture items.
or (03) 9807 9844
E: wavcis@bigpond.com For material aid, clients must live within 3149, 3150,
W: 3170 and parts of 3125, 3147, 3148, 3168 postcodes
<http://www.monashwaverleycis.org.au> OR have a centrelink card.
Food Pantry Hours: Mon - Fri 9:30am - 3:30pm

Myuna Farm

NEW
LISTING

A: 182 Kidds Road,
Doveton VIC 3177
P: (03) 9706 9944

Every second Saturday of every month, Myuna Farm in Doveton hosts a **produce swap** where residents can swap their excess home-grown fruit & vegetables with other participants. Produce swaps are not only for swapping home-grown fruit and vegetables but participants can also bring along items including eggs, seeds, flowers and compost. There is no money exchanged, just items swapped. New participants are welcome. No bookings are required.

Pantry 5000

NEW
LISTING

A: Cnr Poulson Street and McLeod Road, Carrum VIC 3197
E: chadchelsea@bigpond.com
W: www.longbeachanglicans.org.au
P: (03) 9772 1251

Provides food parcels for those on a Health Care Card and pension card or referred by other agencies

Food Pantry Hours: Wednesday 9:30 am - 1pm

Public Transport Victoria (PTV)

P: 1800 800 007
W: www.ptv.vic.gov.au
H: 6am to midnight daily

Information in other languages available
Asylum seekers may be eligible for an PTV Asylum Seeker ID and a free Concession myki which provides discounted travel. You must:

- be aged 17 years or older,
- hold or be applying for a bridging visa
- be receiving case management from a PTV approved asylum seeker assistance provider
- not hold any other valid public transport concession card.



Food and Material Aid

Project Hope - Salvation Army Community Support Services

Dandenong

A: Shop 6/7, 147-151 Foster St
Dandenong VIC 3175

P : (03) 9794 3500
for appointments

H: Everyday 0930 to 3:30pm

Some Group Counselling Programs
Wednesday and Thursday Evenings
Office hours: Tuesday to Thursday

Salvos Legal

Appointment essential

P: (03) 9313 2600 or

E: enquiries@salvoslegal.com.au

Doveton

A: 1a Frawley Road Doveton
VIC 3177

www.salvationarmy.org.au/doveton

Thrift Centre: Drop In Centre and limited Emergency Relief

available: 9:30am to 3:30pm
Monday to Friday.

Full Emergency Relief Services

Wednesday: 9:30am – 3:30pm

P : (03) 9794 3500
for appointments

Thrift Shop & Community Centre-Noble Park

A: 14-16 Buckley Street,
Noble Park 3174 VIC

H: Tuesday to Friday 10:00am to 2:30pm

P: (03) 9547 8629

Emergency Relief: For appointment with Emergency Relief & Community support Wednesday & Friday: 10am to 2:00pm
P: (03) 9547 8995

Drug and Alcohol Counselling primarily concerned with clients sent to us by the court system and associated institutions. Two staff members are on-site to enable the continuation of this service under the prior name of Salvocare Eastern Support and Recovery Services.

Various group programs are conducted on a fee for service basis – Addiction Awareness, Men's Lifestyle Group, and Anger Management Groups.

Positive Lifestyle Groups and individual counselling conducted by staff and chaplains.

Emergency Relief, financial, food and material aid support for clients based upon assessed needs. We have the capacity to assist clients in a variety of ways.

Financial Counselling Services with two financial counsellors.

Case Work/Management of clients who have become dependent upon emergency relief over a period of time.

Salvos Legal (a boutique humanitarian legal firm) for legal advice and assistance on Police Matters, Debt, Neighbourhood Disputes, Centrelink Matters, Family Law, Housing Matters, DHHS, Family Migration and Refugee Matters

Court and other Services for persons needing support and guidance during court appearances and other

Doveton Thrift Shop, a family friendly thrift shop where you can grab a great bargain or drop off preloved clothes and goods. If you want to volunteer, contact the store manager.

Food and Material Aid

Restore - Enjoy Church

A: 2263 Princes Highway
Mulgrave VIC 3170
C: Rachael Jones
P: 0423 000 498
E: rachael.jones@enjoy.church
P: (03) 9240 6000 (Enjoy Church)

Restore is a community-based organisation with a strong focus on building genuine and authentic relationships with those that connect with us. Restore provide assistance with advocacy, writing resumes, budgeting support, weekly playgroups, and provision of food and clothing.

RISE: Refugees Survivors and Ex-detainees

A: Level 01, 247 Flinders Lane
Melbourne VIC 3000
P: (03) 9639 8623
E: admin@riserefugee.org
W: www.riserefugee.org

RISE assists with access to numerous welfare services by providing support with the various complexities of applying for and receiving benefits. RISE also acts as a referral agency for newly arrived families and youth in need of various resources including furniture, books and home wares to help establish their new lives.

Salvation Army (Cranbourne) Community Support Services

A: 1 New Holland Drive
Cranbourne VIC 3977
P: (03) 5995 0133
H: Monday-Friday 9.30am-
12.45pm & 1.30pm-3pm

Provides a crisis support and emergency relief for local residents. Assistance includes Food Parcels and vouchers, and furniture if available.

Southeast Community Links Inc. (SECL)

Springvale

A: 5 Osborne Avenue
Springvale VIC 3171
P: (03) 9546 5255

Provides emergency relief in the form of food parcels, telephone vouchers and food vouchers. Food vouchers subject to assessment.

Dandenong:

A: 186 Foster Street East
Dandenong VIC 3175

Food and material aid is available from all three sites; Springvale Dandenong and Noble Park

Noble Park:

A: 49 Douglas Street
Noble Park VIC 3174

General assistance and referral advice is also provided.

P: (03) 9547 0511
E: info@secl.org.au
W: www.secl.org.au/

No Interest and low interest loans are also available; conditions apply. To enquire, please contact the Springvale or Dandenong office.



Food and Material Aid

Springvale Benevolent Society

A: 1 Lightwood Rd,
Springvale VIC 3171
P: (03) 9546 5558
E: sbs@springvalebenevolent.com

Springvale Benevolent Society has been operating for over 40 years and provides assistance to families in crisis in the Springvale, Noble Park and Keysborough areas.

St Vincent De Paul Society

P: 1300 305 330
W: www.vinnies.org.au
H: Monday to Friday 10am-3pm

Special Works program can offer a friendly chat or it might involve providing information, advocacy, food or food vouchers, clothing, furniture, budget support, assistance with utility bills or back to school costs.

Self or caseworker referral.

The Clothing Exchange

A: Headquarters
L2 75-77 Flinders Lane
Melbourne VIC 3000
E: melbourne@clothingexchange.com.au
W: www.events.clothingexchange.com.au

The Clothing Exchange was founded by Kate Luckins as a thrifty way to update your wardrobe. Participants can trade clothing items online or at one of their professionally hosted events around Australia.

See Upcoming events on their website.

Transit

A: Narre Warren Christian Church
4/3 Webb Street Narre Warren
VIC 3805
W: www.transitoutreach.org.au/

Transit provides food support to marginalised community in the broader Narre Warren area. Hot meals are served on Mondays and Wednesdays. On Thursdays, Transit has family days where families have the opportunity to pick food including bread, fruit, groceries and vegetables. Hot meals are served along with unlimited tea, coffee and cordial and an opportunity to collect food from our 'Food Support.'

C: Reverend Keith Vethaak
P: (03) 9796 8966
M: 0438 398 594
E: keith.vethaak@gmail.com

OR

C: Dot O'Neill
M: 0428 882 068
E: oneills777@gmail.com

H: Mondays 4pm - 6pm and Wednesdays
Wednesdays 10am - 2pm

(not open during public holidays)



Food and Material Aid

Urban Neighbours of Hope (UNOH)*

A: Dandenong Baptist Church
25-27 James Street
Dandenong VIC 3175
P: (03) 9792 3204

* UNOH No longer operating In this region, but dinner still being held at Dandenong Baptist Church*
Free weekly dinner: Friday and Sunday Nights

Waverley Benevolent Society

A: 2 Euneva Ave, Glen Waverley
VIC 3150
P: 1300 552 509
W:
www.waverleybenevolent.org.au

Waverley Benevolent Society provide nutritious food and supermarket vouchers to people who are in crisis and emergency situations.

Eligibility:

- You must live in the city of Monash and provide address identification or be referred by a Link Health and Community staff member.
- Be on Centrelink benefits or have a low income.
- Attend a brief appointment with one of our trained volunteers.

We Care Community Service

A: 307 Gladstone Rd,
Dandenong North, VIC 3175
P: (03) 8791 52555
1300 762 522
E: info@wecare.services
W: www.wecare.services

Assists individuals and families in the Greater Dandenong and the City of Casey region who are suffering hardship through the Helping Hand Centres. We Care gives food, furniture, blankets, clothing, toys and employment training to the local community.



Ambulance Victoria



Are you a member?

In Victoria all* Australian citizens and permanent residents, including some refugees and people on a TPV or SHEV, and asylum seekers NOT on SRSS, need to pay for Ambulance membership to get FREE ambulance transport to hospital in an emergency.

Without membership they will have to pay the ambulance transport bill: average cost is about \$1,200. (Many thousands more for an airlift to hospital by helicopter.)

* Health Care Card Holders & Pensioners do not need to pay for membership. This would include some people from a refugee background – those here less than 5 years.

Asylum Seekers currently on SRSS can use an ambulance for FREE in an emergency without being a member of Ambulance Victoria. They will still receive a bill but should give it to their case manager or the Asylum Seeker Resource Centre (ASRC) as soon as possible so they can apply to have the bill waived.

**EVEN IF YOU ARE NOT A MEMBER, IF IT IS AN EMERGENCY –
CALL FOR AN AMBULANCE!**

FAMILY <i>(children under 17 and full time students under 25 are covered by family membership).</i>	SINGLE
Quarterly Direct Debit only \$23.01	Quarterly Direct Debit only \$11.50
1 year membership \$92.05	1 year membership \$46.00
3 year membership \$276.15	3 year membership \$138.00
5 year membership \$460.25	5 year membership \$230

www.ambulance.vic.gov.au/membership



Health Services

Australian Croatian Community Services

A: 3/57 Robinson St, Dandenong
VIC 3175

P: (03) 9791 6000

W: www.accs.asn.au

Providing culturally responsive in home care services through home care packages, brokerage services and domestic assistance. Also able to arrange volunteer Friendly Visitors in the home and in residential care.

Australian Red Cross - First Aid Course Pakenham

A: Toomah Community Centre
18 Golden Green Street,
Pakenham VIC 3810

E: learn@redcross.org.au

P: 1300 367 428

W: www.redcross.org/

Australian Red Cross provides CPR learning courses that provides basic first aid skills and knowledge.

Please contact for more information and other locations. Pakenham is currently the closest.

City of Greater Dandenong Immunisation Service

H: Every Monday from 9.30am-
10.30am (except public holidays)

A: Dandenong Civic Centre, 225
Lonsdale Street, Dandenong

P: (03) 8571 1000

W: greaterdandenong.com/

This is a service specifically for newly arrived migrants and refugees, to present their child's vaccination records to be assessed, and then a vaccination 'catch-up' schedule for appropriate vaccines will be determined by a registered nurse, as well as a time to raise any concerns about vaccination issues.

Please bring all documentation related to your child's previous vaccinations (must be in English), as well as your Medicare card and child health record booklet (if available).

Doveton BabyCollege

A: Doveton College
(Community Room)
62 Tristania St,
Doveton VIC 3177

C: Noeline or Sam
(Community Facilitators)

P: (03) 8765 0111

BabyCollege is a service delivered in collaboration with Queen Elizabeth Centre, Our Place and Doveton College for expectant and new mothers. They provide support including answering any questions about what to expect before and after birth and providing general guidance.

H: Every Thursday (from May 2nd) 9am - 11:30am
(during school term only)

Health Services

Enliven

A: Suite 4/31 Robinson Street,
Dandenong VIC 3175
C: Mitchell Bowden
P: (03) 9791 1768
E: info@enliven.org.au
W: www.enliven.org.au

Enliven works closely with leaders and members of local refugee and asylum seeker communities to assist them to find and use local health services and supports. enliven does this through [the Afghan and Tamil Community Strengthening projects](#) which trains volunteers from the Afghan and Tamil communities to deliver information within community settings.

Project website: www.enliven.org.au/

GREAT In Home and Community Care (GIHCC)

A: 11/249 Lonsdale Street,
Dandenong VIC 3175
E: admin@gihcc.com.au
P: (03) 9794 7990 (Dandenong)
0490 080 933

GIHCC empowers culturally and linguistically diverse /CALD/Communities by providing carers with information, education, training, advocacy, counselling and other culturally responsive support services that may assist them in their caring role.



Life! Program



A: 39 Clow Street,
Dandenong, Vic 3175

E: silvan@smrc.org.au
OR
smrc@smrc.org.au

W: www.lifeprogram.org.au/

C: Silva Nazaretian

P: (03) 9767 1964

The Life! Program is being run by The Southern Migrant & Refugee Centre (SMRC) in collaboration with Parks Victoria. It is a free program run by qualified health professionals centred around lifestyle modification that helps reduce the risk type 2 diabetes and cardiovascular disease.

The program started on the 29th April 2019 at Lysterfield Lake Park and includes a guided Welcome Walk around the lake.

You are eligible for the *Life!* program if you are:

- 18 years and over and have an AUSDRISK score ≥ 12 and a Body Mass Index score ≥ 25
- 18 years or more and have previously been diagnosed with one or more of the following:
 - heart attack or stroke
 - diabetes during pregnancy
 - kidney disease
 - high cholesterol
 - high blood pressure
 - high blood glucose levels
 - polycystic ovary syndrome
- 45 years or more (or ≥ 35 years and of Aboriginal and/or Torres Strait Islander descent) and have an Absolute Risk score of $\geq 10\%$ when referred by a GP clinic



Health Services

Monash Health Hospitals and Emergency Departments

Dandenong Hospital

A: 135 David St
Dandenong VIC 3175
P: (03) 9554 1000

Casey Hospital

A: 60-70 Kangan Drive
Berwick VIC 3806
P: (03) 8768 1200

Monash Medical Centre - Clayton

A: 246 Clayton Rd,
Clayton VIC 3868
P: (03) 9594 6666

W: www.monashhealth.org/

Hospital emergency departments and emergency ambulance services are for medical emergencies only.

This means that:

- Someone's life is at risk
- Their long term health is at risk or,
- They are seriously injured

Anyone can go to the public hospital at any time if they need emergency care.

Hospitals have interpreters on staff or can organise one to come.

Anyone can call "triple zero" 000 and ask for an Ambulance when there is a medical emergency. You can ask for an interpreter.

Please contact for more information on specific services available at these hospitals.



Health Services

Monash Health

Cardinia Casey Community Health

Service Berwick

A: 28 Parkhill Drive
Berwick VIC 3806
P: (03) 8768 5100

Cardinia Casey Community Health

Service Cockatoo

A: 17 McBride Street
Cockatoo VIC 3781
P: (03) 5968 7000

Cranbourne Integrated Care Centre

A: 140–154 Sladen Street
Cranbourne VIC 3977
P: (03) 5990 6789

Cardinia Casey Community Health

Service Pakenham

A: Henty Way
Pakenham VIC 3810
P: (03) 5941 0500

Clayton Community Rehabilitation Centre

A: 1 Tarella Road
Clayton VIC 3168
P: (03) 9594 7630

Greater Dandenong Community Health Service

A: 122 Thomas Street
Dandenong VIC 3175
P: 1300 342 273

A variety of allied health and community health services accessible to refugees and asylum seekers including;

- [Acquired language difficulties support](#)
- [Counselling](#)
- [Dental](#)
- [Financial counselling](#)
- [Home care packages](#)
- [Massage](#)
- [Optometry](#)
- [Physiotherapy](#)
- [Sexual and reproductive health services](#)
- [Women's health and wellbeing service](#)
- [Youth services](#)
- [Social activities and programs](#)

Please call locations or search online for details on services provided by each centre, services provided may vary. For intake enquiries, clients (if eligible) may be able to self-refer by calling 1300 342 273 and selecting option 4.

PLUS [Community Rehabilitation](#)

Kingston Centre

A: Cnr of Warrigal Rd and
Heatherton Rd
Cheltenham VIC 3192
P: (03) 9265 1000

Monash Health Community

A: 55 Buckingham Avenue
Springvale VIC 3171
P: 1300 3 iCARE (1300 342 273)
W: www.monashhealth.org/

Health Services

Link Health and Community

Locations:

Brighton

88 Asling St Brighton 3186

W: www.brightongp.com.au

P: 03 9596 3501

(Only doctors at this site)

Chadstone

Batesford Reserve

94 Batesford Rd Chadstone 3148

E: linkhc@linkhc.org.au

P: 1300 552 509

Clayton

Clayton Community Centre Level

1, 9-15 Cooke St Clayton 3168

E: linkhc@linkhc.org.au

P: 1300 552 509

Glen Waverley

2 Euneva Ave

Glen Waverley 3150

Corner O'Sullivan Rd

E: linkhc@linkhc.org.au

P: 1300 552 509

The Glen Shopping Centre

(Located in Priceline Pharmacy)

235 Springvale Rd Glen Waverley
3150

W: www.gpglenwaverley.com.au

P: 03 8822 8399

(Only doctors and dental at this site)

Link Health and Community offer a variety of health and supportive services that are responsive to the needs of refugees and asylum seekers.

- [Audiology](#)
- [Children and Youth Services](#)
- [Community Programs](#)
- [Dental](#)
- [Diabetes and Nutrition](#)
- [Doctors \(GP's\)](#)
- [Exercise Physiology](#)
- [Family Services](#)
- [NDIS Early Childhood Intervention \(ECEI\) Community Partner](#)
- [Occupational Therapy](#)
- [LinkPETS program](#)
- [Physiotherapy](#)
- [Podiatry](#)
- [Social and Emotional Wellbeing including Counselling and Family Violence](#)
- [Speech Pathology](#)
- [Support, Exercise and Activity Groups](#)
- [Volunteering](#)

Please call us on 1300 552 509 or visit our website www.linkhc.org.au for information on our services and where they are offered.

Oakleigh

8-10 Johnson St Oakleigh 3166

E: linkhc@linkhc.org.au

P: 1300 552 509

Link Health and Community is the Partner in the Community (PITC) delivering Early Childhood Early Intervention (ECEI) services for children aged 0-6 years across the east and south-east of Melbourne and eastern Victoria for the National Disability Insurance Scheme (NDIS). Please visit www.linkhc.org.au for our NDIS ECEI locations.



Health Services

Monash Health Refugee Health and Wellbeing

A: 122 Thomas Street,
Dandenong VIC 3175
W: www.monashhealth.org/

Refugee Triage Nurse
P: (03) 9792 8100

Refugee Nurse Liaison
(Hospital Based Services)
T: 9554 9776
M: 0420 301 634

Primary Care Services

- Refugee Health Nursing and GP
- Counselling
- Physiotherapy
- Women's Health
- Immunisation
- Complex case management
- Social inclusion programs & volunteering

Other Services:

- Infectious diseases
- Paediatrics
- Psychiatry
- Refugee Health Nurse Liaison
- Access to onsite pharmacy and pathology

Optometry Australia

E: national@optometry.org.au
P: (03) 9668 8500
W: www.optometry.org.au

An online Optometrist service directory enabling location and language specific searches.

Supercare Pharmacies

Locations:

Parkmore Pharmacy4Less

A: Shop J01, 317 Cheltenham Rd,
Keysborough
P: 9798 1936

Supercare has been funded to help reduce pressure on hospital emergency departments. It also has the potential to support groups without Medicare cards access to healthcare. Supercare nurses can see anyone who presents, regardless of Medicare eligibility.

Cranbourne North Chemist Warehouse

A: 180S William Thwaites Blvd,
Cranbourne North,
P: (03) 8391 9509
W: www.betterhealth.vic.gov.au/

Supercare Pharmacies overview:

- Supercare Pharmacies are opened 24 hours a day, seven days a week
- Twenty Supercare Pharmacies are open across Victoria, with six located in regional areas
- Private consulting rooms with free nursing service between 6pm and 10pm every day for minor illness and injuries.
- The Victorian Government is supporting existing local pharmacies and nursing services to provide these extra services.



Health Services

The Australian College of Optometry

E: aco@aco.org.au

P: (03) 9349 7400

W: www.aco.org.au

Cardinia-Casey Centre relocated to Dandenong.

Dandenong Eye-Care Clinic

A: 116 David Street

Dandenong VIC 3175

H: Monday to Friday 8.30am - 5.30pm. Closed for lunch

between 12.30pm and 1.15pm

P: (03) 9771 1007

Frankston Integrated Health Centre

A: Hastings Rd, Frankston 3199

H: Monday to Friday 9am-5pm

P: (03) 9784 8342

People from refugee and asylum seeker backgrounds can be referred by a welfare or social support agency to the Australian College of Optometry Clinic for low cost optometry services and subsidised glasses. The patient's refugee or asylum seeker status needs to be confirmed by a letter from such an agency. A Medicare card is not required if the patient has a letter confirming their status. Status approval is not required if they have a Pensioner Concession Card or Health Care Card. No consultation fee is payable by the patient; if glasses are needed, they may be provided at a subsidised rate (starting from \$30 – \$50).

Interpreter services available if required.

The waiting list for patients who require an interpreter may be longer, clients will be contacted once an appointment can be confirmed.

The Health Translations Directory

W:

www.healthtranslations.vic.gov.au

/

Online web pages, documents and videos about navigating the Victorian Health System, translated in many different languages. The Health Translations Directory is a Victorian Government initiative, maintained by the Centre for Culture Ethnicity and Health.

The Maternal and Child Health Smartphone App

E: MCHApp@edumail.vic.gov.au

P: 13 22 29 (line open 24 hours)

Download at the iTunes Store for Apple devices and at Google Play Android devices.



Includes:

- Personalised content for your child's age and development stages
- Reminds you of upcoming maternal child health appointments
- You can ask questions to the "virtual MCH nurse"
- Includes fact sheets and advice related to maternal and child health
- Available in 10 languages and is free of charge

The Water Well Project

E: mail@thewaterwellproject.org

W: www.thewaterwellproject.org

The Water Well Project is a health promotion charity which aims to improve the health literacy and overall health and wellbeing of migrants, refugees and asylum seekers.

The Water Well Project runs free, interactive health education sessions around Melbourne, delivered by volunteer healthcare professionals.

Popular topics include:

- Navigating the Australian Healthcare System
- Nutrition advice
- Mental health information
- Men's, women's and children's health topics



Legal Help

Asylum Seeker Resource Centre (ASRC)

A: 214-218 Nicholson St Footscray
VIC 3011

P: (03) 9326 6066

W: www.asrc.org.au

The ASRC head office provides a free legal service for asylum seekers and assists them with their applications, at any stage, primarily on a limited assistance basis.

Coming soon to Dandenong

[Other legal services listed by ASRC](#)

Carina Ford Immigration Lawyers

A: Level 5, 1 McNab Avenue
Footscray VIC 3011

E: office@carinafordlawyers.com

P: (03) 9396 0207

W: www.carinafordlawyers.com

Carina Ford Immigration Lawyers specialise in all areas of migration law. Services include:

- Making or renewing visas
- Cancellation appeal cases
- Expressions of interest
- Skill assessment applications
- State or family sponsorships
- Criminal matters e.g. Visa holders and migration-related offences.
- Legal advice

Casey Cardinia Community Legal Service Inc.

A: 42 Claredale Road Dandenong
VIC 3175

P: (03) 9793 1993

W: <http://caseycardinialegal.org.au/>

Provides legal assistance in:

- Family law
- Criminal law
- Traffic offences
- Fines
- Intervention orders
- Motor vehicle accidents
- Problems with creditors
- Bankruptcy
- Budgets/managing money



Legal Help

Department of Immigration and Border Protection (now Department of Home Affairs)

Dandenong Visa Office is now closed

If you have been asked to attend an appointment go to the city:
A: Level 6, 2 Lonsdale Street
Melbourne VIC 3000
H: Monday to Friday: 9am to 4pm
P: 13 18 81
W: www.border.gov.au

If your visa is about to expire or has expired, you should go to the [My visa is about to expire or has expired](#) webpage. It is the fastest and easiest way to resolve your immigration matter.

Immigration and citizenship applications can be lodged and managed online through [ImmiAccount](#).

If you cannot lodge your application online, complete the relevant paper application [form](#) and lodge it in accordance with the instructions on the form.

Progress of your application can be checked online through [ImmiAccount](#).

[Global visa and citizenship processing times](#) are available online

FineFixer

W: www.finefixer.org.au

The FineFixer website is a free service that ensures everyone in Victoria can get the best possible help with their fines. The service is partnered with Moonee Valley Legal Service and Victoria Law Foundation

Migrant Workers Centre

P: (03) 9659 3516
E: mwc@vthc.org.au
W: www.migrantworkers.org.au/

Migrant Workers Centre helps migrant workers in Victoria to connect with other migrant workers and work to:

- Educate workers about issues regarding workplace safety and rights
- Assist workers from emerging communities to address problems they encounter in the workplace (including providing legal help if needed)
- Collaborate with community partners to organise events and grassroots campaigns, focusing on workplace rights for migrants
- Promote workplace rights on our own media platforms, as well as mainstream and ethnic community media outlets



Legal Help

PLAYFAIR Visa & Migration Services

A: 164 Foster Street
Dandenong VIC 3175
E: info@playfair.com.au
P: (03) 8763 3040
W: www.playfair.com.au

Provides visa and migration advice and professional services. Specialised in refugee and asylum seeker matters. Services include:

- Temporary Protection Visa (TPV)
- Safe Haven Enterprise Visa (SHEV)
- Permanent Protection Visa (PPV)
- Australian Citizenship
- Family Visas (Parent, Child, Partner)
- Skilled (Employer) visas
- Business Talent Visas
- Temporary Skilled Visas
- Business Innovation & Investor Visas

Police Stations

EMERGENCY 000

W: www.police.vic.gov.au

Dandenong Police Station

A: 50 Langhorne St
Dandenong VIC 3175
P: (03) 9767 7444

Springvale Police Station

A: 314 Springvale Road,
Springvale VIC 3171
P: (03) 8558 8600

Endeavour Hills Police Station

A: 80 Heatherton Rd
Endeavour Hills VIC
P: (03) 9709 7666

Narre Warren Police Station

A: 8 Coventry Rd
Narre warren VIC 3805

Cranbourne Police Station

A: 168 Sladen St
Cranbourne VIC 3977
P: (03) 5991 0600

Services include:

- Responding to calls for assistance in matters of personal and public safety, emergencies and serious incidents.
- Preventing crime through a range of proactive community safety programs.
- Detecting and investigating offences, and bringing to justice those responsible for committing them.
- Supporting the judicial process to achieve efficient and effect court case management, providing safe custody for alleged offenders, supporting victims and ensuring fair and equitable treatment of victims and offenders.
- Promoting safe road-user behaviour.



Legal Help

Police Stations:

Southern Metro Region Multicultural Advisory Unit Victoria Police

E:

multicultural.advisory.office@police.vic.gov.au

P: (03) 9767 7510

Multicultural Liaison Officers consult with various communities and agencies on issues of mutual interest and liaise with other government and non-government service providers at the local level. They also actively promote police recruitment within the communities and participate in many forums relevant to multicultural policing.



Legal Help

Refugee Legal (formerly Refugee and Immigration Legal Centre - RILC)

A: Level 6, 20 Otter St
Collingwood VIC 3066
E: refugeelegal@refugeelegal.org.au
P: (03) 9413 0101 (reception)
(03) 9413 0100 (advice line)
W: www.refugeelegal.org.au

Services include:

- Telephone advice line (wed & Fri 10am - 2pm)
- Evening advice service (by appointment only)
- Temporary Protection Visa (TPV) Clinics
- Full application casework/legal representation service
- Advocacy and law reform program
- Substantial volunteer program involving both legal and non-legal volunteers.

Springvale Monash Legal Service

A: 5 Osborne Avenue
Springvale VIC 3171
E: info@smls.org.au
P: (03) 9545 7400
W: www.smls.org.au

Drop in sessions:

Monday: 6pm-7:30pm
Tuesday, Wednesday & Friday: (9:30am-12:30pm)
Tuesday, Wednesday & Thursday: (7pm-8:30pm)

Outreach service at Monash Health clinics (By appointment or drop in):

Monash Health Community Services Hub:

122 Thomas Street, Dandenong
Wednesday: 9am - 1pm

Cranbourne Integrated Health Care Centre:

140-154 Sladen Street,
Cranbourne: Thursday: 9am-1pm

Can also deliver Community Legal Education to agencies and community groups upon request on a range of tailor-made topics.

Free and confidential Legal Advice

- Employment
- Tenancy
- Motor Vehicle accidents
- Family law
- Child support
- Wills and power of attorney
- Credit, debt and much more.

Our employment law service currently operates every Monday morning from 9:30 am to 12:30 pm. May be able to help with:

- Unfair treatment or dismissal
- Workplace bullying and discrimination
- Disputes regarding unpaid wages, unpaid leave and other entitlements.
- Preparing application to the Fair Work Commission
- Negotiating a settlement with employers.



Legal Help

Victoria Legal Aid

A: 14 Mason Street, Dandenong
P: 1300 792 387
H: Monday- Friday
8:45am-5:15pm
W: www.legalaid.vic.gov.au

Contact for more information to
check eligibility

A service that provides free information and advice
about the law and how they can help with your issue,
or make referrals to assist with situations they have
no control over.

Some of their services are available to everyone,
while other, intensive services are offered to people
who need it most.

WLW Migration Lawyers

A: Level 1, 545 King Street
West Melbourne VIC 3003
E: info@wlwlawyers.com.au
P: (03) 9088 6264
W: www.wlwlawyers.com.au

Assistance with a range of visas including family and
humanitarian, plus migration tribunal appeals in the
AAT (formerly RRT and MRT) and judicial review
applications in the Federal Circuit Court, Federal
Court and High Court.

Also provides representation for those in detention or
in need of assistance with a visa cancellation or
request to the Minister for Immigration and Border
Protection.



Mental Health Services

BeyondBlue

P: 1300 224 636

W: www.beyondblue.org.au

BeyondBlueConnect

A: Life Without Barriers office
Level 2, 1-7 Langhorne St
Dandenong VIC 3175
(Above Dimmey's)

E: beyondblueconnect@beyondblue.org.au

P: 1300 036 418

W: www.beyondblue.org.au/

BeyondBlue works to raise awareness of depression, anxiety and suicide prevention, reduce the stigma surrounding these issues and to encourage people to seek support when they need it. Online chat and phone call.

BeyondBlueConnect:

A peer support program focusing on support for emotional, social and economic wellbeing for residents, employees and students in the Greater Dandenong region.

The service offers telephone and face-to-face support to assist people to settle emotionally while they are receiving settlement service support for living in Australia.

BeyondBlue Connect also offers low intensity mental health support for a range of concerns affecting people with worry, anxiety and stress.

Casey North Community Information and Support Service (CNCISS)

A: Suite 1&2, 90-92 Victor Cr
Narre Warren VIC 3805

E: cnciss@caseynorthciss.com.au

P: (03) 9705 6699

W: caseynorthciss.com.au

Counselling, general assistance and referral advice.

Agency, Centrelink and self-referral.

Centrelink or IMMI Card showing current Casey North address required.

Cranbourne Information and Support Services (CISS)

A: 156 Sladen Street Cranbourne
VIC 3977

E: ciss@cranbourneiss.org.au

P: (03) 5996 3333

W: www.cranbourneiss.org.au

H: Monday-Friday: 9.30am- 4pm
(3.00pm close on Thursday)

Crisis support, referrals, advocacy, counselling and financial counselling are also provided.

Centrelink or IMMI Card showing current Casey South address required.



Mental Health Services

EACH Social & Community Health

P: 1300 785 358
H: Monday-Friday 9am-5pm.
W: www.each.com.au

EACH provides an integrated range of health, disability, and counselling and community mental health services across Australia.

Intake Service provides centralised access for people with a severe and enduring psychiatric condition, their Carers, families and any person aged 16 -64 wishing to refer for a Mental Health Community Support Service including bed based services and Individual outreach support.

Foundation House (Victorian Foundation for Survivors of Torture Inc.)

Head Office:

A: 4 Gardiner Street, Brunswick,
3056
P: 03 9389 8900
E: info@foundationhouse.org.au

Foundation House provides services to advance the health, wellbeing and human rights of people of refugee backgrounds in Victoria who have experienced torture and other traumatic events in their country of origin or while fleeing those countries

Dandenong Office:

A: 155 Foster Street, Dandenong,
3175
P: (03) 9389 8888
W: www.foundationhouse.org.au/
F: 9277 7871

Clients receive a wide range of services including:

- Individual and family counselling
- Referral services, advocacy,
- Group programs,
- Complementary therapies and specialist mental health clinic services.

Grow - Mental Health Program

A: Berwick Neighbourhood
Centre: 112 High Street,
Berwick VIC 3806
P: 1800 558 268
W: www.grow.org.au

Grow offers a 12 step recovery focussed program (every Wednesday 10am) to those who are suffering from stress, anxiety, depression and other emotional difficulties.

Gold coin donation appreciated on arrival.

Mental Health Services

HeadSpace

A: 211 Thomas Street,
Dandenong VIC 3175
P: 1800 367 968
F: (03) 9793 4992
H: Tuesday- Friday 11am- 7pm
Saturday 9.30am- 2.30pm
W: www.headspace.org.au

HeadSpace is the National Youth Mental Health Foundation providing early intervention mental health services to 12-25 year olds.

Promoting young people's' mental health, physical health, work and study support. Information and services for young people, their families and friends as well as health professionals.

Clinical Support Services:

- Counselling
- GP
- Consultant Psychiatrist
- Alcohol & Other Drug Support

Non Clinical Services:

- Talks, training, resources, event support
- Volunteer & Placement opportunities

Head to Health

W: www.headtohealth.gov.au/

Head to Health (H2H) is an Australian Department of Health provided online service aimed to help find information, resources, and services to suit most mental health needs.

Head to Health can point you to great online mental health resources.

Mensline Australia

E: talkitover@mensline.org.au
H: 24/7
P: 1300 78 99 78
W: www.mensline.org.au

MensLine Australia is the FREE national telephone and online support, information and referral service for men. The service is available from anywhere in Australia and is staffed by professional counsellors, experienced in men's issues.



Mental Health Services

Men's Referral Service

H: Monday-Friday 9am-9pm

P: (03) 9428 2899

1800 065 973

(free call within Victoria)

W: www.mrs.org.au

Provides a telephone referral and advice service. All calls are anonymous and confidential.

- Men who might be using controlling or violent behaviour towards a partner or family member;
- Men who have been victimised by a partner or family member
- Women seeking information about male family violence;
- Friends, family or colleagues of people who are using or experiencing family violence;
- Professionals wishing to support a client using or experiencing family violence.

Mind Australia

A: Level 1 345 Lonsdale street

Dandenong VIC 3175

E: info@mindaustralia.org.au

P: 1300 286 463

W: www.mindaustralia.org.au

Intake: **1800 862 363**

South Eastern Melbourne Primary Health Network (SEMPHN) mental health intake team.

- Aims to provide increased opportunities for recovery for peoples whose lives are severely affected by mental illness.
- Assists people aged 16 years and over whose ability to manage their daily activities and to live independently in the community is impacted because of severe mental illness.
- Offers a family and carers program with respite options.
- Provides support to carers of loved ones with a mental illness.



Mental Health Services

**NEW
LISTING**

The Cyrene Centre

A: Suite 5, 49 -54 Douglas Street,
Noble Park VIC 3174

P: 9674 6355

E: jss@jss.org.au

The Cyrene Centre provides information and services to support families in responding to drug issues:

Services include:

- Drug and alcohol use assessment and referral
- Free Counselling (family, individual, group and parents)
- Support groups for family members
- Information and education
- Community development
- Spiritual help and support
- Assistance from ministers and pastoral carers
- Cross cultural counselling
- Multilingual, multicultural service provision

Counselling appointments can be made by phone during opening hours (Monday, Tuesday, Wednesday, Friday 10am - 6pm).

SalvoCare Eastern - (formerly Positive Lifestyle Centre)

A: Shops 6&7, 147-151 Foster
Street, Dandenong VIC 3175

H: Monday, Tuesday & Friday
9am-5pm

Wednesday & Thursday
9am-8pm

P: (03) 9794 3500

W: www.salvationarmy.org.au

- Counselling for mental and relational health
- Anger Management
- Addiction
- Positive Lifestyle Program
- Recovery for victims of sexual abuse
- Men's Life Skills Program
- Parenting Program
- Family counselling program
- Relationships counselling for couples
- Interpreters available. Agency or self-referral.

Victorian Transcultural Mental Health (VTMH)

P: (03) 9231 3300

W: www.vtmh.org.au

Victorian Transcultural Mental Health aims to assist in developing a culturally responsive mental health workforce.

Provides evidence for mental health policies and practice through high quality mental health research and evaluation.



South East Region
Refugee & Asylum Seeker
Service Directory

Networks

Asylum Seeker and Refugee Advisory Committee Dandenong

City of Greater Dandenong:
[Greater Dandenong's Role for Refugee and Asylum Seekers](#)

[Greater Dandenong People Seeking Asylum and Refugees Action Plan 2018-2021](#).

The Asylum Seeker and Refugee Communities Advisory Committee has been established to provide advice to the City of Greater Dandenong Council on planning, decision making and strengthening support for refugee and asylum seeker communities. The establishment of this Committee provides a solid foundation for effective community engagement to implement, enhance, monitor and evaluate the plan.

Community Strengthening Taskgroup

C: Kate Lowsby (Convenor)
Enliven
P: (03) 9791 1768
E: kate@enliven.org.au

A subgroup of the South Eastern Melbourne Refugee and Asylum Seeker Health Alliance. This Community of Practice aims to support its members, as well as other service providers, who are delivering community development, community strengthening and health promotion projects with people of refugee and migrant backgrounds. It focuses on sharing learnings and jointly developing solutions to complex problems.

Cardinia Shire Culturally and Linguistically Diverse (CALD) Network

C: Glenda George
P: (03) 5945 4418
P: 1300 787 624
E: mail@cardinia.vic.gov.au
W: www.cardinia.vic.gov.au

The network is a group of community service organisations, community health services and Victorian and Australian government family supported agencies. The network meets bi-monthly to share information and promote partnership opportunities.

Employment and Education Working Group

C: Cr Matthew Kirwan (CGD)
M: 0403 072 295
E: matthew.kirwan@cgd.vic.gov.au

A sub-group of the Asylum Seeker & Refugee Advisory Committee. It compliments prioritised areas identified by the [Greater Dandenong People Seeking Asylum and Refugees Action Plan 2018-2021](#). Employment Working Group focuses on issues relating to migrants, refugees and asylum seekers in and around Dandenong. Assist more people-seeking asylum to find employment.

Networks

English And Support for Refugees & Asylum Seekers (EAS)

C: Andrea Kenny
E: easnetwork2@gmail.com

Coordinating local content on smartphone app.
Developing strategies for distribution and promotion of the app and English classes.

Ethnic Communities Council of Victoria

P: (03) 9354 9555
E: eccv@eccv.org.au
W: www.eccv.org.au

Works to empower people from culturally diverse backgrounds. They aim to give voice to multicultural Victoria and strive to advocate for human rights, freedom, respect, equality and dignity for ethnic and multicultural communities and in building a socially cohesive and inclusive Victorian community.

Interfaith Network

C: Helen Heath
P: (03) 8774 7662 or
0421 829 563
M: interfaithofficer@interfaithnetwork.org.au

Diverse cultural & religious faiths & spiritual organisations who work in equal but independent partnership with the City of Greater Dandenong Council to promote peace and harmony within the municipality.

Migrant Settlement Committee (MSC)

C: Secretary: 0466 157 906
C: President: 0432 975 558
E: chair.msc@gmail.com

MSC aims to assist service providers to achieve better outcomes for migrants and refugees during their initial and long-term settlement as well as addressing issues and gaps in services. MSC provides a forum in which workers from local settlement service agencies (and related agencies) can discuss settlement service issues. They aim to encourage settlement service agencies to work collaboratively by proposing strategies, and to plan for effective service improvements.

Multicultural Advisory Committee

City of Greater Dandenong
M: PO Box 200
Dandenong VIC 3175
P: (03) 8571 1000
E: council@cgd.vic.gov.au

Established to strengthen community relationships and to increase collaboration with multicultural communities. The efforts of this committee will contribute to community wellbeing, harmony and prosperity of Greater Dandenong.

Networks

People Seeking Asylum At Risk of Destitution (PSAARD) Taskforce

C: Rob Koch (Co-Chair)
P: 0432 439 943
E: rob.koch@monashhealth.org

This taskforce is a meeting of the Outer South East councils, agencies, businesses, community groups, cultural organisations, and community members focusing on coordination and collaboration. The taskforce meets monthly to address the needs of asylum seekers at risk of or already experiencing destitution.

Multicultural Youth Action Group (MYAG)

C: Peter Jarret
E: Peterj@smrc.org.au

A general meeting for service providers to give updates on current plans/activities, discuss case studies, and have topical or specific SP presentations.

Network of Asylum Seeker Agencies in Victoria (NASAVic)

Asylum Seeker Resource Centre
P: (03) 9326 6066

Region Network of Asylum Seeker Agencies in Victoria.

Refugee Council of Australia

A: Level 6, Otter Street,
Collingwood VIC 3066
P: (03) 9600 3302
E: admin@refugeecouncil.org.au

A non-profit, non-government organisation, RCOA is the national umbrella body for refugees and the organisations and individuals who support them. Research & Policy Analysis, Advocacy & Representation, and Community awareness.

Refugee Week/One World Festival working group

C: Sharon Smith
P: (03) 9767 1914
E: SharonS@smrc.org.au

A collaboration of agencies working together to organise the festival and tournament, under lead agency SMRC.

Refugee Women into Sport working group

C: (Vacant)
Centre for Multicultural Youth
P: (03) 9340 3757

Addresses barriers to young refugee women accessing sport in the South East. Developing initiatives, programs and strategies of engagement.

Networks

South Eastern Child and Family CALD Services Network

C: Rick Comfort
Centrelink

E: Rick.Comfort@humanservices.gov.au

A general meeting for service providers to give updates on current plans/activities, discuss case studies, and have topical or specific service provider presentations

South East Asylum Seeker and Refugee Health Alliance

C: Therese Watson

P: (03) 9791 1768

E: therese.watson@cgd.vic.gov.au

To meet to coordinate effort, strengthen partnerships and share information on issues relating to the physical, mental and social health of people of refugee and asylum seeker background with a focus on the City of Greater Dandenong, City of Casey and Cardinia Shire. To develop and progress a collaborative work plan of priority issues.

Suicide Prevention Taskgroup

C: Alison Asche

South East Melbourne
Primary Health Network

E: alison.asche@semphn.org.au

A subgroup of the above alliance focuses on the needs of a range of refugee and people seeking asylum: sharing resources, identifying gaps in service provision, developing initiatives and models of practice to address issues, barriers and stressors.

Supporting Primary Care Taskgroup

C: Angela Yerolemou

South East Melbourne
Primary Health Network

P: (03) 8514 4456

E: angela.yerolemou@semphn.org.au

A subgroup of the South East Asylum Seeker and Refugee Health Alliance. Supporting Primary Care with the capacity building for whole of General Practice. It is about exploring new ways to support General Practice when working with Refugee and Asylum Seeker clients.

Volunteers Services Network

C: Melissa Mahoney

P: (03) 9562 0414

E: m.mahoney@sev.org.au

W: info@gdvrs.org.au

Volunteer coordinators and managers in the region come together for mutual support and advice, discussion on issues, training and promoting volunteer opportunities.



Religious Communities – Buddhist

Dhamma Sukha Meditation Centre

A: 69 Glendale Road,
Springvale VIC 3171
E: enquiry@dhammasukha.org.au
P: (03) 9512 5333

- The Dhamma Sukha Meditation Centre (DSMC) Australia is an urban-based meditation centre for the practice of Vipassana or Insight meditation.
- Provides Buddhist teaching for the moral development of devotees and children.
- DSMC aims to provide facilities for educating and training of Buddhist monks.
- DSMC offers a broad range of practice and community activities. This includes a weekly schedule of meditation sessions, Dhamma talks (talks on Buddhist teaching and practice), classes, group discussions, and a variety of meditation and study retreats.

Ka Bar Aye Buddhist Monastery and Youth Welfare Association of Victoria

A: 21 Rich Street,
Noble Park VIC 3174
P: (03) 9548 4525

Temple - has weekly Sunday school, monthly meditation sessions, various special events throughout the year.
Tradition: Theravada, Burmese

Panditarama Melbourne Meditation Centre - Burmese Buddhist Meditation Centre and Monastery

A: 51 Hope Street
Springvale VIC 3171
P: (03) 9574 1816

The purpose of the centre is to foster the need to practice, spread the Dhamma (The teaching of the Buddha), preserve the Theravada Buddhism and provide the facilities for training and education in regard to Buddhism within the community in Australia. PMMC is the one of the Buddhist meditation institutions in Melbourne and open all year round. It is a non-profit organization and run by donations basis.



Religious Communities - Christian

Bethel Bible-Presbyterian Church

A: 4-10 Downing Street
Oakleigh VIC 3166
E: office@bethelbpc.com.au
P: (03) 9568 4526
W: www.bethelbpc.com.au

Provides services such as:

- Worship
- Camps and retreats
- Bible school
- Elderly outreaches
- Social groups

Crossway Baptist Church

A: 2 Vision Drive
Burwood East VIC 3151
P: (03) 9886 3700
W: www.crossway.org.au

Crossway Baptist Church is a large church that is refugee-friendly, “aiming to present the ageless truth of the Bible in a compelling and practical way.”

Crossway offers courses and counselling that tackle issues such as:

- Money
- Marriage, divorce
- Women’s issues
- Health
- Parenting

Dandenong Baptist Church

A: 25-27 James Street
Dandenong VIC 3175
E: ben.hadlos@yahoo.com.au
P: (03) 9792 3204
0407 367 422

A place for peace, prayer and practical help, particularly focussed on supporting refugees and other new arrivals.

Divine Restoration Church

A: 24-26 Autumn Place
Doveton VIC 3177
E: info@divinerestorationchurch.org
P: (03) 8759 1256
0422 039 087 (Decal Nono)
W: www.divinerestorationchurch.org

Divine Restoration Church focuses on grace, mercy, forgiveness, and family.

Church service every Sunday morning at 11am, and Wednesday at 6pm in Doveton.

Free fruit, vegetables and food for the community.



Religious Communities - Christian

Enjoy Church

A: 2263 Princes Hwy,
Mulgrave VIC 3170
P: (03) 9240 6000
E: front.desk@enjoy.church
W: www.enjoy.church/

Vibrant passionate worship and teaching from the Bible. Enjoy a coffee before the service and get to meet some of our people. Whatever your background we welcome you. We are a Multi-National Church!

Faith! Christian Church - Assemblies of God

A: 307 Gladstone Road,
Dandenong North VIC 3175
P: 1300 762 126
E: info@faithcc.com.au
W: www.faithcc.com.au

Faith is one church with four locations, and Faith Dandenong is the head campus. A large multi-faceted ministry for the multicultural community that celebrates diversity.

Greek Orthodox Archdiocese of Australia

A: 85/83-87 Willesden Road,
Oakleigh VIC 3166
E: archmel@greekorthodox.org.au
P: (03) 9569 6874
W: www.greekorthodox.org.au

The Greek Orthodox Archdiocese of Australia is connected with a Resource Centre, Bookshop, Liturgical Texts, Calendar Events and more.

Jesus House

A: Level 1, Hub Arcade
15-23 Langhorne St
Dandenong VIC 3175
E: sdcooke18@gmail.com
P: 0423 623 885
0414 522 484

A Christian ministry offering community and a range of humanitarian services open to everyone regardless of race or religion.

LifeGate Church of Christ

A: 758 Waverley Road,
Glen Waverley VIC 3150
E: info@lifegatechurch.org.au
P: (03) 9562 0686
W: www.lifegatechurch.org.au

Services include:

- Alight Kidz
- Cell groups
- Outreach
- Sunday Services
- Youth Alight and more.



Religious Communities - Christian

Narrehills Family Church

A: 86 Hallam North Road,
Narre Warren North
VIC 3804

E: narrehills@gmail.com

W: www.nhfc.org.au

An independent evangelical congregation with family orientated services, providing worship & ministry, kids club and prayer & bible study.

New Hope Baptist Church

A: 3 Springfield Road
Blackburn North VIC 3130

C: Sam Farbod (Persian Pastor)

E: info@newhope.net.au

P: (03) 9890 7999

W: newhope.net.au/Persian

New Hope has a growing congregation reaching out to the Persian community in our region.

Persian Worship Service: Sundays 1pm-3pm

Presbyterian Church Dandenong

A: 51 Potter Street
Dandenong VIC 3175

E: john.kocsis2@bigpond.com

P: (03) 9792 4252

W: www.dandipc.org.au

A Church family with a rich mixture of people from many different nations, cultural backgrounds and ages. Together they worship God with the desire to bring glory and honour to Him through Christ.

Springvale Uniting Church

A: 47 Balmoral Ave,
Springvale VIC 3171

E: springvaleunitingchurch@gmail.com

P: (03) 9548 2799

W: www.springvaleunitingchurch.com.au

Friendly, caring and welcoming multicultural community with:

- Worship sessions every Sunday
- Communion every 1st Sunday of the Month
- A native garden with BBQ and Pizza oven
- Op shop and garage sale events
- An artist that documents surrounding
- Environments

Religious Communities - Christian

St James' Anglican Church

A: 7 Wilson Street
Dandenong VIC 3175
P: (03) 9793 3898
W: www.stjamesdandenong.com

A friendly and uplifting Christian community that offers:

- Mothers' Union
- Monday Meals
- Pastoral Care
- Accredited Literacy Classes
- AA Meetings and more

St Mary's Catholic Church

A: 160 Foster St
Dandenong VIC 3175
C: Fr Declan O'Brien
(Parish Priest)
E: dandenong@cam.org.au
P: (03) 9791 4611
W: stmarysdandenong.org

There are many opportunities to participate in the life of the parish, serving the needs of others. Areas include:

- Major Committees
- Sacramental and Liturgy Groups
- Service Groups
- Social Groups
- English classes

St Mina and St Marina Coptic Orthodox Church

A: 41-59 Saffron Drive,
Hallam VIC 3803
E: abanouba@gmail.com
P: 0402 491 491
W: www.hallamcopts.org.au

The St Mina and St Marina Coptic Orthodox Church offers various services such as:

- Primary, high school and university youth services
- Family meetings and services
- Bible, language and other study courses
- Music and prayer services/lessons
- Girl Guides and Boy Scouts

St Gerard's Catholic Church

A: 71 Gladstone Road,
Dandenong North VIC 3175
C: Fr Brendan Arthur (Priest)
E: dandenongnorth@cam.org.au
P: (03) 9792 4422
W: www.stgerards.org.au

A place for mass proceedings, sacramental services social events such as special guests and speakers.

Religious Communities - Christian

The Salvation Army

Noble Park Corps:

A: 18 Buckley Street,
Noble Park VIC 3174

P: (03) 9547 8629

W:

salvationarmy.org.au/noblepark

Dandenong Corps:

A: 55 James Street,
Dandenong VIC 3175

P: (03) 9707 9366

W:

salvationarmy.org.au/dandenong

Noble Park:

There are various services at this centre such as:
free drop-in centre for tea, coffee & a chat, thrift
shop, volunteering opportunities

Dandenong:

There are various services at this community church
such as: Christian Worship services, Men's groups,
Women's Groups, Playgroups, Youth and children's
activities, community meals, volunteering
opportunities

Winepress Church

A: Hope Centre
40 Intrepid St
Berwick VIC 3806

P: (03) 9796 1006

W: www.winepress.org.au

- Worship Services on Sunday morning
- English as a Second Language (ESL) classes
Sunday 12.30pm
- Base Camp food drive 1st and 3rd Saturdays of
the month.
- Op shop-Open Thursday, Friday & Saturday
- Music Group
- Playgroup



Religious Communities – Muslim

Afghan Mosque

A: 14 Photinia Street
Doveton VIC 3177

P: (03) 9701 7300

W: [Facebook:](#)

[Afghan-Mosque-Doveton/](#)

Please contact for more information and to get connected.

Albanian Sakie Islamic Society & Mosque

A: 10-12 Dalgety Street
Dandenong VIC 3175

P: (03) 9793 2879

W: [facebook:](#)

[AlbanianMosqueDandenong](#)

A Mosque that promotes peace and harmony with various efforts in local and overseas charity work.

Please contact for more information.

Emir Sultan Mosque

A: 139 Cleeland St.
Dandenong VIC 3175

E: melbemirsultan@hotmail.com

P: 0402 900 970

W: emirsultanmosque.com.au

Emir Sultan Mosque provides Muslim families living in the area a place of worship, and conducts classes to educate children with Islamic essentials. It offers services to Muslims and wider communities, runs programs for the youth, and provides a space where social events can be held.

Islamic Education and Welfare Association of Dandenong Inc. (IEWAD)

A: 131-133 Belgrave-Hallam Rd
Narre Warren North VIC 3804

E: info@iewad.org.au

P: (03) 9796 8539

W: www.iewad.org.au

IEWAD is a not-for-profit, registered Muslim Religious Body that aims to propagate Islam and teach through the Holy Quran and Sunnah of the Prophet Mohammed (pbuh). The community holds various events, classes, social gatherings, language and prayer services.

Please contact for more detail - they offer a 24 hour response.

Religious Communities – Muslim

Westall Mosque

A: 130 Rosebank Ave.
Clayton South VIC 3169

E: westall@imcv.org.au

W: westall.imcv.org.au/

An Indonesian Muslim Community of spiritual and community activities.



Beginning a Life in Australia



1. What to do soon after arrival
2. Get Help
3. English Language
4. Education and Training
5. Employment
6. Australian Law
7. Housing
8. Transport
9. Health and Wellbeing
10. Your Family
11. Money
12. Civic Participation

The **Beginning a Life in Australia (BaLIA)** booklet provides helpful settlement information and links to other websites and resources for newly arrived migrants, humanitarian entrants, and their sponsors and service providers.

The BaLIA booklet is best viewed on a computer or other device so that you can follow the many links.

[Beginning Life in Australia.pdf \(ENGLISH\)](#)

This resource is in a variety of languages. Only some of them are listed here.

Go to this [website](#) to view in another language:

[Amharic \(የኢትዮጵያ/አማርኛ\) \[2,554 kb\]](#)

[Arabic \(بداية حياة في أستراليا\) \[2,700 kb\]](#)

[Assyrian \(ܒܕܝܐܬܗܝܗ ܚܝܐܬܐ ܒܝܬܪܐ\) \[2,718 kb\]](#)

[Bengali \(বাংলা\) \[3,344 kb\]](#)

[Burmese/ Myanmarese \[2,865 kb\]](#)

[Chin Hakka \[1,008 kb\]](#)

[Dari \(دري\) \[2,556 kb\]](#)

[Dinka \(Thuonjän\) \[2,330 kb\]](#)

[Hazaragi \(هزارگی\) \[3,119 kb\]](#)

[Hindi \(हिन्दी\) \[2,710 kb\]](#)

[Indonesian \(Indonesian\) \[1,860 kb\]](#)

[Karen \(\) \[1,048 kb\]](#)

[Kurdish Kurmanji \[2 mb\]](#)

[Kurdish Sorani \(کوردی\) \[2,850 kb\]](#)

[Nepali \(नेपाली\) \[2,707 kb\]](#)

[Afaan Oromo \(Oromo\) \[1,953 kb\]](#)

[Pashto \(پښتو\) \[2,617 kb\]](#)

[Persian/Farsi \(فارسی\) \[2,550 kb\]](#)

[Punjabi \(پنجابی\) \[2,494 kb\]](#)

[Rohingya \(Ruáingga\) \[2,044 kb\]](#)

[Sinhalese \[2,632 kb\]](#)

[Somali \(Soomaali\) \[2,002 kb\]](#)

[Swahili \(Kiswahili\) \[1,831 kb\]](#)

[Tagalog \(Tagalog\) \[1,910 kb\]](#)

[Tamil \(தமிழ்\) \[3,389 kb\]](#)

[Tigrinya \(ትግርኛ\) \[2,440 kb\]](#)

[Urdu \(اردو\) \[2,957 kb\]](#)



Settlement Services

Afri-Aus Care Inc.

A: 186 Foster Street East
Dandenong VIC 3175
E: info@afri-auscare.org
P: (03) 9791 8344
W: www.afri-auscare.org

Afri-Aus Care are a group of diverse professionals who provide support services to migrant youth from African and other CALD backgrounds, and their families who are at risk or experiencing mental health issues, family and intergenerational conflict or are in the court system due to offences arising from these circumstances. Services offered relate to:

- Mental Health
- Drug and Alcohol misuse
- Legal Support
- Youth Support
- Education and Training
- Black Rhinos Basketball Team

AMES Australia

A: Level 2-5, 280 Thomas Street
Dandenong VIC 3175
P: 13 26 37
W: www.ames.net.au

While AMES offers a range of English and training courses, settlement services and case management are for Department of immigration referrals only.

Australian Syrian Charity (ASC)



A: 287 Sydney Road, Brunswick
VIC 3056
W:
www.australiansyriancharity.org.au
E:
admin@australiansyriancharity.org.au
P: 0468 488 446

ASC members and supporters come together to empower and build the capacity of newly arrived Syrian refugee families. They provide help become self sufficient and integrate into Australia by acting as the crucial link between these families and organisations that provide mental health as well as financial and social assistance (especially for children). They also provide network and friendship and networking opportunities, walking trips, parties and meal sharing days as well as English classes.



Settlement Services

CatholicCare - Pakenham

A: 1 Rogers Street
Pakenham VIC 3810
E: gippsland@ccam.org.au
H: Monday-Friday 9am- 5pm
P: 1800 522 076
W: www.ccam.org.au

Our Refugee settlement support includes:

- Information and orientation to Australian life (eg Justice Education program)
- Information forums for individuals and families
- Language and Budgeting lessons (including English conversation groups)
- Social support for adults (including women's activity groups such as sewing, cooking, knitting etc)
- Job search and training support
- Referral to other services

Our Asylum Seeker support includes

- Supported housing, which is often enabled by local parishes and volunteers
- Advocacy for families seeking asylum
- Links to local communities
- Links to support services for families

CatholicCare - Dandenong

A: Level 2, 33-35 Princes
Highway, Dandenong VIC 3175
E: dandenong@ccam.org.au
P: (03) 8710 9600
W: www.ccam.org.au

Dandenong Branch offers other services for all the community which includes

- Counselling Services
- Family Dispute Resolution
- Integrated Family Services
- School Refusal Support

H: Monday & Friday 9am- 5pm
Tuesday & Thursday 9am-8pm
Wednesday 9am- 6pm

Centre for Multicultural Youth (CMY)

A: 39a Clow Street
Dandenong VIC 3175
E: info@cmymy.net.au
P: (03) 8571 1647
W: www.cmy.net.au

Reconnect program provides support for young persons (12-21 years old) who are newly arrived (up to 5 years), from a refugee background and are at risk of being homeless from Casey and Dandenong areas.

- Personal support/casework
- Practical help-filling in forms, enrolling in study, assistance with housing, getting to appointments or looking for work
- Pathways to resolving conflict with family, friends, or school and access mediation

Interpreter available

Please call for referral

Settlement Services

Centre for Adult Education (CAE)

A: 253 Flinders Lane
Melbourne VIC 3000
E: easterninclusion@cae.edu.au
P: (03) 9652 0611
C: Tanya Matheson:
(03) 8892 1831
W: www.cae.edu.au

CAE created the program Eastern Inclusion for asylum seekers in Eastern and Outer Eastern Melbourne. It provides support through 38 hours of pathways planning to become familiar with Victoria's vocational education and training system and develop suitable pathways into it such as:

- Community Orientation
- Education
- Skills Assessment
- VET pathways planning

Centrelink - Department of Human Services

W: www.humanservices.gov.au

Dandenong

A: 27-29 Robinson St
Dandenong VIC 3175
H: Monday-Friday 8.30am-4.30pm
P: 13 23 07

Narre Warren

A: 73 Webb St
Narre Warren VIC 3805
H: Monday-Friday 8.30am-4.30pm
P: 13 62 40

Springvale

A: 324-334 Springvale Road
Springvale VIC 3171
H: Monday-Friday 8.30am-4.30pm
P: 13 62 40

Multilingual Phone Service

H: Monday-Friday 8am- 5pm
P: 131 202

Payments and services available to help people who have recently arrived in Australia with a refugee or Humanitarian Visa, Temporary Protection Visa (TPV), Safe Haven Enterprise Visa (SHEV) or people who have been granted a Permanent Protection Visa in Australia.

Waiting periods and other conditions may apply.

Health Care Card/ Concession Card Claims
Online Service Directory
Free Interpreter Service
Multilingual phone service and resources available
Status Resolution Support Services Payment.

Please contact for more information.

Settlement Services

Department of Home Affairs (formerly Department of Immigration and Border Protection)

Dandenong Visa Office is now closed: If you have been asked to attend an appointment go to the city:

A: Level 6, 2 Lonsdale Street
Melbourne VIC 3000
H: 9 am to 4 pm Monday to Friday
P: 13 18 81
W: www.homeaffairs.gov.au

If your visa is about to expire or has expired, you should go to the [My visa is about to expire or has expired](#).

It is the fastest and easiest way to resolve your immigration matter.

Immigration and citizenship applications can be lodged and managed online through [ImmiAccount](#).

Progress of your application can be checked online through [ImmiAccount](#).

International Organization for Migration (IOM)

A: Unit 403, Level 4
167-169 Queen St
Melbourne VIC 3000
E: AVRaustralia@iom.int
P: (03) 9670 4939
W: www.thinkingofhome.org

Call to discuss your options without any pressure or obligation. Confidential and friendly staff.

Thinking of going home?

IOM will work with you to plan and perhaps pay for your return home (or to a country where you have right of residency). Once you have decided to return home, IOM can help you get travel documents, arrange your flights and provide post-arrival assistance. Once you reach your home country, IOM case workers can meet you at the airport, arrange transport to your final destination and provide initial accommodation or other support to help you get settled.



Settlement Services

Life Without Barriers (LWB)

A: Level 2, 1-7 Langhorne St
Dandenong VIC 3175
(Above Dimmeys)

P: (03) 8752 8500
W: www.lwb.org.au

LWB provides case management services, employment mentoring programs, referrals to material aid support through the City of Greater Dandenong Consortium network and is a status Resolution Support Service Provider (SRSS).

Department of Home Affairs referrals only, but drop in to see if you are eligible.

New Hope Foundation

A: Oakleigh Courthouse
Community Centre:
1436A Dandenong Road
Oakleigh VIC 3166
P: (03) 9530 4986
E: courthouse@newhope.asn.au

New Hope Foundation delivers programs that support migrants and refugees across different life stages in the settlement and migration journey. We provide services to assist newly arrived migrants and refugees settle in their new homeland and we support elderly migrants with culturally responsive aged care services.

- Settlement casework services
- Case management services for settlement and complex case support
- Community education and advocacy
- Community development and capacity building
- Information and referral

Useful links:

1. [Community Based Social Support](#) for seniors
2. [Volunteer](#) coordination across settlement and aged care programs

Settlement Services

New Roots App

Download at the iTunes Store for Apple devices and at Google Play Android devices.



The New Roots app was developed to support and build the health and wellbeing of men, aged 18-45, from Arabic, Farsi and Tamil-speaking backgrounds, who have recently arrived in Australia, and to help them overcome the daily challenges as they start a new life. But it is relevant for females and families also. The app is available in Arabic, English, Farsi and Tamil for iPhone and Android devices.

Red Cross

A: Level 4, 311 Lonsdale Street
Dandenong VIC 3175
P: (03) 8327 7370
W: www.redcross.org.au

Red Cross have scaled down their service in the region but will continue to support a smaller number of clients, including people who have been trafficked and people seeking asylum with complex needs who are ineligible for SRSS.

Those seeking assistance must call first to make an appointment.

Settlement Services

Southeast Community Links Inc. (SECL)

Springvale

A: 5 Osborne Avenue
Springvale VIC 3171
P: (03) 9546 5255

Dandenong:

A: 186 Foster Street East
Dandenong VIC 3175
P: (03) 9791 8344

Noble Park:

A: 60 Douglas Street
Noble Park VIC 3174
P: (03) 9547 0511

E: info@secl.org.au

W: www.secl.org.au/

South East community links offers a wide range of settlement services for people who have come to Australia as migrants or refugees. Our settlement services are designed to help newcomers settle successfully in their new home through one on one assistance, group based community education sessions, referrals and advice.

We can help with:

- Housing problems
- Finding the right services
- Understanding Australian systems
- Finding right information
- Family, Money or School problems
- Understanding Visa conditions
- Feeling lonely
- Personal Problems
- Linking with your community in Australia
- Information for your community

Settlement services are delivered at each of the three listed office locations; Springvale, Dandenong and Noble park between 9am-5pm

Southern Migrant and Refugee Centre (SMRC)

Dandenong

A: 39 Clow St
Dandenong VIC 3175 and

Narre Warren

A: 48 Webb St
Narre Warren VIC 3805

E: smrc@smrc.org.au

P: (03) 9767 1900

W: www.smrc.org.au

Provides support services for migrants and refugees in South East Melbourne, including aged care, driver education, homework support for students, settlement services, family support programs, information sessions, school holiday programs, complex case management, education and employment assistance, various types of training services, referrals and group activities.

Driver Education: support for refugees getting their learners and their license. Registration is essential. Please contact the Driver Education worker on 9767 1962.

Child care service available.

Settlement Services

The Welcome Dinner Project

W: www.joiningthedots.org
E: dandenong@joiningthedots.org
or
vic@joiningthedots.org

The Welcome Dinner Project is an initiative of 'Joining the Dots' that hold welcome dinners in local homes for people who are new to Australia. Both established Australians and newly arrived people are invited to host or attend, and everyone brings a dish to share.

The dinners are a free event and assistance with transport is available. To get involved, register on the website.

Victorian Multicultural Commission Community Directory

E: info@vmc.vic.gov.au
P: (03) 9651 0651
W: www.multicultural.vic.gov.au

This directory is intended to be a convenient and useful online guide to local community associations and organisations in Victoria. Includes listings relating to settlement services and other multicultural services.

Women's Health in the South-East (WHISE)

A: 2/31 Princes Hwy
Dandenong VIC 3175
H: Monday–Friday 10am–4pm
P: (03) 9794 8677
W: www.whise.org.au

Provides settlement services to assist eligible newly arrived and refugee women residing in the areas of Greater Dandenong, Casey, Cardinia and Frankston.

C: Marian Salvage
msalvage@whise.org.au
Or Shehani Cramer
scramer@whise.org.au

Settlement service programs and information sessions on:

- Forms and application assistance
- Referrals to other organisations
- Understanding Australian culture
- Making and attending appointments
- Personal care and wellness

Services include a Volunteer Home Visitation Program, casework and group information sessions. Telephone and onsite interpreters are available.

Social Activities and Support

Australian Croatian Community Services

A: 3/57 Robinson St,
Dandenong VIC 3175
P: (03) 9791 6000
W: www.accs.asn.au

Providing social support group activities to people from Croatian, Bosnian and similar cultural backgrounds. Activities include arts, crafts, woodwork, card-playing, gentle exercise, bocce and community outings. Also offering volunteer opportunities.

Berwick Springs Parkrun

A: Berwick Springs Promenade,
Narre Warren South VIC 3805
E: berwickspringsoffice@parkrun.com
W: www.parkrun.com.au

This free event runs every Saturday at 8am. Participants run a 5km timed race to get active and for their own enjoyment.

Brand New Day

A: 211 Foster Street East
Dandenong VIC 3175
E: office@bndvic.com
H: Monday–Friday 9am-5pm
P: (03) 8774 3130
W: brandnewdayvic.com.au

For more information on classes times contact the office.

Free Classes Include:

- Art Classes
- Basic, Intermediate & Advanced English
- Basic/ Advanced Computers
- First Aid Course
- Personal Budgeting and Accommodation Advice
- Health, cooking and Nutrition
- Basic / Advanced Sewing and Handcrafts
- Embroidery
- Welding and Foral Art
- Borrow a Bike for the Day
- Swimming Classes
- Panel Beating
- Knitting and Coffee
- Make up classes

New Class Added '*Healthy Eating for Healthy Life*'

A six-week workshop offers education around healthy eating in order to lead a healthy life. Some cover the five food groups, label reading, and healthy eating for Diabetes.

H: Tuesdays 10am- 12 noon



Social Activities and Support

Casey Cardinia Libraries

E: information@cclc.vic.gov.au

P: (03) 5990 0100

W: www.cclc.vic.gov.au

Events Contact:

www.cclc.vic.gov.au/events

Bunjil Place Library

A: Patrick Northeast Drive,
Fountain Gate VIC 3805

P: (03) 8782 3300

Cranbourne Library

A: Casey Complex,
65 Berwick-Cranbourne Rd,
Cranbourne VIC 3977

P: (03) 5990 0150

Cardinia Mobile Library

P: (03) 5940 6200

Doveton Library

A: Autumn Place
Doveton VIC 3177

P: (03) 9792 9497

Emerald Library

A: 400B Belgrave-Gembrook Rd,
Emerald VIC 3782

P: (03) 5949 4600

Endeavour Hills Library

A: Raymond McMahon Blvd
Endeavour Hills VIC 3802

P: (03) 8782 3400

Hampton Park Library

A: Stuart Avenue
Hampton Park VIC 3976

P: (03) 8788 8500

Services Include:

- Membership is free and available for everyone
- Free school holiday programs
- Borrow a wide range of books, movies and music from our all of our branches
- Free computer use, 24/7 Wi-Fi access, low cost printing and free scanning
- Access e-books and homework help via our website
- Books and classes available to help you learn English
- Language collections available, including items in Dari, Sinhalese, Chinese and Punjabi
- E-books, e-magazines and audiobooks available

New services now available:

- Punjabi resource collection
- Persian collection includes both Dari and Farsi
- New bilingual story book collection, in multiple community languages
- English language resource materials and English Conversation classes
- Storytime session, IT support sessions, and other free online courses
- New fine policy: no fines for late returns
- New volunteering opportunities including; help with homework clubs and story time session
- New home literacy, cultural diversity and migration journey kits, in many different languages, including but not limited to; Chinese, Pashto, Maori, Urdu and Arabic.

Pakenham Library

A: Cnr of John & Henry Streets
Pakenham VIC 3810

P: (03) 5940 6200



Social Activities and Support

City of Casey

A: Civic Centre
Magid Drive (off Princes
Highway, near Fountain Gate
Shopping Centre)
Narre Warren VIC 3805
E: caseycc@casey.vic.gov.au
H: Monday-Friday 8am-6pm
W: www.casey.vic.gov.au/

Council has made a commitment in spirit to welcoming refugees into the community, upholding the human rights of refugees, demonstrating compassion for refugees and enhancing cultural and religious diversity in the community. The City of Casey develops and works in partnership with other organisations on projects that help refugees reconnect with their community.

Community Parks

Greater Dandenong
Park Directory:
www.greaterdandenong.com/

City of Casey
Park Directory:
www.casey.vic.gov.au/

Cardinia Shire
Park Directory:
www.cardinia.vic.gov.au/

The City of Greater Dandenong, the City of Casey and Cardinia Shire offer hundreds of parks, sports reserves and playgrounds, as well as bushland areas and open space corridors. Owned and managed by Council, these open spaces offer a wide range of activities and things to see and do, including bushwalking, playgrounds, cycling, recreational and sporting areas, picnic and BBQ areas, local flora and fauna and more.

Cornerstone Contact Centre

A: Dandenong Church of Christ
139 David Street,
Dandenong VIC 3175
C: Lexie Sheard
E: admin@cornerstonecentre.com.au
P: (03) 9794 5654
0481 186 323
W: cornerstonecentre.com.au

Meet people while enjoying free hot meals. We are open Wednesdays and Fridays from 9.00 - 12.30 for hot coffee, toasties, conversation, and encouragement. We offer:

- Fresh hot lunches served at 11.45
- Food and material aid available upon request
- Medical Services available on Wednesdays through our community partners (Monash Health and Australian College of optometry).



Social Activities and Support

Dandy Makers Market

A: Dandenong Market,
Clow St & Cleeland Street,
Dandenong VIC 3175

W: Every second Sunday,
10am-4pm

Supports migrants and refugee women to become financially independent through making and selling handmade crafts and artisan foods. Stalls are available to those who register, or come by and support local business.

To register:

E: dandymakers@smrc.org.au

P: 03 9767 1900

Dandenong Neighbourhood House

A: 34 King Street
Dandenong VIC 3175

E: admin@dandenongnh.org.au

P: (03) 9792 5298

W: www.dandenongnh.org.au

Bridging visa/asylum seeker programs aiming to increase the life opportunities for people through the development of self-help and mutual support activities; social interaction and participation.

Programs include:

- Commercial Cooking Class
- Woodwork
- English Class
- Community Morning Tea
- Aged Care and Disability Services

Doveton College

A: 62 Tristania Street,
Doveton VIC 3177

P: (03) 8765 0111

W: www.dovetoncollege.vic.edu.au

Services include:

- Sit and Sew Multicultural Program
- Playgroups- Save the Children
- Walking Club
- Craft Sewing Group
- Adult Courses and Classes
- Basic Computer Training
- First Aid Course
- Men of Doveton Program

Interpreters are available for programs if needed.
Child care available. Dari interpreter available.



Social Activities and Support

Doveton Neighbourhood Learning Centre (DNLC)

A: 34 Oak Avenue
Doveton VIC 3177
E: info@dovetonnlc.com.au
P: (03) 9791 1449
W: www.dovetonnlc.net.au/

Open Access

Open Access is a room containing computers that are available to anyone in the community who needs to use a computer for research, looking for work, sending Emails, etc.

FREE service

Tuesday-Friday during school term or all week during school holidays.

DNLC also offer various admin services (FAX, Photocopying, Laminating and Binding) at a low cost.

ERMHA

A: 1st floor Building G
45 Assembly Drive,
Dandenong South VIC 3175
E: l.encarta@ermha.org or
reception@ermha.org
P: (03) 9706 7388
W: www.ermha.org

- Culturally-specific projects & events
- Tamil Women's Group – download flyer
- English classes
- Physical health programs

Provides support to improve or manage mental health.
Agency referral required.

First Hike Project

C: Neil McCulloch
E: Neil@firsthikeproject.com.au
W: www.firsthikeproject.com.au

Aims to help young refugees and asylum seekers to feel more at home in Australia, and develop a deeper connection and understanding to their new country. This is done by taking these individuals on free hiking tours. They learn about the bush, learn new skills, build confidence and social connections.
Duration: 15km, with overnight camping

Friends of Refugees

A: 1D Parsons Avenue
Springvale VIC 3171
E: email@for.org.au
P: (03) 9711 1895
W: www.for.org.au

A place to relax, make friends, join classes, practice English, learn new ideas, develop skills, keep busy, share experiences, get connected and contribute through volunteering.



Social Activities and Support

Indonesian Women's Friendship Network

A: 39 Clow Street Dandenong
(every Monday)

OR

41 Menzies Ave Dandenong Nth
(every Friday)

C: Nika Suwarsih

E: info.iwfn@gmail.com

P: 0452 528 287

H: Monday & Friday

11am-1pm

(school term only)

Activities include Multicultural Playgroup: mothers and children together; singing, reading, writing, drawing, storytelling, arts and crafts.

Wellbeing group for Multicultural Women; meditation, aerobics, Zumba, yoga, laughter therapy, relaxation and mix exercise.

Multicultural Women's Program; group counselling, family violence workshops, parenting workshops, makeup and beauty workshop employment work shop, discussion and networking.

FREE but Bookings are essential

Mission Australia - Disability Management Service

A: 41/43 Ringwood St, Ringwood
VIC 3134

A: 29B Langhorne St, Dandenong

A: 2 Clarke St, Lilydale

P: 1300 883 067

H: Monday-Friday (9am-5pm)

They aim to help vulnerable people with disability, such as depression, anxiety or other physical limitations and any additions such as drug and alcohol, to get their life back on track through education, case management, financial assistance, employment opportunities and ongoing support.

Direct Referrals are welcome

Monash Health - Refugee Health and Wellbeing

A: 122 Thomas Street Dandenong
VIC 3175

C: Rob Koch

E: rob.koch@monashhealth.org

P: 0432 439 943

W: www.monashhealth.org

Free activities for asylum seekers and refugees
'Shared Meals' program - monthly evening communal meals with "Aussies."

'Thriving Women' multicultural activity group learning arts & craft, English and making friends.

Volunteer opportunities - make friends through working as a concierge or patient visitor.

Social Activities and Support

Neighbourhood House and Community Learning Centres (City of Casey)

W: www.casey.vic.gov.au

Balla Balla Community Centre

A: 65 Berwick-Cranbourne Rd.

Cranbourne East VIC 3977

E: admin@ballaballa.com.au

P: (03) 5990 0900

W: www.ballaballa.com.au

Neighbourhood Houses and Community Learning Centres offer a friendly environment where you can get together with friends, meet new people and learn new skills. Neighbourhood Houses and Community Learning centres offer a wide range of services and support to the local community including:

- Diploma and certificate courses.
- Computer and Art and craft course
- VCAL classes
- Health and Wellbeing programs
- English as a second language
- Home improvement classes
- Playgroups and occasional childcare
- Support Groups and hall hire



Social Activities and Support

MORE Neighbourhood Houses and Community Learning Centres (City of Casey)

Berwick Neighbourhood Centre

A: 112 High Street
Berwick VIC 3806

E: bnc10@westnet.com.au

P: (03) 9796 1970

W:

www.berwickneighbourhoodcentre.com.au

Brentwood Park Neighbourhood House

A: 21A Bemersyde Drive
Berwick VIC 3806

E: manager@bpnh.org.au

P: (03) 8786 7022

W: www.brentwoodparkneighbourhoodhouse.com.au

Cranbourne Community House

A: 49 Valepark Crescent
Cranbourne VIC 3977

E: cch@cranbournecommunityhouse.com

P: (03) 5996 2941

W:

www.cranbournecommunityhouse.com

Doveton Neighbourhood Learning Centre

A: Oak Avenue
Doveton VIC 3177

E: info@dovetonnlc.com.au

P: (03) 9791 1449

W: www.dovetonnlc.net.au

Endeavour Hills Neighbourhood Centre

A: Lower Level,
10 Raymond McMahon Blvd
Endeavour Hills VIC 3802

E: info@ehillsnc.org.au

P: (03) 9700 3789

W: www.ehillsnc.org.au

Hallam Community Learning Centre

A: 56 Kays Avenue
Hallam VIC 3803

E: admin@hallamclc.com.au

P: (03) 9703 1688

W: www.hallamclc.com.au

Hampton Park Community House

A: 16-20 Stuart Avenue
Hampton Park VIC

E: office@hamptonparkch.com.au

P: (03) 9799 0708

W: www.hamptonparkch.com.au

Merinda Park Learning and Community Centre

A: 141-147 Endeavour Drive
Cranbourne VIC 3977

E: admin@merindapark.com.au

P: (03) 5996 9056

W: www.merindapark.com.au

Narre Warren Community Learning Centre

A: 1 Malcolm Court
Narre Warren VIC 3805

E: enquiries@nclc.vic.edu.au

P: (03) 9704 7388

W: www.narreclc.net.au



Social Activities and Support

MORE Neighbourhood Houses and Community Learning Centres (City of Casey)

Oakgrove Community Centre

A: 89-101 Oakgrove Drive
Narre Warren South VIC 3805

E: office@oakgrovecc.org

P: (03) 9704 2781

W: www.oakgrovecc.org.au

Selandra Community Hub

A: 7-9 Selandra Boulevard
Clyde North VIC 3978

E: selandrach@casey.vic.gov.au

P: (03) 9709 9615

W: www.casey.vic.gov.au/

Queer Refugee & Asylum Seeker Connections - Yoga Classes



C: Andi Jones

E: andi.jones@vt.uniting.org

P: 0409 091 734

Jayke Clayden

E: jayke.clayden@vt.uniting.org

P: 0448 440 991

QRAC offers a free “Queer Yoga” sessions for people who are currently seeking asylum or have experience of seeking asylum and who identify as LGBTQIA+.

Sessions focus on beginner’s yoga and will be tailored to the experience and interests of attendees.

There will also be a focus on mindfulness and meditation and the mental health benefits of these practices.

H: 3:00 pm - 4:30pm on the following dates:

April 6, 13, 27; May 4, 11, 18, 25; June 1, 15, 22

SAIL Program: Sudanese Australian Integrated Learning

A: Cnr Robinson and Scott Streets
Dandenong VIC 3175

E: info@sailprogram.org.au

W: www.sailprogram.org.au

A volunteer-run, non-profit, secular organisation which provides free English support and community services to the Sudanese Australian community. The bulk of the activities operated by the SAIL Program run every Saturday morning, from mid-February until late-December. SAIL welcomes all participants, including both refugees and asylum seekers.



Social Activities and Support

Shakti Refugee and Migrant Women's Support Group

P: (03) 9753 4324

W: www.shakti-

international.org/shakti-australia/

E: info@shaktiaustralia.org.au

The goal of Shakti Migrant & Refugee Women's Support Group Melbourne is to promote the well-being, safety and human rights of women of Asian, African and Middle Eastern backgrounds.

The services we provide include:

- 24-hour multilingual Crisis Call service for women in violent and or abusive situations
- Drop-in services in South-East Melbourne, and extending to surrounding metropolitan region
- Regional campaigns and advocacy on immigrant women of colour issues
- Case Management & Advocacy services
- Safety planning including temporary safe accommodation for victims of violence and their children (Link to member organisation)
- Outreach work with women and youth
- Support group activities including English conversational group sessions, Women's Day events, The Global Kitchen
- Working with Schools
- Awareness and training programmes/workshops for Community Advocates/ Volunteers.

SisterWorks

A: 393 Swan Street
Richmond VIC 3121

E: info@sisterworks.org.au

W: www.sisterworks.org.au

SisterWorks is a social enterprise based in greater Melbourne that supports women with asylum seeker, refugee or migrant backgrounds to gain independence and become integrated into Australian society.

Please contact for more information.



Social Activities and Support

Southern Migrant and Refugee Centre (SMRC)

Dandenong

A: 39 Clow Street
Dandenong VIC 3175

Narre Warren

A: 48 Webb St,
Narre Warren VIC 3805

E: smrc@smrc.org.au

P: (03) 9767 1900

W: www.smrc.org.au

Conversational English:

Wednesdays and Thursdays 10am-12pm at 39 Clow St Dandenong

Sewing Class:

Wednesdays 11am-2pm Thursdays 11am-1pm at 39 Clow St Dandenong

Women's Basic Computer Class:

Fridays 1pm at 48 Webb St Dandenong. Run by AHWFN

Dance, Art & Life Skills Program:

Wednesdays 4:30pm-6:30pm at SMRC Training Room, 39 Clow St Dandenong

Indonesian Women's Friendship Network:

Mondays 11am- 1pm, during school terms

E: nikasuwersih@gmail.com

Multicultural Women's Program:

Wellbeing, group counselling, parenting, relationship workshops, yoga, aerobics and dance. Mondays 11am-1pm. Run by the Indonesian Women's Friendship Network

Community Visitors Scheme

Social Support Groups

Family Visiting Program

Centre Based Respite Program

Springvale Neighbourhood House Inc.

A: 1/3 Lightwood Rd
Springvale VIC 3171

E: manager@snh.org.au

P: (03) 9574 6399

W: www.snh.org.au/

A variety of social programs open to all people regardless of their visa or residency status, including:

- Multicultural Women's Sewing Group (gold coin donation)
- Little Hobby Group (gold coin donation)
- Try It Club – exercise for all ages and all fitness levels
- Walking Group – all ages and fitness levels
- Colouring class – relaxation and mindfulness

Springboard Southern Metro - (Mission Australia)

A: 29B Langhorne Street
Dandenong VIC 3175
P: 1800 335 108

The program provides intensive support for young people transitioning from residential out-of-home care who are not engaged in education, training or employment.

An initiative of:

Social Activities and Support

Storytime

A: 15 High Street
Berwick VIC 3806

E: bmi@dcsi.net.au

P: (03) 9707 3519

The Berwick Mechanics Institute and surrounding libraries are providing story time sessions for preschoolers on Tuesdays and Thursdays at 10:30am. Event Calendar:

www.cclc.vic.gov.au/whatson

Thai Women's Friendship Network

Springvale Rise Primary School

A: 355A Springvale Rd,
Springvale VIC 3171

C: Wan:

P: 0431 445 990

Linking and supporting Thai women

During school terms: Thai play group:

Tuesdays 10.00am - 1.30pm

The Freedom Club - Resurrection Parish Keysborough

A: 402 Corrigan Road,
Keysborough VIC 3173

E: keysborough@cam.org.au

P: (03) 9701 5899

Resurrection Parish Keysborough holds a social group known as 'The Freedom Club' that originated from the desire of a small group of mothers within the parish. The group can be described as a pre-school children's facility that allows children to play together and young mothers in the area to meet each other.

Uniting Lentara Asylum Seeker Welcome Centre (ASWC)

A: 212 Sydney Road
Brunswick VIC 3032

H: Monday, Wednesday, &

Thursday: 10am- 5pm

Tuesday 1pm- 8pm

Saturday 11am- 4pm

P: (03) 9388 2459

W: www.lentarauc.org.au/

The Asylum Seeker Welcome Centre

(ASWC) is a drop-in centre in Brunswick, where clients can come to use the computers, share a meal, attend an excursion, ask for advice or just hang around and socialise, knowing they're in a safe space.

Urban Neighbours of Hope (UNOH)*

A: Dandenong Baptist Church
25-27 James St

Dandenong VIC 3175

P: (03) 9792 3204

Free weekly dinner on Friday and Sunday Nights

* UNOH no longer operating in this region, but dinner is still being held at Dandenong Baptist Church



Social Activities and Support

Victorian Men's Shed Association (VMSA)

E: amsa@mensshed.net

M: PO Box 211
Bulleen VIC 3105

C: Ric - Blackburn

P: 0408 465 228

W: www.vicmensshed.org

Aims to promote and publicise the importance of the Men's Shed concept and Men's Sheds as individual organisations within the Victorian community.

To provide a forum for Victorian Community Men's Sheds to exchange ideas, share experiences, network and find support.

Victorian Immigrant & Refugee Women's Coalition (VIRWC)

A: Level 4/210 Lonsdale Street
Melbourne 3000 VIC

E: virwc@virwc.org.au

P: (03) 9654 1243

W: www.virwc.org.au

VIRWC is a peak body representing immigrant refugee women's organisations across Victoria. The coalition provides representation, capacity building support and advice for a range of organisations whose priority is the development and support of refugee women. Also offering:

- Free family day camps
- Women's Employment Essentials (Mentoring Program)
- Training program: multicultural women for local government

Women's Friendship Cafe (WFCHP)

A: River Gum Primary School
63 Fordholm Rd
Hampton Park VIC 3976

C: Khadija (Volunteers)

P: 0432 606 665

or

C: June (Community Dev.)

P: 0434 766 680

E: projectofficer.wfc@gmail.com
Khadija.kkr@hotmail.com

WFC aims to empower women with what they need at the stage in life where they find themselves. A skills workshop is provided by WFC and other venues with a diverse range of activities and programs to their stated needs, such as parenting, legal matters, women's rights issues, education, health, safety, employment, driving, Centrelink and citizenship.

All women and children welcome.

H: Tuesdays 9am-12pm - school terms



Social Activities and Support

Wellsprings for Women- Wellsprings Mentor Program

W: www.wellspringsforwomen.com

P: (03) 9701 3740

C: Rose Elias

E: rose@wellspringsforwomen.com

Wellsprings Mentor and Home Visitation Program aims to connect isolated women residing in the City of Casey and City of Greater Dandenong into the wider community. These programs focus on building connections and leadership qualities and enhancing awareness among the isolated women as we provide them with career guidance and support. This program also provides access to information, create pathways to further education hence break the cycle of social isolation, and empowering women to live their lives more fully. These programs are delivered and supported by our diverse and well-trained Volunteers, who have excellent experience of the CALD communities.

Wellsprings for Women Inc.

A: 79 Langhorne Street
Dandenong VIC 3175

E: administration@wellspringsforwomen.com

H: Monday–Thursday 9am–4pm
Friday 9am–2pm

P: (03) 9701 3740

W: www.wellspringsforwomen.com

Female only service:
Social Activities:

- Afghan Women's Friendship Group
- Crafty Connections
- Art for the Love of it
- Computers General
- Gardening
- Line Dancing
- Sewing
- Choir
- Meal gatherings

Childcare available.

Women's Health in the South-East (WHISE)

A: 2/31 Princes Hwy,
Dandenong VIC 3175

P: (03) 9794 8677

H: Monday–Friday 10am–4pm

E: whise@whise.org.au

W: www.whise.org.au

Group information sessions on a variety of topics affecting women and girls.

Informal drop-in service to provide linkages and support to women and girls.

Telephone and onsite interpreters available.

Sport and Fitness

All Nations Social Cricket (and now - soccer too!)

Various venues – see Facebook page for details or call:

Abdul Razzaq

P: 0430 783 526

E: abdulgohar77@hotmail.com

F: facebook.com/allnationscricketdandenong/

Award-winning program to provide refugees and people seeking asylum an opportunity to play immediately upon arrival and connect with others.

Social Cricket all year round, even in the Winter plus some weekend matches and indoor and outdoor tournaments.

All equipment supplied. This is a first step to playing club cricket. Learn how to play OR help teach others. Their motto: “Don’t Give Up – Give Back!”

Centre for Multicultural Youth (CMY)- Women's Sporting Hub

Keysborough College (Banksia Campus)

A: 8-20 Janine Rd,
Springvale South VIC 3172

The CMY is running girls only sport sessions of Volleyball and Soccer. The program is free for all young women aged 15-30 years of age to play sport. Coaching to learn/practice skills and match play to apply these skills.

Greater Dandenong Warriors Hockey Club

A: JC Mills Reserve
174 Cleeland St,
Dandenong VIC 3175
(Opposite Dandenong Oasis)

Keysborough College (Banskia Campus)

- Volleyball- Mondays 3.30-5.30pm

Greater Dandenong Warriors Hockey Club:

- Badminton- Mondays 6-7pm

Dandenong High School

A: 92-106 Princes Highway
Dandenong VIC 3175

Dandenong High School:

- Soccer- Tuesdays 3.30-5pm

Community Parks

Greater Dandenong

Park Directory:

www.greaterdandenong.com/

City of Casey

Park Directory:

www.casey.vic.gov.au/

Cardinia Shire

Park Directory:

www.cardinia.vic.gov.au/

See also **Parks Victoria**

www.parkweb.vic.gov.au

The City of Greater Dandenong, the City of Casey and Cardinia Shire offer 100's of parks, sports reserves and playgrounds, as well as bushland areas and open space corridors. Owned and managed by Council, these open spaces offer a wide range of activities and things to see and do, including bushwalking, playgrounds, cycling, recreational and sporting areas, picnic and BBQ areas, local flora and fauna and more. For more information on park facilities and locations visit websites provided.

Dandenong Stadium

A: 270 Stud Rd
Dandenong VIC 3175

P: (03) 9794 7192

W: dandenongstadium.com.au

Basketball and Volleyball Facilities for a fee, plus casual shooting

H: Monday-Friday 9am-11pm

Saturday and Sunday 8am-7.30pm

(varies depending on special events)

Doveton College - Men of Doveton program

A: 62 Tristania Street
Doveton VIC 3177

C: Alan McCarthy

P: (03) 8765 0111

W: dovetoncollege.vic.edu.au

A partnership involving YMCA operates M.O.D. - 'Men of Doveton' program 2-3 times per year:

- Sport and recreation activities
- Health seminars
- Leadership and skill development
- Friendship and support
- Open to men over 18 years
- Registration essential

Helping Hoops Dandenong

Noble Park Community Centre

A: 75 Memorial Drive,
Noble Park VIC 3174

C: Adam McKay

E: adam@helpinghoops.com.au

P: 0433 857 875

W: www.helpinghoops.com.au

A free multicultural basketball program for kids living in Melbourne's south east.

Program times:

Every Wednesday:

- 4.30-5.30pm (Beginners)
- 5.30-7pm (Advanced)



Hemmings Park

A: Princes Highway
Dandenong VIC 3175
(Melway 90 C6)
W: greaterdandenong.com/

Hemmings Park is a large park in central Dandenong, with a youth focus. It has a district sized adventure playground, BMX tracks, skate ramps and a flying fox. The significant remnant River Red Gums throughout the park create pleasant shady areas for picnics and BBQ's, alongside a large oval for sporting activities.

Life Saving Victoria (LSV)

A: 200 The Boulevard,
Port Melbourne VIC 3207
E: multicultural@lvs.com.au
P: (03) 9676 6973
W: www.lsv.com.au

Life Saving Victoria's Multicultural Projects department provides water safety education, training programs and swimming lessons to Victoria's varied Culturally and Linguistically Diverse (CALD) population. The website also provides multilingual resources.

The Masala Dandenong Football Club



A: Fotheringham Reserve
4 Alexander Ave,
Dandenong VIC 3175
E:
contactus@masala.fc.com.au
www.facebook.com/MasalaFC
W: www.masaladandenongfc.com

Multicultural Australian Football team (AFL)
Training on Tuesdays and Thursdays 6:30pm-8:30pm with dinner at clubrooms after training. Matches on Saturdays.

The Masala club is keen to help asylum seekers and refugees play footy in a welcoming and diverse environment. New & experienced players are welcome.

Masala Dandenong FC now also run an auskick program for boys and girls aged between 5 and 9 who are keen to try footy for the first time. The program will run throughout the AFL season and is less than half price. To register, search for 'North Dandenong' at play.afl/auskick and fill out the form.



Monash Health: Refugee Health and Wellbeing

A: 122 Thomas Street
Dandenong VIC 3175
E: rob.koch@monashhealth.org
P: 0432 439 943
W: www.monashhealth.org

Now supporting (rather than operating) All Nations Social Cricket & Soccer program (see page 131).
Men's Indoor Social Soccer at Doveton College on Thursdays 5pm–7pm is operated by Men of Doveton.
Now supporting the Men of Doveton program at Doveton College (see page 176).

ParkRun

W: www.parkrun.com.au/
See website for runs near you:

Berwick Springs- Narre Warren Sth
Frogs Hollow - Endeavour Hills
Jells Park - Wheelers Hill
Marriott Waters - Lyndhurst
Rundell Way - Pakenham
Wilson Botanic Park - Berwick

Parkrun organise free, weekly, 5km timed runs around the world. They are open to everyone, free, and are safe and easy to take part in.

Every Saturday at 8:00am.

This is a free event. However, please register before your first run. Only ever register with parkrun once. Don't forget to bring a printed copy of your barcode (request a reminder). If you forget it, you can still participate, however, you won't be timed.

Reclink

W: www.reclink.org
C: Charles 0412 758 276
Charles.oryem@reclink.org
or
Jason 0432 599 680
Jason.carter@reclink.org

Reclink run a range of free pop up sports, activities and events, suitable for all ages, abilities & genders.

Volleyball-Tuesday 11am-12pm
State Volleyball Centre Dandenong

Fitness Boxing – Tuesday 11.45am – 12.45pm
Oasis Gym, Dandenong

Community Football league – Wednesday 12pm
Greaves Reserve, Dandenong

Run, Walk, Roll – first Thursday of the month,
10.30am for 11am start, Dandenong Park

Walk/Run + Soccer + BBQ – Friday
10.30-12pm Dandenong Park, Dandenong

Sport and Fitness

Sandown Indoor Sports Centre

A: 2 Brough Street,
Springvale North VIC 3174
E: sandownsportscentre@gmail.com
P: (03) 95479666
W: www.sandownindoorsportscentre.com.au

Asylum seekers and refugees recently arrived and in extreme financial hardship may qualify for temporary free or subsidised gym membership and personal training.
Referral from a worker is preferred.

Springvale Neighbourhood House Inc.

A: 1/3 Lightwood Rd,
Springvale VIC 3171
P: (03) 9574 6399
W: www.snh.org.au

A variety of social programs open to all people regardless of their visa or residency status, including fitness groups:
Try It Club – exercise for all ages and all fitness levels
Walking Group – all ages and fitness levels

Southern Migrant and Refugee Centre (SMRC)

A: Noble Park Aquatic Centre,
9 Memorial Drive,
Noble Park VIC 3174
E: smrc@smrc.org.au
H: Tuesdays 11.30am-12.30pm
P: (03) 9797 1900
W: www.smrc.org.au

C: Faduma : 0412 132 389
Or Ali: 0458 333 414

Women's Exercise Group: Come join our multicultural exercise group. Get fit and healthy whilst having fun.

Plus guest speakers on improving your health and exercise outings.

Men's Boxing Program: 'Be your Best' is a free boxing program for men 18 years and older
H: Tuesdays 5.30pm to 6.30pm
A: 39 Clow Street, Dandenong
P: Sharon on 0400 867 874

The 'Big Issue' Street Soccer

At Greater Dandenong Warriors
Hockey Club

A: J C Mills Reserve

Cleeland St

Dandenong VIC 3175

(Next to Dandenong Oasis)

E: dandenongsoccer@bigissue.org.au

P: (03) 9663 4533 (Head Office)

W: www.thebigissue.org.au/

Outdoor Soccer is every Wed 4.00-6.00pm, FREE and open to males and females aged 16 years and above. Players come from many walks of life – a good opportunity to make new friends in a safe environment. Each session starts with some stretching, simple fitness work, skill work before a fun match. Led by an experienced and dedicated coach, there is a great sense of enjoyment, encouragement and camaraderie at the sessions.

World Taekwondo Centre

Coral Park Primary School

A: 145 Coral Drive

Hampton Park VIC 3976

Dandenong South Primary School

A: 52 Kirkham Road

Dandenong VIC 3175

C: Ali Rahimi

E: arahimi47@yahoo.com

P: 0425 229 391

F: www.facebook.com/wtc.tkd/

Hampton Park

Tuesday- Thursday 6.30pm- 8pm

Dandenong:

Monday- Wednesday 6.30pm- 7.30pm

Beginners and Advanced classes for all ages, as well as Male and Female classes available. Discount for asylum seekers with no income.

- Fitness and Fun
- Self-defence
- Self-esteem
- Confidence
- Skills

YMCA Recreation Centres:

The following are listed in this directory:

YMCA: Casey ARC

YMCA: Casey RACE

YMCA: Dandenong Oasis Leisure Centre

YMCA: Endeavour Hills Leisure Centre

YMCA: Noble Park Aquatic Centre

YMCA: Springers Leisure Centre

Subsidies can be applied for through the [Open Doors program](#) where there is hardship, but it must be through an agency and the worker must attend the assessment interview.

YMCA- Casey ARC

A: 10 Patrick Northeast Drive
Narre Warren VIC 3805

E: caseyarc@ymca.org.au

H: Monday-Thursday 5.30am-10pm

Fridays 5.30am-8pm

Saturday-Sunday 8am-8pm

P: (03) 9705 5000

W: caseyarc.ymca.org.au

Women Only Swimming Sessions

Program is open to women and girls of different backgrounds and religions. Boys 6 and under are welcome. During these sessions, we have made the Sauna, Spa and Steam room available to the participants.

Facilities:

- 50m Indoor lap swimming
- Kids Pool
- Group Fitness Classes
- Swimming Lessons
- Gym/Health Club

Women only session: Every Friday 8.15pm.

Women only- wave pool: First Friday of every month.

Women only- swimming lessons: Every Friday night.



YMCA- Casey RACE

A: 65 Berwick-Cranbourne Rd
Cranbourne East VIC 3977

E: caseyrace@ymca.org.au

P: (03) 5990 8600

W: www.caseyrace.ymca.org.au

H: Monday- Thursday

5.30am- 10pm

Fridays 5.30am- 8pm

Saturday- Sunday 7am- 8pm

Facilities:

- 50m Indoor lap swimming
- Kids Pool
- Group Fitness Classes
- Swimming Lessons
- Gym/Health Club

Women only sessions occur every Saturday night
from 8:15pm to 9:45pm

YMCA - Casey Stadium

A: Unit 4, Terry Vickerman Building
65 Berwick-Cranbourne Rd
Cranbourne VIC 3977

E: casey.stadium@ymca.org.au

H: Mon-Fri 9am-11pm

Sat- Sun 8am- 8pm

P: (03) 5996 6052

W: www.caseystadium.ymca.org.au

10 court stadium complex offering a range of sporting
programs catering for people of all ages and abilities.

- Basketball, Netball, Volleyball,
Badminton, Dance and other sporting
programs
- Cheap court hire
- Casual shooting

Opening hours are subject to change

Sport and Fitness

YMCA - Dandenong Oasis Leisure Centre

A: Cnr Heatherton Rd & Cleeland
St Dandenong VIC 3175

E: oasis@ymca.org.au

H: Monday- Thursday 5.30am-
9.30pm

Fridays 5.30am- 8.30pm

Saturday- Sunday 8am- 6pm

P: (03) 9767 3100

W: www.dandenongoasis.com.au

Facilities:

- 50m Indoor lap swimming
- Kids Pool
- Hydrotherapy Pool
- Group Fitness Classes
- Swimming Lessons
- Gym/Health Club
- Boxing/Circuit/RPM Rooms

Walk and Chat

Tuesday: 9.30am to 10:15am

Cost: Free for members and guests

What to Bring: A bottle of water, hat and sunscreen.
An umbrella for a rainy day.

Men's Only Swimming: Friday 8.45pm–10.45pm

Women's Only: (Boys under 6 are also welcome.)

Tuesday: 10.45am to 11.30am: Women's Hydro
Class

Friday: 10.10am to 10.55am: Women's Hydro class

Sunday: 6.15pm to 8.15pm – Swimming,

Sunday: 6.30pm to 7.00pm, 7.00pm to 7.30pm –
Swimming lessons

Sunday: 6:45pm to 7.15pm – Water workout

7.15pm to 7.45pm – Hydro Class

Intro-swim program:

The Intro-Swim program allows Participants to gain knowledge on self-preservation techniques, swimming skills, water safety, basic emergency response and first aid and an introduction into the various recreational aquatic activities.

YMCA- Endeavour Hills Leisure Centre

A: 10 Raymond McMahon Blvd
Endeavour Hills VIC 3802

E: endeavourhills@ymca.org.au

H: Monday-Friday 6am-9:30pm

Saturday- Sunday 8am-4pm

P: (03) 9213 1400

W: www.ehlc.ymca.org.au

Facilities:

- Group Fitness Classes
- Gym/Health Club
- Doveton Pool
- Community Hall
- Indoor Sports stadium
- Gymnastics



South East Region
Refugee & Asylum Seeker
Service Directory

Sport and Fitness

YMCA - Noble Park Aquatic Centre

A: 9 Memorial Drive
Noble Park VIC 3174

E: npac@ymca.org.au

P: (03) 9546 7955

W: nobleparkaquaticcentre.com.au

Facilities:

- 50m Outdoor lap swimming
- Indoor and Outdoor splash pool
- Group Fitness Classes
- Swimming Lessons

Men's Only Sessions:

Monday: 8.00 pm to 9.45 pm- Recreational swim and swimming lessons

Women's only Sessions:

Tuesday: 8.00 pm to 9.45pm – Recreational Swim
8.00pm to 8.30pm, 8:30pm to 9pm &
9pm to 9.30 pm – Swimming lessons
8.15pm to 9.00pm – Aqua class

Wednesday: 8.15 pm to 9.45pm – Recreational Swim

YMCA - Springers Leisure Centre

A: 400 Cheltenham Road
Keysborough VIC 3173

E: springers@ymca.org.au

P: (03) 9701 5900

W: springersleisurecentre.com.au

Facilities:

- Sports competitions
- Casual Basketball shooting
- Group Fitness Classes

Welcoming Australia

W: www.welcoming.org.au/

E: info@welcoming.org.au

C; Nathan Hamilton

E: nathan@welcoming.org.au

Welcoming Australia has a variety of initiatives, including sport. 'Welcome to the Game' initiative works with children and young people living with disabilities that are from refugee, asylum seeker and migrant background. Upon referral, the initiative works to develop a tailored plan to identify personal goals, a sport or recreational activity of interest, barriers to engagement and potential disability aids and supports needed to engage in the activities. The program coordinator also assists in liaising with chosen clubs, identifying carpooling opportunities as well as assisting with a small subsidy for club fees and uniforms.



South East Region
Refugee & Asylum Seeker
Service Directory

Volunteering

AMES Australia

A: Levels 2-5, 280 Thomas St
Dandenong VIC 3175

W: www.ames.net.au/

E: settlementvolunteer@ames.net.au

As a settlement volunteer you will provide hands-on, practical assistance to newly arrived refugee families in their first six months of settlement so that they become familiar with essential services and learn about daily life in Australia. Settlement volunteering is a meaningful role; empowering refugee families to build confidence and engage in the community independently.

Asylum Seeker Resource Centre (ASRC)

A: 179 Lonsdale Street
Dandenong VIC 3175

H: Monday–Thursday
10am-3pm

P: (03) 8772 1380

W: volunteer@asrc.org.au

Volunteering opportunities

As a volunteer, you are joining a movement of supporters and advocates who strengthen the organisation while creating positive change for people seeking asylum.

Australian Syrian Charity (ASC)

A: 287 Sydney Road, Brunswick
VIC 3056

W:

www.australiansyriancharity.org.au

E:

admin@australiansyriancharity.org.au

P: 0468 488 446

ASC relies on the help of volunteers and are looking for organisations, administrators and parishioners who can offer a hall, help advertise volunteering opportunities and offer general support. ASC also requires additional sites to run their conversation groups closer to the homes of clients in Tullamarine, Gladstone Park, Mill Park, Epping and Craigieburn. There are also other interesting volunteering and job opportunities, if you are interested please get in touch or visit our website.



Volunteering

Friends of Refugees

A: 1D Parsons Avenue, Springvale
VIC 3171

E: volunteer@for.org.au

W: www.friendsofrefugees.org.au/

Friends of Refugees has an ongoing need for specialist volunteers who can make a regular commitment. To apply complete the online application and email your cover letter and resume.

Garden Renewal Asylum Seeker Program (GRASP)

H: Monday-Friday 8am-5.30pm
P: (03) 8571 1000

GRASP is the City of Greater Dandenong award winning volunteer program.
Organises volunteers from asylum seeker backgrounds to work alongside Council's Bushland and Garden Services.
Training and safety equipment provided.
Gain self-worth and a sense of accomplishment.

Link Health and Community - Community Visitors Scheme (CVS)

For more information on becoming a volunteer, please contact the Volunteer Manager on:

P: (03) 8822 8350

E: lpocervina@linkhc.org.au

W: www.linkhc.org.au/get-involved/volunteer/

Enrich the lives of isolated residents living in aged care, e.g. cultural, disability and/or social needs.
Volunteers are matched to a resident who shares a similar interest. Make a difference to their life and to your own.



Volunteering

Link Health and Community - Volunteer Drivers

For more information on becoming a volunteer, please contact the Volunteer Manager on:

P: (03) 8822 8350

E: lpocervina@linkhc.org.au

W: <http://www.linkhc.org.au/get-involved/volunteer/>

Volunteer drivers provide safe and efficient transport for clients to attend Link Health and Community appointments, group activities and other social support events. We aim to link people who may be housebound or isolated due to geographical or mobility difficulties, with other residents in their community.

Link Health and Community - Volunteer Network

For more information on becoming a volunteer, please contact the Volunteer Manager on:

P: (03) 8822 8350

E: lpocervina@linkhc.org.au

W: www.linkhc.org.au/get-involved/volunteer/

Link Health and Community offers several volunteer opportunities in a range of roles such as:

- Administration
- Community Visiting
- LinkPETS
- Group activities
- Transport
- Specific projects/events

Monash Health Refugee Health and Wellbeing

A: Monash Health Community
122 Thomas Street
Dandenong VIC 3175

C: Rob Koch

E: rob.koch@monashhealth.org

P: 0432 439 943 (Rob)

Offers volunteering positions to refugees and asylum seekers to develop work readiness.

Current roles include:

- Concierge (Guides)
- Dialysis Patient Visitors
- Group Program Assistants
- Client Transport Drivers
- Administration Assistants
- Packing Assistants

Volunteering

Melbourne AMEP Volunteer Tutor Scheme

A: Chisholm Institute
E: amepvt@melbournepolytechnic.edu.au
P: 9269 1514
W: www.melbourneamep.com.au/volunteer

The Volunteer Tutor Scheme provides one-to-one tutoring for newly arrived refugees and migrants who can't attend AMEP classes or need extra support. It only takes 1 hour per week to change a person's life. To become a tutor contact us via the website or by email or phone. Training is conducted each term in the South-East Region.

Opening Doors Leadership Program

A: Head Office
1 Jacksons Road,
Mulgrave VIC 3170
E: amills@linkhc.org.au
P: (03) 8822 8327
0448 308 052
W: www.linkhc.org.au

A free leadership program for people of all ages, backgrounds and abilities who are passionate about making a difference in their local area. Develops:

- Personal leadership skills
- Marketing, promotion and social media skills
- Self-care and sustainability
- Project management strategies and more.

South East Community Links (SECL)

Springvale

A: 5 Osborne Avenue
Springvale VIC 3171
P: (03) 9546 5255

Dandenong:

A: 186 Foster Street East
Dandenong VIC 3175
P: (03) 9791 8344

Noble Park:

A: 49 Douglas Street
Noble Park VIC 3174
P: (03) 9547 0511

E: info@secl.org.au
W: www.secl.org.au/

SECL relies on the support of volunteers to meet the needs of our community. Our volunteer program aims to build employability skills and promote social inclusion for all residents of the South East region, in particular those from a migrant and refugee background.

Types of voluntary work available:

- Providing information and support to the community
- Undertake assessments for emergency relief
- Administration and project support
- Information technology projects
- Mentor driver roles through L2P
- Tutoring through our Youth Homework Club

We have volunteering opportunities at each of our 3 office locations: Springvale, Dandenong and Noble Park. Best to call Springvale office.

Volunteering

South East Volunteers (incorporating Greater Dandenong Volunteer Resource Service)

A: 5 Myrtle Street
Glen Waverley Vic 3150
A: 1/39 Clow St, Dandenong 3175
P: (03) 9562 0414
E: info@gdvrs.org.au
W: www.sev.org.au

Recruits and trains volunteers for their services and for placement at hundreds of other community organisations. Phone to arrange an interview to become a volunteer.

Delivers training to organisations who work with volunteers so that volunteers receive strong support.

The Welcome Group



E: sharethemusic@thewelcomegroup.org
up.org

W: www.thewelcomegroup.org

The Welcome Group is a community focused organisation that provides direct support and welcome to refugees living in our communities. They are in need of volunteers that can:

- deliver material and welcome packs
- provide storage
- share facebook updates and tweets
- Refer friends to donate donations of a variety of materials such as blankets, beds, tv's, sewing machines and kitchen packs (bowls, plates, kettles, cutlery etc.)
- Sort through donations
- Grow seeds at home for refugees



Volunteering

Wellsprings for Women

A: 79 Langhorne Street
Dandenong VIC 3175
E: administration@wellspringsforwomen.com
P: (03) 9701 3740
W: www.wellspringsforwomen.com

H: Monday–Thursday 9am–4pm
Fridays 9am–2pm

Female only service

Wellsprings for Women has opportunities for people to volunteer to assist in delivering services to isolated women in the Cities of Dandenong, Casey and Cardinia. Positions include assisting with classes, office duties, interpreting, children's activities, general housekeeping or joining our mentoring or home visitation programs.

Productive Learning in Australia: Teaches women initial skills towards gaining employment in the retail sector or establishing your own business and can help women pathway to further studies in these areas.

Computers: Wellsprings runs a number of pre-accredited computer classes including 'Computers for Work and Study'; which provides computer skills to help prepare women for work or studies.

Transition to Formal Study: Wellsprings' new 8 week course (3 hours per week) to define vocational education, help you develop independent study skills, set goals, manage time and more. A great first step to finding a career path through higher education.

Bounce

A: Bounce Kindness House
288 Brunswick Street
Fitzroy VIC 3065
E: bounce@c8journey.org.au
W: www.bounce.org.au

Bounce is a new Youth Mentoring Program that aims to empower refugee youth and engage with them to learn ways to combat the issues surrounding them. The program is offered to refugees aged 16 - 24 to help them make positive life choices and grow their potential.

Blue Light Victoria

E: enquiries@bluelight.org.au
W: www.bluelight.org.au

Blue Light Victoria is an independent, for-purpose organisation for youth. The aim of Blue Light is to empower youth to reach their full potential regardless of the adversity they may face.

Programs offered include:

- Blue Light Boxing
- BLAST (Blue Light Alternative Strategy for Teenagers) Camp
- The Blue Light Disco
- TriTactics Programs in schools
- Victorian Blue Light Youth Camp
- Walk Beside Me - Mentor Program

Casey Cardinia Libraries (CCL)

Locations:

Cranbourne, Doveton, Emerald, Endeavour Hills, Hampton Park, Narre Warren and Pakenham, with the Cardinia Mobile Library

E: information@cclc.vic.gov.au
W: www.cclc.vic.gov.au

For Event Calendar
www.cclc.vic.gov.au/whatson

School Holiday Program

Events and programs are offered during the school holidays at various CCL branches. All programs are free, however places are limited. Bookings can be made via Internet, in person at your local library or by calling the branch where event is taking place.

For events bookings Go to:

<http://tinyurl.com/cclcevents>

choose your event and make your booking.

Book Group for Teens

Borrow, read and chat about books. Join us in reading and discussing with others, the selected book.

City of Casey Youth Information Centres

Cranbourne Youth Information Centre

A: Shop 156, Cranbourne Park Shopping Centre, High St
Cranbourne VIC 3977

P: (03) 9792 7350

H: Monday-Friday
9.30am- 5.30pm
(Other times by appointment)

City of Casey Youth information Centre offers young people aged 10-25 and their families activities information, support and referral on a range of issues, concerns and needs.

The centre has information on recreation, employment, health issues, drugs/alcohol, housing, personal development programs, sexuality, family issues, legal issues and education options.

Hampton Park Youth Information Centre

A: 22 – 26 Stuart Ave
Hampton Park VIC 3976
(next to Hampton Park Library)
P: (03) 9702 9510
H: Monday-Friday:
1.30pm- 5.30pm
(Other times by appointment)

Recreation programs are also available for young people aged 10-25 years.

Narre Warren Youth Information Centre

A: 52 Webb Street
Narre Warren VIC 3804
P: (03) 9792 7330
H: Monday-Friday
1.30 pm- 5.30pm
(Other times by appointment)

City of Greater Dandenong Youth Services

A: 39 Clow Street,
Dandenong VIC 3175
E: youthservices@cgd.vic.gov.au
P: (03) 9793 2155
W: youth.greaterdandenong.com

Youth Services (formerly Y-Stop) provides a range of quality services and programs for young people between the ages of 12-25 who live, work, study or have a significant connection to the City of Greater Dandenong. Services include:

- Generalist youth & family counselling and support
- Holiday activities and events
- After hours programs - including leadership, event management committees and more
- School based programs

Girl Guides

Noble Park Guide Hall
Ross Reserve- Cnr Memorial
Drive & Corrigan Road
Noble Park VIC 3174
C: Razia
E: rali@guidesvic.org.au
M: 0410 726 113
P: (03) 8606 3500
W: guides@guidesvic.org.au

Girl Guides provides activities that assist the development of leadership, confidence and citizenship in an all-girls environment.

Lowana Guides- ages 7-10: Mon 5:30pm- 7pm
1st Noble Park Co- ages 10-15: Wednesday 7pm- 9pm

Hemmings Park

A: Princes Highway
Dandenong VIC 3175
(Melway 90 C6)

Hemmings Park is a large park in central Dandenong, with a youth focus. It has a district sized adventure playground, BMX tracks, skate ramps and a flying fox. The trees create shady areas for picnics and BBQ's, with a large oval for sporting activities.

Monash Health: Youth Drug & Alcohol Service

A: 314-326 Thomas St, Suite
1A, Dandenong VIC 3175
P: (03) 9556 5255
E: sdds@monashhealth.org

Interpreter Services Available (TIS)
Phone: 131 450

Monash Health Youth Drug Alcohol Services offer outreach support to young people aged 12-25. The aim of this support is to reduce the harms related to drug and alcohol use through:

- 1 on 1 counselling and care coordination
- outreach programs, information and education
- support to join or re-engage with training, education, health, wellbeing and social activities.

Monash Health Youth Services

P: 1300 342 273
W: www.monashhealth.org

Programs for people aged 12-25 years old including: homework support groups, school-based health and wellbeing programs, events and support.

Sound Connection: Music group facilitated by a *music therapist*. Listen and share music, play instruments, sing and write songs to express yourself, connect with others, deal with stress and anxiety, relax, change your mood and feel healthier.

Monash Health Thursday Youth Health Hub

A: 122 Thomas Street
Dandenong VIC 3175
E: youthtriage@monashhealth.org
P: 0434 601 200
W: www.monashhealth.org/page/Youth_services

The Monash Health, Youth and Family team runs an innovative after- school hours 'Youth Health Hub' at the Monash Health Community site - Thomas Street, Dandenong.

The program is held weekly on a Thursday from 4.30pm to 6.30pm. The programs aim to support young people 16 -25 years to improve their health by providing individual support and health education groups.

Eligibility is open to young people living, working, studying or accessing services in City of Greater Dandenong, City of Casey or Cardinia Shire (and surrounds).

The Health Hub provides opportunities for youth to engage with various health professionals. The Health Hub is staffed by Nurses with significant experience in sexual health education, Social Workers, Dietician, Psychologist, Music Therapist and a Speech Pathologist.

Individual appointments are available for counselling, speech pathology, dietetics and health assessments conducted by our Community Health Nurses.

The Health Hub also runs a group exercise program facilitated by an accredited Exercise Physiologist utilising the extensive gym facilities at Monash Community Health Thomas St.

The multi-disciplinary team also conducts a number of group programs on a rotating basis targeting the development of health knowledge and literacy, resilience, self-esteem, engagement, social communication skills as well as the self-management of anxiety.

Please contact Youth Triage to arrange a tour or to refer.



'My Place' Youth facility

A: 5-7 Main Street, Pakenham
P: 1800 496 884
E: myplace@Cardinia.vic.gov.au
H: 1.00pm - 5.15pm

'My Place' is a facility for young people aged 12 to 24 years old.

This service offers:

- Free internet access
- Information and advice about health, wellbeing and education
- Mental health counselling
- Job search training
- Referrals to other health support agencies

Positive Pathways

www.youthpositivepathways.com.au

New online service directory providing information about services together in one place to assist young people, families, schools and agencies across the City of Greater Dandenong, Cardinia Shire and the City of Casey.

City of Greater Dandenong
P: (03) 9793 2155

Cardinia Shire
P: 18004 YOUTH

City of Casey
P: (03) 9705 5200

Share the Music - The Welcome Group

E: sharethemusic@thewelcomegroup.org

The 'Share the Music' initiative is made up of Aussie musicians who donate their instruments and the refugee community who have an interest in music.

W: www.thewelcomegroup.org



Southern Migrant and Refugee Centre- (SMRC)

A: 39 Clow St
Dandenong VIC 3175
(next to Dandenong market)

E: smrc@smrc.org.au

P: (03) 9767 1900
0448 896 328

W: www.smrc.org.au

For young people aged 15-25 years who have been in Australia less than 5 years.

Girlspace: Girls only fun, informative, chatty program for young women aged between 15-25 years. For more information please contact the Youth Engagement Worker on (03) 9767 1965.

School Holiday Programs: During school holidays. Enjoy a range of fun activities including sport, excursions and workshops.

Homework Support Program: Tutoring service assisting students with homework. Available for high school students. Monday- Wednesday 3.30pm- 6pm.

Swimming program for children: Aged 5-15 years

For girl guides, contact Razia or Ali
P: 0410 726 113 Razia
P: 0458 333 414 Yaghobi

Girl Guides: For Primary school aged girls between 5-12 years old, held each Thursday 5:30pm-7:30pm. An opportunity for learning, team work, craft, cooking, games, fun and friendship.

Youth Crime Prevention Program (Dandenong)

A: 29B Langhorne Street
Dandenong VIC 31275
P: (03) 9213 2500
H: 9am-5pm (as well as some after hours support)

The program will address young people's risk/protective factors through tailored support; delivered by a Guide and a Community of Support.

Eligibility Criteria:

Young people aged 15-22 years, identified as high risk offenders and who reside in the City of Greater Dandenong.

Youth Learning Pathways

A: 29B Langhorne Street
Dandenong VIC 31275
P: (03) 9213 2500
H: 9am-5pm (as well as some after hours support)

Youth Learning Pathways focuses on creating a viable pathway to education and employment for young people who are in the criminal justice system, as well as other young people who are identified as 'high risk' where it is possible they may engage in criminal behaviour.

Youth Links (SECL)

South East Community Links -
Youthlinks

A: 60 Douglas Street
Noble Park VIC 3174
P: (03) 9547 0511
W: www.secl.org.au/youth-links
H: Monday – Friday: 9am-5pm

Wide range of services and help for young people aged 25 and under. Drop In is open every afternoon for young people to see a worker.

Support services include L2P driver support, emergency relief, youth leadership program, generalist casework support, schooling, education and employment assistance. Access to computers and the internet is available, it is also a place where you can meet and hang out with other young people.

Youth Support and Advocacy Service (YSAS)

A: 155 Lonsdale Street
Dandenong VIC 3175
P: (03) 9701 3488
W: www.ysas.org.au

YSAS provides a variety of youth-friendly and culturally-specific services including drug & alcohol treatment, outreach programs, youth leadership and social engagement activities and events.



Index

Accommodation	9-14	BeyondBlue	92, 135
Alcohol addiction	6, 15-21, 49, 70, 101, 144, 137,	Big Issue Street Soccer	180
Acholi community association in Australia Inc.	45	Bills	74, 106, 116
Adult Migrant English Program (AMEP)	75	Blanket	117, 189
Advocacy	22-25	Blue Light Victoria	71, 191
Advocacy for Oromia Association in Victoria	43	Bor Youth Association in Victoria	45
AEL-NOOSR	57	Bounce	191
Aerobics	40, 166, 171	Boxing	178, 178, 183, 191
Afri-Aus Care	153	Brand New Day	58, 78, 161
African services	26-28	Brotherhood of St Laurence	59, 60, 79
Aged Care	76, 157, 159, 164, 186	Brigidine Asylum Seekers Project	10
Albanian Sakie Islamic Society and Mosque	150	Brentwood Park Neighbourhood House	168
Ambulance	6, 118, 122	Burmese Services	31-33, 65, 88, 144, 152
AMES Australia	9, 57, 60, 75-78, 153, 185	Business	30, 59, 65, 67, 69, 72, 131, 142, 164, 190
Anglicare ParentZone	91	Cambodian Services	34, 55
Anxiety	70, 135, 136, 166, 193, 194	Cardinia Shire CALD Network	140
Arkan Rohingya Community Of Australia	31	Career Seekers	60
Apprenticeship	61, 66, 68	Carers of Africa	29
Arts and Crafts	40, 84, 166	Carina Ford Immigration Lawyers	129
Assistance with Care and Housing (ACH)	12		12, 14, 46, 93, 96, 98, 113, 114, 125, 131, 153, 157, 159, 166, 170
Ask Izzy	9	Case Management	
Assyrian	30, 152	Casey ARC – YMCA	181
Asylum Seeker and Refugee Advisory Committee	140	Casey Cardinia Community Legal Service	129
Asylum Seeker and Resource Centre	9, 22, 58, 78, 108, 118, 129, 185	Casey North Community Info & Support Services	103, 109, 135
Asylum Seeker Welcome Centre	172	Casey RACE – YMCA	181, 182
Asylum Seekers Centre	108	Casey Stadium	182
Australia Burma Society Victoria Inc.	31	Casey Tamil Manram (CTM)	52
Australian Burmese Rohingya Organisation Inc.	31	CatholicCare	10, 79, 154
Australia Chin Community Eastern Melbourne	36	Centre for Adult Education (CAE)	155
Australian Chollo Community Inc.	45	Centre for Multicultural Youth (CMY)	60, 142, 154, 175
Australian Iranian Society of Victoria (AISOV)	41		86, 103, 109, 114, 135, 155
Australian-Iranian Youth Society of Victoria	41	Childcare	83, 88, 92, 95, 167, 174
Australian Oromo Community in Victoria	43	Chin Services	36, 152
Australian Red Cross	65, 83, 119	Chinese Services	37-38
Australian Syrian Charity	51, 153, 185	Chisholm institute	75, 88
Australian Tamil Academy	52	Christ Church Dingley	80, 111, 113
Avocare	58, 108	Churches	49, 80-82, 86, 87, 108, 110, 112-118, 145-149
Balla Community Centre	167	Citizenship	130, 131, 136, 173
Baptcare Sanctuary Program	10	City of Casey	95, 143, 163, 167-169, 174, 176, 192, 194, 195
Basketball	48, 77, 153, 176, 182, 192	City of Casey Youth Information Centres	192
Bayside Refugee Advocacy and Support Assoc.	22	CGD Children's Services & maternal & Childcare	92
Befriend a Child in Detention	22	CGD Family Support & Counselling Services	93
Bestchance – Family Support Program	91	CGD Immunisation Service	119
Berwick Neighbourhood Centre	168	City Of Kingston Family Support Services	93
Berwick Springs Parkrun	161, 178	Clothing Exchange	116
Bethel Bible – Presbyterian Church	145	Community Parks	163, 176
		Computer classes	72, 88, 94, 190
		Concern Australia	61
		Conversation English	65, 84, 88, 170, 171
		Cooking	40, 79, 81, 84, 86, 154, 161, 164, 196



Index

Connections Uniting Care	94	Faith! Christian Church	146
Cornerstone Contact Centre	81, 108, 163	Financial Help	15, 80, 97, 103-107, 109, 114, 123, 135, 166
Cranbourne Community House	94, 168	FineFixer	130
Cranbourne Information and Support Services	109, 135	Food and Material Aid	108, 117
Cranbourne Youth Information Centre	192	Football	45, 77, 177, 178
Cricket	77, 175, 178	Forced Marriage	98, 100, 101
Crisis Support	6, 109, 115, 135	Fines	103, 107, 129, 130
Crossway LifeCare	94	First Aid	58,85,119,161, 164,183
Dandenong Baptist Church	86, 117, 145, 172	Foundation House	60, 136
Dancing	40, 88, 174	Food parcel	109-113, 115
Dandenong Benevolent Society	109	FreeCycle Network	110
Dandenong Neighbourhood House	81	Free to Feed	64
Dandenong Oasis Leisure Centre – YMCA	181, 183	Friends of Refugees	186
Dandenong Primary School	81	Friendship Networks	39, 40, 171,172
Dandenong Stadium	176	Furniture	111, 112, 115-117
Dandenong Valley job Support (DVJS)	62	Gaatjaak Nuer Community Assoc.	47
Dari	28, 38, 152, 162, 164	Gambler's Help	15
Deakin University Sanctuary Scholarships	82	Gambler's Help (Southern)	15
Dental	123, 124	GAP Program (ASRC)	9
Department of Immigration and Border	130, 156	Garden Renewal Asylum Seeker Program	186
Depression	70, 135, 136, 166	Good Money	106
Destiny Care Dingley	110	Grandmothers Against Detention of Refugee Children	23
Dhamma Sukha Meditation Centre	144	GREAT in Home and Community Care	120
DirectLine	6, 15	Greater Dandenong Volunteer Resource Service	189
Disability	11, 55, 69, 70, 88, 92, 100, 164, 166	Grow - Mental Health Program	136
Dixon House Neighbourhood Centre Inc.	110	Gym	78, 179, 181-183, 194
Doctors4Refugees	22	Hallam Community Learning Centre	168
Doveton Baptist Church	82	Hampton Park Community House	168
Doveton College	83, 95, 119, 164, 176, 178	Hampton Park Youth Information Centre	192
Doveton Neighbourhood Learning Centre	82	Hazara Australian Community Association of Victoria	39
Driver Education	62, 77, 86, 173, 159, 188, 197	Headspace	137
EACH Social & Community Health	136	Helping Hoops Dandenong	176
Eastern and Central African Communities of Vic.	28	Hemmings Park	177, 193
Eastern Inclusion	153	Holiday Programs	159, 162, 196
EastWeb	103	Homegirls	64
ECHO Australia	64	Homeless, Homelessness	6, 9 - 14, 104, 154
Employment	57-73, 75, 77	Hospitals	122
Endeavour Hills Leisure Centre	181, 183	Hot Meal	108, 110, 116 29, 80, 84, 86, 88, 89, 96, 156, 162, 188, 193, 196
Endeavour Hills Neighbourhood Centre	84, 168	Homework	14
English Classes	58, 74-90, 94, 141, 148, 153, 164, 165	Host Family	9-14, 26, 29, 103, 114, 154, 159
English and Support for Asylum Seekers (EAS)	141	Housing	29,62,70,92,126,138
Enliven	120, 140	Illness, Injury	34, 43, 49, 129, 130, 134, 156
ERMHA	165	Immigration	119, 125, 198
Ethnic Communities Council of Victoria	141	Immunisation	50, 60, 65 58, 60, 69, 70, 88, 98, 139, 140, 143, 144, 165, 169, 175
Family Day Care	85, 92, 101	Internship	40, 171
Family Drug Helpline	15	Interview skills, Practice	141
Family Violence	6, 14, 32, 55, 90, 91, 94, 97, 102, 124, 138, 166	Indonesian Women's Friendship Network	
		Interfaith Network	



Index

International Organization for Migration (IOM)	156	Mission Australia	66, 166, 171
InterNations	41	Monash Health Drug & Alcohol Services	17
InTouch Multicultural Centre Against Family Violence	97	Monash Health Youth Drug & Alcohol Service	17
Iranian	40, 41	Monash Health Community	17, 98, 123, 133, 187, 194
Iranian Bushwalkers	42	Monash Health Refugee Health and Wellbeing	125, 187
Islamic Education and Welfare	150	Monash Oakleigh Community Support and Info	112
Jesuran Wellness Centre	65, 111	Monash Waverley Community Info and Support	112
Jesus House	146	Monash Health Youth Services	193
Job Search	50, 60, 62, 67, 70, 73, 85, 154, 195	MoneyHelp	104
Joey's Van	111	Mosques	150-151
Justice and Freedom for Ceylon Tamils I	52	Multicultural Advisory Committee	141
Ka Bar Aye Buddhist Monastery & Youth Welfare	144	Multicultural Youth Action Group (MYAG)	142
Keysborough Learning Centre (KLC)	84, 111	Multilingual	19, 139, 155, 170, 177
Kindred Kindness	23		26,40,41, 53, 77, 88, 148, 149, 162,189, 193, 194, 185
Kingston City Church Emergency Resources	112	Music	
Komak program (Connections)	94	Muslim Youth, Adult & Families (MYAF) Program	17
Korok Women's Association Inc.	47	My Blue Sky	98
Launch Housing	1	Myki	14, 108, 113
Laundry	11, 109	Myuna Farm	113
Legal Help	22, 43, 129-134	Narre Warren Community Learning Centre	168
Lentara UnitingCare	14, 172	Narre Warren Youth Information Centre	192
LGBTQ	169	Narrehills Family Church	147
Library	79, 84, 85, 101, 162, 191, 192	Nasir Community Association Inc.	48
Liech Nuer Community Association Inc.	47	National Debt Hotline	104
Life! Program	121	National Zakat Foundation	104
Life Saving Victoria	177	Neighbourhood Houses and Learning Centres	167-169
Life Without Barriers (LWB)	157	Network of Asylum Seeker Agencies in Victoria	142
LifeGate Church of Christ	146	New Hope Baptist Church	147
Lifeline Financial Counselling	103	New Hope Foundation	157
Link Health and Community	16, 117, 124, 186, 187	New Roots App	158
Lopit Community Association of Australia	47	Noble Park Aquatic Centre - YMCA	184
Literacy	28, 55, 57, 68, 83, 85, 95, 128, 148, 162, 194	Nuer Community	47, 48
Loans	65, 106, 109, 115	Nutrition	47, 93, 95, 97, 98, 124, 128, 161
Make a Difference Dingley Village	97, 112	Oakgrove Community Centre	169
Masala Football Club	177	Opening Doors	6, 11, 13, 14, 188
Maternal Health	92, 95, 97, 101, 127	Optometry	123, 125, 127, 163
Meditation Centres and Monasteries	144	Orange Sky Laundry	11, 109
Mediation	30, 49, 97, 154	Oromia Support Group in Australia Inc.	43
Medicare	17, 47,101, 118, 125, 126	Oromo Services	43-44
Meditation	40, 44, 166, 169	Oromo Women's Association in Australia	44
MEGT	66	Panditarama Meditation Centre	144
Men of Doveton	164, 176, 178	Pantry 5000	113
Mentor	92, 174, 188, 191	Parenting Services	46, 55, 90, 91, 92, 94, 98, 99, 139, 165
Men's Referral Service	138	PLAYFAIR Visa & Migration Services	131
Mensline Australia	137	Playgroups	91, 92, 95, 115, 149, 164, 167
Mental Health	7, 17, 29, 37, 92, 94, 128, 135, 153, 165, 195		
Merinda Park Learning and Community	168		
Migrant Settlement Committee	141		
Migrant Workers Centre	66, 130		
Mind Australia	138		



Index

Police Stations	131-132	South East Melbourne Oromo Community Association	44
Positive Pathways	195	South Sudan Community Development Agency	48
Pregnancy	93, 98, 119	South Sudan Equatorians Association	48
Presbyterian Church Dandenong	147	Sth Sudanese Australian Youth United	49
Public Transport Victoria (PTV)	113	South Sudanese Council of Australia Inc.	49
Queen Elizabeth Centre (QEC)	102	Southern Melbourne Area- Navigator Program	87
Queer Refugee and Asylum Seeker Connections	169	Southern Migrant and Refugee Centre	70, 159, 171, 179
Quitline	18	Sport	175-184
Reclink	178	Springers Leisure Centre – YMCA Keysborough	181, 184
Recreation	93, 163, 176, 181, 192	Springvale Benevolent Society	116
Reading	39, 53, 76, 84, 160, 165, 190	Springvale Monash Legal Service	133
Red Cross	65, 104, 119, 158	Springvale Neighbourhood House Inc.	88, 171, 179
Refugee Council of Australia	24, 142	Springvale Reserve	88
Refugee Legal (formerly RILC)	133	Springvale Uniting Church	147
Refugee Week/One World Festival	142	St Gerard's Catholic Church	148
Refugee Women into Sport	142	St James' Anglican Church	148
Refugees Welcome Australia	14	St Mary's Catholic Church	148
Resume Writing	58, 85, 89	St Mina and St Marina Coptic Orthodox Church	148
Rent	9, 14, 43, 58, 79, 105	St Vincent De Paul Society	89
RentRight - Smartphone App	105	Storytime	172
RISE- Refugees Survivors & Ex- detainees	24	Sudanese Australian Integrated Learning	49
RMIT People Seeking Asylum Scholarship	86	Supercare Pharmacies	126
Rural Australians for Refugees	24	Swimming	161, 177, 181-184, 196
Rohingya	31, 152	Taekwondo	180
Salvation Army	14, 20, 21, 100, 104, 114, 115, 149	TAFE, University	60, 77-78, 80-82, 86, 148
SalvoCare Eastern	13, 20, 114, 139	Tamil Senior Citizens Fellowship Inc.	53
Sandown Indoor Sports Centre	179	Tamil Women's Group	165
Sanganatham Tamil Broadcasting Group	52	Tax Help	55, 103
SECADA	18, 19	Terap Alliance for Advocacy and Peace	49
Selandra Community Hub	169	Thai Women's Friendship Network	172
Self Help Addiction Resource Centre	18	The Association of Hazaras in Victoria	28
Sewing	97, 86, 88, 154, 161, 164, 171, 174, 189	The Australian Assyrian Arts & Literature Foundation	30
Sexual Health	17, 90, 123, 194	The Australian College of Optometry	127
Shakti Women's Support Group	170	The Australian Hazara Women's Friendship Network	39
SHINE	100	The Australian Muslim Women's Centre for Human Rights	101
SisterWorks	67, 170	The Bridge Employment	70
Skilling Employment & Aid Enterprises Australia	67	The Cyrene Centre	19, 139
SkillsPlus	68	The Drum African Family Centre for all African Aust.	29
SMART Recovery	19	The Freedom Club - Resurrection Parish	172
Soccer	48, 175, 177, 178, 180	The Masala Dandenong Football Club	177
Social Activities	29, 34, 37, 42, 123, 161-174	The Freedom Partnership - Salvation Army	100
School Holiday	33, 59, 116, 159, 162, 165, 191, 196	The Outdoor Experience – Jesuit Social Services	20
Social Isolation	73, 173	The Welcome Group	189, 195
Social Media Campaigns	24	The Welcome Dinner Project	160
SE Asylum Seeker and Refugee Health Alliance	143	Traineeship	61, 66, 68
South East Community Links Inc.	105, 159, 188, 197	Transit	116
South East Volunteers	189	Try Australia	70
South Eastern Child & Family CALD Network	143	Tutoring	49, 75, 85, 89, 188, 196



Index

Union of Greater Upper Niles States (UGUNS)	50
Urban Neighbours of Hope (UNOH)	117, 172
Vaccination	17, 119
Veterinary care	13
Victorian Afghans Associations Network	28
Victorian Assyrian Community Inc.	30
Victorian Free TAFE Courses	90
Victorian Immigrant & Refugee Women's Coalition	173
Victoria Legal Aid	134
Victorian Men's Shed Association (VMSA)	173
Vic. Multicultural Commission Community Directory	160
Victorian Myanmar Muslim Community Inc.	33
Victorian Tamil Cultural Association	53
Victorian Transcultural Mental Health (VTMH)	139
Vietnamese Services	54-56
Volleyball	28, 48, 175, 176, 178
Vouchers	91, 109, 112, 115, 116
Walk Beside Me - Mentoring Program	71
Waverley Benevolent Society	117
WAYSS	13, 14
We Care Community Service	89, 117
Wellsprings for Women	72, 89, 174, 190
Welcoming Australia	25, 184
Westall Mosque	151
Winepress Church	149
WLW Migration Lawyers	134
Women only	181, 182
Women's Friendship Cafe (WFCHP)	173
Women's Sporting Hub	175
Women's Health in the South-East (WHISE)	160, 174
Work Experience	57, 60, 61
Workplace Safety	66
Writing	40, 58, 70, 77, 81, 85, 89, 115, 166
Yoga	40, 166, 169, 171
YMCA	181-184
Youth Information Centre	192
Youth Links	86, 197
Youth Support and Advocacy Service (YSAS)	18, 21, 101, 197
Zumba	40, 166

