



Including

COVID-19
CORONAVIRUS

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Resources



South East Region Refugee & Asylum Seeker Service Directory

Edition 12.3

Current
October 2021

Compiled and distributed by



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Current
October 2021

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in partnership with

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Many thanks to the organisations, services and individuals who have also contributed to the formation and distribution of this directory. The ongoing commitment of Deakin University has been instrumental in the formation of this resource through Health Promotion students on placement.

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](#)

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Emergency Numbers and Access Points

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.

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

Kids Helpline **1800 551 800**

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



Emergency Numbers and Access Points

Lifeline Australia

13 11 14

24/7 confidential telephone crisis support service for anyone across Australia experiencing a personal crisis or thinking about suicide.

Nurse-on-Call

1300 606 024

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

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.

Psychiatric Triage Service

1300 369 012

This 24/7 call centre is the first point of contact with public specialist mental health services for anyone (health professional, individual, family member, concerned person) to obtain information or assessment for people in this region experiencing mental health issues.

NOTE: If someone is in danger, contact 000 (triple zero) for Police or Ambulance.

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.

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.

 TIS  13 14 50



Healthcare for Refugees and Asylum Seekers

See chapter on Health Services (pages 133-143)

View this information in: [Tamil](#) [Arabic](#) [Dari](#) [Burmese](#)

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 (GP’s) 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 caseworker
- phone a settlement support service, or look in your phone directory

2. Monash Health - Refugee Health & Wellbeing (Monday – Friday 9am – 4pm)

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

At the clinic you can get free help from:

- Doctors (GP’s)
- Refugee Health Nurses
- Other Health workers, including counsellors and physiotherapist.

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 on Triage: 9792 8100**

or come to **Monash Health Community 122 Thomas Street, Dandenong VIC 3175** (behind Dandenong Library) and ask Reception for **Refugee Health & Wellbeing**.

3. Public Hospital - Emergency Department (all hours, everyday)

Emergency Departments are for “**Medical Emergencies**” only. This means 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 call the **Hospital Refugee Health Nurse: 9554 9776 or 0420 301 634**

A doctor can still help you after hours (when your usual doctor is closed) by visiting you at home, or speaking with you by the telephone. Phone the free **GP helpline: 1800 022 222**.



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

P: (03) 9831 7272
13 22 78

E: info@baptcare.org.au

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, Australian Red Cross, AMES Australia and Life Without Barriers.

Brigidine Asylum Seekers Project (BASP)

A: 54 Beaconsfield Parade
Albert Park VIC 3206

C: Sr Brigid Arthur
P: (03) 9696 2107

Libby Saunders
P: (03) 8842 2691

E: contact@basp.org.au

W: www.brigidine.org.au/

BASP 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 - Refugee and Asylum Seeker Support

P: (03) 9287 5555

E: catholiccare@ccam.org.au

W: www.ccam.org.au/

CatholicCare has supported housing for families seeking asylum. Practical help is also provided to the asylum seeker families who receive this supported housing - this includes financial support for food, clothes and utility bills; referrals to services such as counselling and educational workshops; and general support and advocacy.

Referrals to this service are made from frontline asylum seeker support agencies.



Accommodation

Community Housing Ltd

A: 26-28 Prospect Street
Box Hill VIC 3128
P: 1300 245 468
F: (03) 9856 0051
E: info@chl.org.au
W: www.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 their visa status.

Crisis accommodation - Opening Doors

P: **1800 825 955**
(After hours calls are diverted to the Crisis Contact Centre.)

Free 24 hour phone line offering support to people who are homeless or at risk of homelessness, or escaping family violence.

Kingston AccessCare - Community Connections Program

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

AccessCare is a not-for-profit provider of home care and support managed by Kingston City Council for people in Kingston and Bayside areas. They support people who are older, homeless, have disabilities and/or are carers. They 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.

Launch Housing

A: 35 Robinson Street
Dandenong VIC 3175
P: (03) 9792 0750
E:
dandenong@launchhousing.org.au
W: www.launchhousing.org.au/

- 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.
- **'Rough Sleeper Initiative'** (RSI) has outreach workers and nurses in Dandenong providing assessment and case management, providing a pathway into crisis accommodation and possibly permanent housing for people with an income.



Accommodation

Monash Health - Assistance with Care and Housing (ACH)

A: Level 1, 55 Buckingham Avenue
Springvale VIC 3171
P: (03) 9792 7579 (03) 9792 7747
E: communitysupportoptions@monashhealth.org
W: www.monashhealth.org/

A Monash Health program offering free assistance to elderly people to attempt to access or retain secure and affordable housing. They assist and support elderly people who are on a low income, are frail or at risk and initially help people to stay in their home over the long-term.

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 or permanent residents living in Bayside, Greater Dandenong or Kingston.

Opening Doors Service – THE ENTRY POINT FOR PEOPLE AT RISK

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: 20 Princes Hwy
Dandenong VIC 3175
(next to Coles & Dandenong Market)
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.



Orange Sky Laundry

A: Doveton Learning Centre
34 Oak Avenue
Doveton VIC 3177
P: (03) 9794 5654
E: info@orangeskylaundry.com.au
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

Pets of the Homeless

M: 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.

Refugees Welcome Australia

P: 0432 900 894
E: melbourne@refugeeswelcome.org.au
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 up to three months.

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 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

Rough Sleeper Initiative - Launch Housing

A: 35 Robinson Street
Dandenong VIC 3175
P: (03) 9792 0750
P: 1800 825 955 (24/7 toll free)
E:
LHroughsleeperinitiativeDan@launchhousing.org.au
W: www.launchhousing.org.au

The '**Rough Sleeper Initiative**' (RSI) is a partnership of agencies that has outreach workers and nurses in Greater Dandenong and Frankston providing holistic assessment and case management, providing a pathway into crisis accommodation and possibly permanent housing. Limited options for people with no income but contact them as more help is on the way.

Uniting Lentara Asylum Seeker Project (ASP)

A: 1/305 Sydney Road
Brunswick 3056
P: (03) 9326 8343
E: asp@lentarau.org.au
W: www.unitingvictas.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: 20 Princes Hwy
Dandenong VIC 3175
(next to Coles & Dandenong Market)
P: (03) 9791 6111
E: contact@Wayss.org.au
W: www.wayss.org.au/

For after hours support, contact Salvation Army Crisis Services on: 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
- Private Rental Access Program
- Women's Outreach Program
- Outer South Rooming House Program
- Step Ahead Program



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
E: ghs.intake@connecthealth.org.au
W: www.gamblershelpsouthern.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.

Can also provide education to community groups, schools and organisations to know how to raise the issue with family, friends, parents and clients, to motivate them to seek help.



Addiction Services

Link Health and Community - Youth Outreach

P: 1300 552 509
W: www.linkhc.org.au

Locations:

Batesford Reserve
94 Batesford Road
Chadstone VIC 3148

Level 1,
9-15 Cooke Street
Clayton VIC 3168

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

8-10 Johnson Street
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.

They 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

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
W: www.monashhealth.org/

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 on site 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: 122 Thomas Street
Dandenong VIC 3175
P: (03) 9792 7620
E: sdds@monashhealth.org
W: <https://monashhealth.org>

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.

Multicultural Gambling Harm Prevention Services (MGHPS)

NEW LISTING

P: 1800 329 192
E: gamblingharmprevention@ssi.org.au
W: www.ssi.org.au/

Settlement Services International's MGHP offer a variety of **free** services for individuals and families experiencing negative effects from gambling in Victoria.

MCFP is designed to support individuals from multicultural backgrounds and communities in-language. Although services are tailored to support the specific needs of culturally and linguistically diverse individuals, the program caters to all individuals experiencing gambling harm.

Services offers include:

- 1:1 counselling
- Referral support
- Online, mobile and in-person group therapy
- Alternative therapeutic services
- Community information and therapy session

Muslim Youth, Adult & Families (MYAF) Program

A: 831 Pascoe Vale Road
Glenroy VIC 3046
P: (03) 9078 3840
E: mysupport@mycentre.org.au
Download [Brochure](#)

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

P: 13 78 48
W: www.quit.org.au

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

SECADA

A: 314a Thomas Street
Dandenong VIC 3175
P: 1800 142 536
W: www.secada.org.au

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
W: www.sharc.org.au

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.



SMART Recovery

For more information contact Vicki:

A: Suite 3 50-54 Robinson Street
Dandenong VIC 3175

P: 0414 262 573

E: vicki.hawke@windana.org.au

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



P: 0422 296 961

E: dandenongdeanery@live.com.au

The Cyrene Centre is an initiative of the Dandenong Deanery. It operates as a support for families in crisis, particularly with issues related to drug and alcohol dependency of one of their family members. They now operate out of several deanery parishes in the Greater Dandenong and Casey areas. To arrange an appointment please phone.



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 – Project Hope Dandenong



A: 151 Foster Street
Dandenong VIC 3175
P: (03) 9794 3500
E:
ProjectHope.Dandenong@salvationarmy.org.au
W: www.salvationarmy.org.au/

Building Bridges Day Recovery Program

A ten week therapeutic day recovery program that provides a structured approach for anyone wishing to address substance use.

Counselling and Group Programs

Includes Anger Management, Addiction Awareness, Men's Life Skills, Positive Lifestyle. Referral is via Dandenong Court.

The Salvation Army - Start AOD Community



A: The Salvation Army
Cnr Parkhill Drive & Ernst
Wanke Rd, Berwick VIC 3806
P: (03) 9704 1996
M: 0437 951 545
E: startberwickvic@salvationarmy.org.au
W: www.salvationarmy.org.au/

The START AOD Community is a FREE 6 week cyclic program that allows people to begin and exit at any time. It is the STARTing point for anyone 18+ who is seeking treatment for alcohol, drug and other addictive behaviour issues.

Aims of the program:

- Provide a welcoming, safe and supporting environment;
- 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, drugs or other addiction.

Mondays to Thurs 9.30am - 2pm

WDP Accredited - You can work off fines simply by attending the program.



Youth Support and Advocacy Service (YSAS)

A: 155 Lonsdale Street
Dandenong VIC 3175
C: Esther or David
P: (03) 9701 3488 or 9706 7255
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.

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.

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)

OPENING SOON:

Dandenong Hub

A: 205 Thomas Street,

Dandenong VIC 3175

P: (03) 8772 1380

E: dandenong@asrc.org.au

W: www.asrc.org.au/

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.

Footscray Centre:

214-218 Nicholson Street

Footscray

P: 1300 692 772

E: admin@asrc.org.au

W: www.asrc.org.au/

ASRC also offers 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)

C: Geraldine (President)

P: 0408 512 552

E: gm_moore@bigpond.net.au

C: Judy

P: (03) 9578 0143

W:

www.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

C: Hannah Crock

E: project@befriendachild.com

M: PO BOX 1282

Carlton VIC 3053

W:

www.befriendachildindetention.wordpress.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

E: media@doctors4refugees.org
E: patients@doctors4refugees.org
E: consent@doctors4refugees.org
E: info@doctors4refugees.org
W: www.doctors4refugees.org

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

Grandmothers Against Detention of Refugee Children

E: grandmothersref@gmail.com
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.

Justice for Refugees

C: Hassan
M: 0401 310 310
E: xw20@hotmail.com
W: www.facebook.com/J4RVic

A refugee and asylum seeker led organisation formed in August 2019, fighting for our rights under Australia's onshore asylum seeker policy. We want our voices to be heard and implore Australians everywhere to understand our stories. We hold great hope in the Australian people that our plea will rouse the public to action to stand with us.

Kindred Kindness

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

Kindred is focussed on community engagement through material aid collections, fundraising events, vigils and more. Kindred works with and for asylum seekers held in detention centres and those living in the community:

- Provides hospitality and practical support;
- Actively networks with like-minded individuals;
- Advocates for the rights of those seeking asylum;
- Engages the local community through events and material aid drives.





Refugee Advocacy Network

E: info@refugeeadvocacynetwork.org.au
W: www.refugeeadvocacynetwork.org.au
[www.facebook.com/RefugeeAdvocacy Network](https://www.facebook.com/RefugeeAdvocacyNetwork)

The Refugee Advocacy Network is a broad coalition of Victorian organisations who advocate for a more just, humane approach to refugees and asylum seekers in Australia. If you or your organisation would like to support the network please email them.

You can request to have your organisation's relevant news, events or press releases promoted on their website. Get all the latest news by checking out their website or subscribe to their newsletter. They also link to a whole variety of organisations working with refugees.

Refugee Council of Australia

A: Unit 601, 580 Collins Street
Melbourne VIC 3066
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

A: Level 1, 247 Flinders Lane
Melbourne VIC 3000
P: (03) 9639 8623
E: admin@riserefugee.org
W: www.riserefugee.org

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

P: 0417 398 528
E: rar.australia@gmail.com
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.



Advocacy and Support

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

[#AustraliaSaysWelcome](#)
[#BringThemHere](#)
[#EvacuateNow](#)
[#honourtheconvention](#)

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

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

The Salvation Army - Asylum Seekers Support Services

A: 12 Tinning Street
Brunswick VIC 3056
P: (03) 9384 8333
F: (03) 9383 4133

The Salvation Army Asylum Seeker Support Services supports people seeking asylum, skilled migrants and overseas students in need. They offer food vouchers, salvo store vouchers, phone cards, myki cards, bedding, clothes and furniture, eye vouchers, depending on what is available.

Visit is by appointment.

Victorian Multicultural Commission – Racism hotline

NEW LISTING

P: 1300 292 153
E: enquiries@veohrc.vic.gov.au
W: www.humanrights.vic.gov.au/

If you have experienced discrimination or racism on the basis of race or religion and would like to report it or seek information about your rights, you can make a complaint to the Victorian Equal Opportunity and Human Rights Commission. You can lodge a complaint by email, phone or online form, even anonymously or on behalf of someone else.

Welcoming Australia

A: Siteworks
33 Saxon Street
Brunswick VIC 3056
E: info@welcoming.org.au
W: www.welcoming.org.au

Welcoming Australia promotes a nation in which everyone can belong, participate and thrive in social, cultural, economic and civic life.

They seek to:

- **Mobilise the public** by engaging individuals, communities and institutions in campaigns and events that cultivate a culture of welcome.
- **Change the Conversation** by creating opportunities to influence the media and political discourse with a positive voice that celebrates diversity, humanises the debate and amplifies diverse and inclusive voices.
- **Enable Participation** by creating pathways for receiving and migrant communities to engage in welcoming and inclusion and participate in social, cultural, economic and civic life.



Afghan Australia Philanthropic Association Inc.

M: PO Box 321
Endeavour Hills VIC 3802
P: (03) 9706 2787
C: Aschna
0409 553 304 (text)
E: aschna1@hotmail.com
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;
- Pashto language school for Afghan children;
- Music class on Monday 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
C: Abdul Khaliq Fazal
M: 0401 784 699
P: (03) 9794 9133
E: a_k_fazal@yahoo.com.au

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

Afghan Australian Development Organisation (AADO) Inc.



M: PO Box 87, Ashburton VIC 3147
E: info@aado.org.au
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.

M: PO Box 446
Doveton VIC 3177
C: Ajmal Mirrinay
0402 473 948
E: amirranay@gmail.com

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



Afghan Australian Women & Youth Association (AAWYA)

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

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
P: 0430 081 344
C: Maseeh Nasheet
E: mnasheet@gmail.com

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.

Bakhtar Cultural Association

M: PO Box 4273
Narre Warren VIC 3805
C: Bassir Qadiri (Chairperson)
P: 0435 945 591
E: bassir.qadiri@gmail.com
W: www.bakhtar.org.au
[Facebook](#)

Bakhtar Cultural Association is a non-profit, non-religious and non-political association that helps the community build social cohesion through providing relief support to disadvantaged community members. It addresses issues such as family and domestic violence, gender equity and equality, health literacy, disability, mental health, homelessness and work safety to vulnerable community members.

NEW LISTING

Hazara Shamama Association of Australia Inc

A: Level 1, 5/ 73 Walker Street,
Dandenong Vic 3175.
P: 0435 803 774
E: Shamama.org@gmail.com
W: [Facebook](#)

Hazara Shamama Association of Australia Inc. has been active since 2009, assisting refugee and migrant communities from Afghanistan; arranging information sessions, Youth Week, International Women's Day, running citizenship classes and other cultural events for the community. Referrals, advocacy and settlement support is also provided to the community.



KOMAK



A: Uniting Vic-Tas
51 Princes Hwy
Dandenong VIC 3175
P: (03) 8792 8999
E: komakprogram@vt.uniting.org
W: www.unitingvictas.org.au/

(“Komak” means “help” or “support” in Dari. It is a specialised service that champions the Afghan community.)

Together with the Afghan community, our team works to develop resilience and build community connection, reducing isolation, KOMAK provides services to individuals, families, their peers, community leaders and professionals – everyone can reach out and receive support:

- Assessment, referral and support for people at risk of anti-social behaviour.
- Activities to encourage community connection
- Case and service coordination for many issues
- Engagement and trust-building with local community members

MACHID Inc (Music, Arts, Culture of Hazara Identity Dandenong)



A: 323 Thomas Street
Dandenong VIC 3175
C: John Gulzari (President)
Mehdi Shaheen (Secretary)
M: 0404 833 175
E: machid@gmail.com
W: www.johngulzari.com.au

[Facebook](#)

Machid Inc promotes Hazaragi music, arts, handicraft, cultural heritage and language to the broader Australian community. Machid has been active since 2013 and we have been part of dozens of events and programs such as (Australia Day, ANZAC day, Culture diversity week, Harmony week, Refugee week, Nowruz Festival, Film launch, History forum, Language forum, Women Day, and recently we are proud to initiate (Hazara Culture Day) which is going to be celebrated annually.

Machid also:

- Advocates and supports Hazara community
- Collaborates in language and cultural diversity
- Promotes education, literature, and book reading
- Assists with Hazaragi food and Afghani cuisine
- Trains Afghani Youth in music and instruments
- Advocates for Afghani asylum seekers
- Provides info for asylum seekers and refugees
- Supports youth personal development, positive mental health and guidance
- Assists scholars regarding research related to refugees, asylum seekers and Hazara history
- Encourages community with advice pertaining to writing and share their life stories
- Represents Hazara asylum seekers and refugees within media and government dialogue.



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@bamyam.org.au

W: www.bamyam.org.au

Aims to help Afghan refugees and migrants with settlement needs.

Activities and services include:

- 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)



M: 0435 946 488
E: vaan.network@gmail.com
W: www.vaan.org.au/
C: Nazir Yousafi (President)
M: 0435 803 774
E: nazir.yousafi@gmail.com

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
P: (03) 9793 6704
E: info@carersofafrica.org.au
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
P: (03) 9510 0167
E: eacacov@eacacov.org.au

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 Buncl Street
North Melbourne VIC 3051
C: Ms Jo Foley
P: (03) 9326 5222
E: jo.foley@dsrsrc.org.au
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



The Australian Assyrian Arts and Literature Foundation (AAALF)

M: P.O. Box 420
Niddrie VIC 3042
P: 0411 398 938
E: aaalf@live.com
W: [facebook.com/aaalf/](https://www.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)

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.

A: Head Office:
C1, 1-13 The Gateway,
Broadmeadows VIC 3047

P: (03) 9359 2861
Business Hours: 0421 990 216
E: mail@vass.org.au
W: www.vass.org.au

Victorian Assyrian Community Inc.

M: PO BOX 276
Tullamarine VIC 3043
C: Melvin Elias (Treasurer) or
Sargon Pourhag (Secretary)
P: (03) 93304963 or 0421 195 598
E: email@assyrians.com

The group promotes, encourages and maintains cultural activities within the Assyrian Community. It encourages understanding of Australian cultural institutions, customs and conventions in order to assist the integration of Assyrians into the Australian community.



Arkan Rohingya Community of Australia (ARCA)

A: Unit 1, 35 Hemmings Street
Dandenong VIC 3175
C: Majid Abdul
P: 0401 306 831

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 Street
Dandenong VIC 3175
C: Habib - 0406 310 077
C: Mohammad - 0411 456 400
C: Shafiqul Islam - 0416 161 846
E: abro.aus@gmail.com
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.



Burmese Muslim Organisation Inc.

A: 69 Jacksons Road
Noble Park North VIC 3174
C: Jafar Sawlwin
M: 0424 691 766
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: Zubeda Sawlwin
M: 0424 082 106
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 Victoria;
- Training and support to Burmese Muslim Women to find employment.

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



Burmese Women's Alliance

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

H: Thursday 12pm- 2pm

C: Chaw - 0432 021 888

C: SanDar - 0487 649 401

C: TinZar - 0425 611 907

C: Hei Mu Na - 0423 590 853

W: www.burmesewomenalliance.blogspot.com.au

All women and children welcome!

Aims to:

- Unite Burmese Women who are actively involved in Burmese social groups;
- Cooperate 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.

Pakenham Rohingya Community In Australia Inc



E: pakenhamrca@gmail.com

W: [Facebook](#)

This new association is a not-for-profit incorporation initiated and registered with majority support of the Ethnic Rohingya who are residing in Pakenham and other areas in Victoria.

Victorian Myanmar Muslim Community Inc.

A: 33 Hope Street
Springvale VIC 3171

C: Mas Mai

P: 0430 302 663

E: masmai73@gmail.com

W: [Facebook](#)

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.



Cambodian Association of Victoria

A: 52 Queens Avenue
Springvale VIC 3171
P: (03) 9546 3466
E: leangvuorch@cav.net.au
W:
www.cambodianassociation.com.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 3171
P: (03) 9546 2432
E: thancambo@gmail.com
W: www.facebook.com/CBAVInc/

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.

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
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: Level 1,
49A Mt Dandenong Rd
Ringwood VIC 3134
E: info@ccv.org.au
W: www.ccv.org.au/
[Facebook](#)

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.



Chinese Association of Victoria

A: 320 Wantirna Road
Wantirna VIC 3152
P: (03) 9800 3388
W: www.cavinc.com.au/main/

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
P: (03) 9888 8671
W: www.ccssci.org.au/

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

M: 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.

Springvale Mandarin Support Network - Springvale Neighbourhood House

A: 28 Murchison Crescent
Clayton South VIC 3169
C: Zou-xin Wang
P: (03) 8502 6403
W: www.snh.org.au/

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.

Hazara Australian Community Association of Victoria

A: 23-25 Doveton Ave
Eumemmerring VIC 3177

M: PO Box 549 Dandenong
Plaza, Dandenong VIC 3175

C: Ali Behsudi (Chairperson)

P: (03) 8794 8668
0402 361 705

E: behsudiali@yahoo.com.au

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

P: 0469 963 416

E: ahwfn1@gmail.com

W:

www.hazarawomensnetwork.com.au/

[Facebook](#)

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 and Cafe

A: Venue 1
SMRC
Chamber Room
Level 1, 39 Clow Street
Doveton VIC 3175

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

A: Venue 2
Menzies Hall
41 Menzies Avenue
Dandenong VIC 3175

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

P: 0452 528 287
E: info.iwfn@gmail.com
W: [Facebook/](#)

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 'alaikum 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.



Iranian Bushwalkers

M: PO Box 1487
Clayton South VIC 3169
E: info@ib.org.au
W: www.ib.org.au

See website or facebook page
(www.facebook.com/IranianBushwalkers/)
for further activities and information.

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 and bushwalking, with weekly day-walks across Victoria, mostly within 1.5 hours drive from Melbourne metropolitan area.
- Camping and sightseeing on weekends and public holidays, plus some multi-day intra and interstate trips;
- Social activities are a strong component of the club, which encourages healthy habit of physically active lifestyle and promotes diversity. These include:
 - cycling;
 - rock climbing;
 - caving;
 - abseiling;
 - motorcycling;
 - book review gatherings;
 - movie nights;
 - cultural celebrations;
 - charity events.

Publicly open to all nature-lovers, not just Iranians. Opportunities exist for members and guests walkers of various levels of hiking experience and fitness.



Advocacy for Oromia Association in Victoria Inc.

A: 39 Clow Street
Dandenong VIC 3175

M: PO Box 150
Noble Park VIC 3174

P: 0466 521 524
E: info@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 (AOCV)

UPDATED

A: Shop 20a, 136 Nicholson Street,
Footscray VIC 3011

M: P.O.BOX 2123
Footscray VIC 3011

C: Dr Tarekegn Chimdi (President)

P: 0412 795 909

E: ocaustralia@gmail.com

W: www.aocav.com/

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

C: Marama Kufi

P: (03) 9547 4525

E: humrightosga@yahoo.com.au

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.



Oromo Women Association in Australia South Pacific Region Inc.

M: PO Box 7208
Dandenong VIC 3175

C: Likyelesh Gossa

P: (03) 9796 4575
0402 757 391

E: likkeegossa@hotmail.com

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. (SERMOCAVA)

M: PO Box 7028
Dandenong VIC 3175

C: Dereje

P: (03) 9704 0049
0406 270 312

E: dfayisa11@gmail.com

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



Acholi Community Association in Australia Inc.

A: 2 Newman Avenue,
Noble park VIC 3174

C: James Ochan

P: 0413 084 431

E: jamesotto@y7mail.com

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

P: 0432 298 398

E: aoyem@hotmail.com

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

P: 0431 199 660

E: diingdeng@yahoo.com

M: 46 Danfield Drive
Tarneit VIC 3129

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: Kenyattal
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: Shop 31, Level 1,
Hub Arcade, 15–23 Langhorne St
Dandenong VIC 3175
P: 0478 189 638
E: fssav15@gmail.com

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.



Gaatjaak Nuer Community Association of Australia Inc.

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

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.

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

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: Peter Magock (Chairperson)
P: (03) 9546 4164
E:
gmagockgaluak3nuer_adok@yahoo.com

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

Lopit Community Association of Australia Inc.

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

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.



Nasir Community Association Inc.

M: PO Box 7156
Dandenong VIC 3175
C: Tuach T Kuoth (Chairperson)
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.

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

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)

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

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)

M: PO Box 2264
Dandenong North VIC 3175
P: 0450 119 016
E: sossea.inc@gmail.com

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.



South Sudanese Australian Youth United (SSAYU)

A: 16 Ivanhoe Parade,
Ivanhoe VIC 3079



Bounce Back program

A: Doveton College Gymnasium
62 Tristania Street, Doveton

C: Deng Yong Deng:

P: 0413 771 280

E: dengyong@ssayu.org.au

W: www.ssayu.org.au

SSAYU is a grassroots, NFP organisation that strongly advocates for the empowerment of young South Sudanese Victorians by developing culturally safe, youth orientated programs and events that will ensure they can navigate through life, grasp opportunities and reach their fullest potential.

Bounce Back is their key program run in this region. It is a hub where young people aged 13-25 gather weekly to socialise, play sports and foster meaningful relationships. Each person is connected to a suitable mentor, then can move into the leadership program and camp.

South Sudanese Council of Australia Inc.

C: Saturnino Onyala (Acting Pres.)

M: 0421 929 899

0422 187 446

0423 207 440

E: ny_j@hotmail.com

solaa51@yahoo.com

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 Street
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

Promotes peace, human rights, values and dignity for all Southern Sudanese in and out of 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

P: (03) 9676 1994
0432 189 368

E: paluguns@gmail.com

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



Cultural Organisations – Syrian

Australian Syrian Charity (ASC)

A: 287 Sydney Road
Brunswick VIC 3056

P: 0468 488 446

E:

admin@australiansyriancharity.org.au

W:

www.australiansyriancharity.org.au

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.



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

P: 0434 013 993

E: info@australiantamilacademy.org

W:

www.australiantamilacademy.org

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.

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.

Justice and Freedom for Ceylon Tamils Inc.

P: 9794 7942

0404 059 231

E: tamilcultureaus@gmail.com

wickiram@hotmail.com

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

C: N R Wicki Wickiramasingham

P: 9794 7942

0404 059 231

E: sanganatham@gmail.com

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 Coordinating Committee Australia

P: 0433 002 619

TCC Australia is committed to the political liberation, human rights advancement, humanitarian & economic assistance of Tamils in N/E Sri Lanka.

Tamil Senior Citizens Fellowship Inc.

A: Oakleigh Hall
Drummond Street
Oakleigh VIC 3166

P: (03) 9354 6169

E: amanuelpillai@optusnet.com.au

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.

Tamil Refugee Council

C: Aran Mylvaganam

P: 0410 197 814

E: contact@tamilrefugeecouncil.org.au

W: www.tamilrefugeecouncil.org.au

F: www.facebook.com/

A voice for Tamil refugees in Australia, concerned for the thousands of Tamils facing deportation and further persecution. TRC campaigns for the rights of individuals seeking asylum and for the refugee population as a whole. Much of our work involves raising awareness of the particular challenges facing our community and campaigning for policy change.

Valluvar Foundation

P: 0434 013 993

W: <http://www.valluvarfoundation.org>

A charitable, not-for-profit, organisation promoting, preserving and facilitating education in the Tamil language, culture (arts, dance & music) and heritage. All members of the public are welcome.

Activities include:

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

Victorian Tamil Cultural Association

M: PO BOX 2286

Dandenong VIC 3175

C: Ruban Kumararuban (Secretary)

P: (03) 9794 7942

E: kumararr@anz.com

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



Australian Vietnamese Women's Association Inc.

M: PO BOX 1301
Richmond North VIC 3121
H: Monday-Friday 9am-5pm
C: Cam Nguyen (CEO)
P: (03) 9428 9078
E: ingo@avwa.org.au
W: www.avwa.org.au

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)



A: Burden Park, 888 Heatherton
Road, Springvale South VIC 3172
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 Parade
Springvale VIC 3171
C: Be Ha (President)
E: sicmaa.bh@bigpond.com

C: My Dung Nguyen
(Family Support Service)
E: mdnguyen@sicmaa.org.au

C: Bic Gresty
(Help Program - Gambling)
E: bgresty@sicmaa.org.au

C: Chi Laniga
(Domestic Violence/Family Support)
E: clanigan@sicmaa.org.au

C: Binh Tran (Family Support)
E: btran@sicmaa.org.au

C: Trieu Tran (Disability Support)
E: ttran@sicmaa.org.au

P: (03) 9547 6161
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 Avenue
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.



Vietnamese Family Counselling and Support - Centacare Catholic Family Services

A: St Monica's Primary School
3 Wingfield Street
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
M: 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.



AMES Australia: Certificate III in Early Childhood Education and Care

A: 30-32 Prospect Street
Box Hill VIC 3128

A: 255 William Street
Melbourne VIC 3000

A: 16 Victoria Square
Victoria Crescent
St Albans VIC 3021

A: Level 2 79/75 Watton Street
Werribee VIC 3030

P: 13 26 37

W: www.ames.net.au/

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.

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

A: 30-32 Prospect Street
Box Hill VIC 3128

H: Monday - Friday
9am-5pm

A: 289 Barkly Street
Footscray VIC 3011

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

W: www.ames.net.au/

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

A: 255 William Street
Melbourne VIC 3000

P: 13 26 37

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

W: www.ames.net.au/

AMES Australia offer two types of programs:

- A Workplace Skills for Professionals course which is run for 10 weeks and includes a guaranteed 2 week work placement that will match your professional skills and career plans.
- A Skilled Professional Migrants Program (SPMP) is an intensive 4 week course that will prepare and equip you with the skills and knowledge to gain future employment.



AMES Australia: SEE Program (Skills for Education and Employment)

A: 30-32 Prospect Street
Box Hill VIC 3128
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:

A: Level 4, 280 Thomas Street
Dandenong VIC 3175
H: Monday - Friday
8am-5pm

- 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.

A: 255 William Street
Melbourne VIC 3000
H: Monday - Friday
8:30am-5pm

A: 60 Douglas Street
Noble Park VIC 3174
H: Monday - Friday
8:30am-5pm

AMES: Young Adults Program

A: 30-32 Prospect Street
Box Hill VIC 3128
A: 255 William Street
Melbourne VIC 3000
A: 16 Victoria Square
Victoria Crescent
St Albans VIC 3021
A: Level 2
79/75 Watton St,
Werribee, VIC 3030
P: 13 26 37

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.



Asylum Seeker Vocational Education and Training (ASVET)

P: (03) 9374 9834
E: education@asrc.org.au
W: www.asrc.org.au/vet

The Asylum Seeker Vocational Education and Training (ASVET) program is a Victorian State Government funded initiative which supports eligible people seeking asylum, and refugees, to gain access to Skills First Victoria VET courses- visa conditions apply. The ASVET initiative covers applicants who wish to complete VCE, Foundation Studies, and VET Certificate levels I to IV, Diplomas and advanced Diplomas. Applicants undertaking VCE, or courses at Certificate levels I to IV are eligible for a subsidised Skills First place, as well as a concessional tuition fee rate. Applicants undertaking diplomas are eligible for a Government-subsidised place with tuition fees at the domestic student rate.

Asylum Seeker Resource Centre (ASRC)



FOOTSCRAY:

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

DANDENONG (opening in 2021): 'Refugee Resource Hub'

A: 205 Thomas Street
Dandenong VIC 3175
C: Qutbiallam Timor (Director)
E: qutbiallam.t@asrc.org.au
E: dandenong@asrc.org.au

The Pathway to Employment (PTE) is for English for Work (EFW) students who would like to help with job seeking, resume writing, preparing for job interviews and job readiness. Students are matched with a PTE advisor who can provide them with individual support. Short courses are also available to learn about workplace safety and culture. EFW provides students with English classes at Beginner, Intermediate and Upper Intermediate levels. Qualified experienced teachers provide non-accredited group classes. Students learn English and job skills to help them prepare for work in Australia. People seeking asylum who are on bridging visas (BVA/BVB/BVC/BVD/BVE) and have work rights can enrol in EFW classes.



Asylum Seeker Resource Centre (ASRC) – Reconnect Program – **NO LONGER OPERATING**

OPENING SOON:

A: 205 Thomas Street
Dandenong VIC 3175
P: (03) 8772 1380
E: dandenong@asrc.org.au
A: 214-218 Nicholson Street
Footscray VIC 3011
P: (03) 8537 9500
E: home_english@asrc.org.au
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.



Brand New Day

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

Some child minding is provided.

Brand New Day provides **free** workshop classes including:

- Basic, Intermediate & Advanced English
- Basic/ Advanced Computers
- Art Class / Floral Art / Handcrafts
- Basic / Advanced Sewing / Embroidery
- First Aid Course
- Personal Budgeting
- Handyman Course / Welding course
- Health and Nutrition
- Cooking, Baking and Cake Decorating
- Cay Art

Chisholm Institute

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

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



Council of Adult Education (CAE)

C: Tanya Matheson
P: (03) 8892 1831
E: easterninclusion@cae.edu.au
W: www.cae.edu.au/

Locations in Melbourne and Box Hill

Offers a wide variety of courses including 100 hours of intensive English language and literacy training that further prepares you for your preferred accredited learning pathway. Open also to eligible asylum seekers of those holding the following visa:

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

Dandenong Community & Learning Centre (formerly 'House')

A: 34 King Street
Dandenong VIC 3175
P: (03) 9792 5298
E: admin@dandenongclc.org.au
W: www.dandenongclc.org.au

English and computer programs are open to people seeking asylum. Aiming to increase the life opportunities for people through the development of self- help and mutual support activities, social interaction and participation.

Programs include:

- English & computer classes
- Community orientation
- Commercial Cooking Class
- Woodwork
- Intro to Aged Care and Disability Services

Deakin University Sanctuary Scholarships

For further information please contact Deakin Scholarships Office at the following:

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/



Doveton College

A: 62 Tristania Street,
Doveton VIC 3177
P: (03) 8765 0111
W: www.dovetoncollege.vic.edu.au

A variety of groups, services, supports and courses for parents and residents including:

- Cert IV Education Support
- Cert III Health Services Assistance
- Cert III Early Childhood Education
- Small Business courses
- Computer courses
- English & Citizenship courses
- Intro to Kitchen, Hospitality skills
- First Aid Course
- Career advice and preparation for employment

Doveton Neighbourhood Learning Centre (DNLC)



A: 34 Oak Avenue
Doveton VIC 3177
P: (03) 9791 1449
E: manager@dovetonnlc.com.au
W: www.dovetonnlc.net.au/

Variety of classes and courses to help you gain skills so you participate more in the Australian community, progress in your job or do further study in a welcoming environment. Some options are: English, computers (all levels), MYOB, Excel, Intro to Community and Disability Support Work, Intro to Horticulture, Cooking, Art, Open Mic Night.

Cost: Mostly \$20 (concession available) Bookings essential.

Endeavour Hills Neighbourhood Centre

A: 10 Raymond McMahon Blvd
Endeavour Hills VIC 3802
P: (03) 9700 3789
E: info@ehillsnc.org.au
W: www.ehillsnc.org.au

Variety of classes, courses and groups including:

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

Foundation Learning Centre (formerly Narre Community Learning Centre)

A: 1 Malcolm Court
Narre Warren VIC 3805
P: (03) 9704 7388
E: enquiries@flc.vic.edu.au
W: www.foundation.vic.edu.au

A not-for-profit training organisation with a variety of programs and services including: pre-kindergarten programs, youth programs, literacy and migrant English, a range of accredited courses, plus many hobby and special interest courses and groups.

Friend of Refugees (FOR)

A: 1D Parsons Avenue, Springvale
P: (03) 9574 6291
E: email@for.org.au
W: www.for.org.au

FOR offers practical work experience and English training along with pre employment training and support. They also offer mentoring programs to assist in starting small businesses.

NEW LISTING

Kaplan Business School - Scholarships for Asylum Seekers

W: www.kbs.edu.au/

Five full scholarships available each year, one for each of our campuses in Adelaide, Brisbane, Melbourne, Perth and Sydney. Choose from Master of Business Analytics, Master of Accounting, Master of Business Administration, & Bachelor of Business.

d Inc. Pakenham

A: 6B Henry Street
Pakenham VIC 3810
P: (03) 5941 2389
E: admin@livinglearning.org.au
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

Refugee Education Special Interest Group - University Scholarships

UPDATED

W: www.refugee-education.org/
E: contactus@refugee-education.org

A number of universities across Australia provide scholarships to people seeking asylum and refugees on temporary visas. Refugee Council of Australia (RCOA) were listing these opportunities, but now it is this Special Interest Group. A Living Support Fund will offer an extra weekly stipend of \$100 + an annual travel car for scholarship holders.

RMIT Welcome Scholarship

UPDATED

P: (03) 9925 2811
E: scholarships@rmit.edu.au
W: www.rmit.edu.au/

The RMIT Welcome Scholarship is available to those on a Temporary Protection VISA, SHEV or Bridging Visa E so they may pursue higher education at RMIT University. It covers the cost of tuition fees and may also include a living allowance.



Southern Migrant & Refugee Centre (SMRC) – The Learning Space

A: 39 Clow Street
Dandenong VIC 3175
A: 48 Webb Street
Narre Warren VIC 3805
P: (03) 9767 1950
C: Angela Nguyen
M: 0407 548 372
E: angelan@smrc.org.au
W: www.smrc.org.au

Programs now also at:

Selandra Community Hub

7-9 Selandra Boulevard
Clyde North VIC 3978

Lynbrook Community Centre

2 Harris Street Lynbrook VIC 3975

Working in partnership with other groups and organisations, the Learning Space has a variety of programs in different locations for women and men, plus students including:

- Sewing
- Conversational English
- Basic Computers
- Education and Employment support
- Homework Support for Students
- Citizenship Classes

Pre-Accredited ACFE courses:

- Intercultural Administration Skills
- Makeup and Beauty Industry
- Introduction to Interpreting.

Taskforce Navigator Program - Southern Melbourne Area

C: Rosslyn Eden
M: 0451 189 940
E: rosslyne@taskforce.org.au
w: www.taskforce.org.au/

The Navigator program works to support disengaged young people to return to education and learning. It is delivered by community agencies, who work closely with local schools and school area teams.

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.



Victorian Free TAFE Courses

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

Click on the website above for more information, locations and a description of every course.

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 open to asylum seekers on a Bridging Visa E, TPV or SHEV. Contact the Asylum Seeker Resource Centre (ASRC) or your local TAFE to check your eligibility outside of these visas.

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

Welcoming Australia

A: 33 Saxon Street
Brunswick VIC 3056
E: welcome@welcoming.org.au
W: www.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. Talk to them to discuss how you can access education options in your region.



Wellsprings for Women Inc.

A: 79 Langhorne Street
Dandenong VIC 3175

P: (03) 9701 3740

E: administration@wellspringsforwomen.com

H: Monday to Friday - 9am to 5pm

W: www.wellspringsforwomen.com

Female only service providing an ever changing range of learning and social activities, including:

- Afghan Women's Friendship Group
- Crafty Connections
- Art for the Love of it
- Computers General
- Gardening
- Sewing
- Choir
- Cooking Program
- Exercise Classes
- Supported Cycling
- Financial Wellbeing for Women
- Public speaking
- Making a Difference A Program for Women
- Business Development & Support Program

Childcare available.

Women's Health In the South East (WHISE)

A: Level 1/70 St Kilda Rd,
St Kilda VIC 3182

P: (03) 9794 8677

H: Monday to Friday- 10am to 4pm

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



Employment

AEI – Australian Education International - NOOSR

Department of Education,
Employment and Workplace
Relations

P: 1300 615 262

E: iehotline@education.gov.au

W:

www.internationaleducation.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

58 centres across Victoria including
Dandenong, Springvale, Narre
Warren, and Noble Park.

A: 280 Thomas Street
Dandenong VIC 3175

P: 13 26 37

E: enquiries@ames.net.au

W: www.ames.net.au

(Check website for multiple
locations)

AMES has a variety of education, employment and settlement programs and services including:

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.





Asylum Seeker Resource Centre (ASRC)

FOOTSCRAY:

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

DANDENONG (opening in 2021):

'Refugee Resource Hub'
A: 205 Thomas Street
Dandenong VIC 3175
C: Qutbiallam Timor (Director)
E: qutbiallam.t@asrc.org.au
E: employment_Dandenong@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

Brand New Day

A: 211 Foster Street East
Dandenong VIC 3175
P: (03) 8774 3130
H: Monday - Friday
9am–5pm

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
- Hire a Bike

Workshops include:

basic/intermediate english, knitting, coffee, basic/advanced computer knowledge, floral art, cooking on a budget plus more.



W: www.bsl.org.au/
E: steppingstones@bsl.org.au
P: 0427 349 017

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.

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.

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.





Brotherhood of St Laurence - Jobs Victoria Employment program

A: Suite 3, L3, 26 McCrae St,
Dandenong, VIC 3175
(The Dandenong Hub)
C: Kaye Bishop (Manager)
P: 0490 440 263
E: JVENSouthEast@bsl.org.au
W: www.bsl.org.au/

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, interview preparation and advocacy.

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

A: Level 4, 280 Thomas Street
Dandenong VIC 3175
C: Paulette d'Argent
P: 0457 900 184
C: Namatullah
P: 0419 443 244
E: info@cmy.net.au
W: www.cmy.net.au/ucan2

Ucan2 Program:

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

The program covers:

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



Employment

CMY Employment Empowers

Centre for Multicultural Youth

E: info@cmy.net.au

W: www.cmy.net.au/

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: 7 Hilton Street
Dandenong VIC 3175
P: (03) 9793 6273

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

A: 177 Fairbairn Road
Sunshine West VIC 3020
P: (03) 9311 6273
W: www.concernaustralia.org.au/

- 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 the Asylum Seeker VET program but must hold a current SHEV, TPV or BVE visa.



Deakin CREATE

W: www.deakincreate.org.au

The Deakin University **Centre for Refugee Employment, Advocacy, Training and Education (CREATE)** aims to build knowledge and understanding of how best to support people from a refugee background to rebuild their careers after leaving their home country through obtaining meaningful employment and accessing vocational training and education. The research centre undertakes the following activities:

- Develops innovative research projects that improve understanding of how to support people from a refugee background to access education and training, and obtain employment.
- Conducts education programmes that support refugees to re-establish their careers.
- Advocates for the refugee community to instigate changes in government policy, reducing the barriers faced by refugees in obtaining employment and accessing education.
- Holds workshops where academics, policy makers and staff from non-governmental organisations can discuss issues related to refugee employment, training and education.
- Runs career clinics to provide people from a refugee background with career advice.



Employment

Driver Education Centre of Australia (DECA)

P: 1300 365 400
E: talk2us@deca.com.au
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: M+K Building, Ground Floor
40-42 Scott Street
Dandenong VIC 3175

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

DVJS offers:

A: Level 1, 15 Childers Street
Cranbourne VIC 3977

- 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

A: Suite 12, 40 Montclair Avenue
Glen Waverley VIC 3150

A: Suite 11 & 12, 2 Central Avenue
Moorabbin VIC 3189

A: Suite 4, 64 Victor Crescent
Narre Warren VIC 3805

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

A: 5 Station Street
Oakleigh VIC 3166

A: 3/37 Main Street
Pakenham VIC 3810

P: 1300 385 738
0407 764 991 (SMS)

E: dvjs@dvjs.com.au
W: www.dvjs.com.au/

- be an Australian citizen or temporary protection visa (TPV) / Safe Haven Enterprise Visa (SHEV) holder
- not currently receiving services from another Disability Employment Service provider or employment service provider
- have a disability, injury or health condition
- be aged between 14 - 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 members will contact you.

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



What is available?

- industry connections
- individualised, one-on-one support
- opportunities for training
- referrals to other services
- personalised career action plan
- help to find the right employment
- online appointments available

WHO CAN I CONTACT?

For further information or to be referred to the program contact Jennifer Ebdon:
PH 8571 5319 jennifer.ebdon@cgd.vic.gov.au

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



Employment

Direct Recruitment

w: www.directrecruitment.com.au

A: 178 Sladen Street Cranbourne
VIC 3877

P: (03) 5995 4300

A: Level 1, 237 Lonsdale Street
Dandenong VIC 3175

P: (03) 8770 0600

A: Suite 12, 26 Verdun Drive
Narre Warren VIC 3805

P: (03) 8790 2555

A: Shop 5, 11 John Street
Pakenham VIC 3810

P: (03) 5941 7075

A: 336-338 Springvale Road
Springvale VIC 3171

P: (03) 8558 9200

Supports and assists job seekers (including parents) and employers to achieve their employment goals.

Permanent Residents (including refugees) are eligible.

Services include, but not limited to:

- Australian Government JobActive program
- Disability employment services
- Parents Next program (some locations)
- Labour Hire (temporary work)

Support provided:

- A personal employment consultant to assist you find work
- On-site job search assistance including computers and free Wi-Fi
- Assistance with preparing resumes
- Access to a wide range of job vacancies
- Assistance to start work and support to stay in work.

ECHO Australia

A: 12 Halpin Way
Dandenong VIC 3175

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.

Employment Empowers

P: (03) 9340 3700

W: www.cmy.net.au/

E: employmentempowers@cmy.net.au

Provides the vital step for young people hoping to fulfil their potential by securing meaningful employment. Enables participants to build invaluable networks and develop the building blocks for their working life by supporting people through direct employment opportunities, traineeships, and workplace experience.

**NEW
LISTING**



Free to Feed

Two locations:

A: 539 High Street
Northcote VIC 3070

A: 763A High Street
Thornbury VIC 3071

P: 0426 252 334

W: www.freetofeed.org.au/

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

P: 0406 305 389

E: hello@homegirls.club

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.

GREATCare (formerly GREAT In Home and Community Care)

A: Unit 8 215 Watton St
Werribee VIC 3030

P: (03) 9395 4657

M: 0411 347 943

Springvale office:

M: 0490 080 933

E: admin@greatcare.net.au

W: www.greatcare.net.au

Our service supports diverse families and individuals with a wide range of physical, social and intellectual abilities at all stages of life. Currently seeking caring people to work in clients' homes assisting them with their needs like cleaning, shopping and transport.

- available to work at least 3 week days
- have a mobile phone and reliable roadworthy car
- studying for or holding a Certificate III in HACC/Aged Care/or Disability
- speakers of Dari, Farsi, Hazaragi, Pashto, Karen, Chin, Burmese, Dinka, Nuer, Arabic, Amharic, Tigrinya, or Oromo are highly sought after.



Employment

Greater Dandenong Libraries – Language and Literacy Services

www.greaterdandenong.vic.gov.au/ [See page 90](#) or webpage

Harvest Trail

W: www.jobsearch.gov.au/harvest

Harvest Jobs provides employment opportunities across Australia in the agricultural industry. Harvest work can involve jobs such as fruit or vegetable picking, packing, pruning and planting. There is seasonal work available in most states and territories across Australia, ranging from a few weeks to six or more months.

In Work Australia: Red Cross

Program is under review

Jesuran Wellness Centre

A: 60 Douglas St
Noble Park VIC 3174

P: (03) 8558 8870

E: jesurancentre@gmail.com

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

MEGT (Melbourne East Group Training)

P: 13 69 63

H: Monday - Friday 9am - 3pm

W: www.megt.com.au

Recruitment & group training of apprentices and trainees. Open to refugees and permanent residency is required. Look up jobs and advertise your interest for free.



Migrant Workers Centre

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

Migrant Workers Centre helps migrant workers in Victoria to connect with other migrant workers and they 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.

Mission Australia

Transition to Work program

A: 29B Langhorne St
Dandenong VIC 3175
P: 1800 796 757
9213 2500
W: www.missionaustralia.com.au/

For young people aged 15-24 who have left school early or have had difficulty finding work after school. Help to build skills and confidence plus support into work or education, apprenticeships or traineeships. Support continues in first 26 weeks of work or study. Must be a Permanent Resident or have a nominated visa such as a TPV or SHEV.

Disability Management Service

C: Andrea Savarin (He, Him)
P: 1300 883 067
M: 0490 889 404
E: SavarinA@missionaustralia.com.au
W: www.missionaustralia.com.au/

Mission Australia also provides compassionate employment support and perseverance to help vulnerable people who have either an injury, health issue, mental illness, learning challenge, physical limitation or addiction (age 15 to retirement age, Australian resident or eligible Visa holder). Mission Australia have a vast network of employers and community relationships to place jobseekers into meaningful, suitable and sustainable employment and will continue to offer in-work support for a minimum of 12 months (or more when needed).

Mission Australia is here to help and is open to referrals and collaboration with the local community.

Assistance includes; resume writing, job searching, interview preparation, interview clothes, contact to local employers, access to work experience and work trials, wage subsidies to employers, modification of work areas and much more.



Employment

Refugee Talent

E: info@refugeetalent.com

W: www.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

P: (03) 9639 8623

E: admin@riserefugee.org

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

Salvation Army - Employment Plus Launch Program



A: 151 Foster St
Dandenong VIC 3175

P: (03) 9794 3500

C: Shabnam

M: 0429 547 058

E:

Shabnam.Oad@salvationarmy.org.au

W: www.employmentplus.com.au

The new Launch program, funded by Jobs Victoria, is a free, friendly service which helps people find work in Australia. If a person is a refugee, a person seeking asylum or otherwise new to Australia and with working rights, we can help them get ready for work and provide introductions to local employers with vacancies. Launch helps participants build skills and confidence, find a job and stay employed.

South East Community Links (SECL) – Youth Program

A: SECL Noble Park
Portable 5, 60 Douglas Street
(AMES site),
Noble Park Vic 3174

P: (03) 9547 0511

W: www.secl.org.au/getting-a-job/

SECL youth workers can help young people:

- Find a part-time job that fits with your life goals
- Find a full-time job to transition into the workforce
- Prepare for job interviews
- Find a place to do work experience
- Job search – where to look
- Prepare your resume
- Whatever it takes to get you job-ready or working.



SisterWorks

A: 296 Bridge Rd,
Richmond VIC 3121
P: (03) 9972 5039
E: community@sisterworks.org.au
W: www.sisterworks.org.au

Outreach to Bendigo and
Dandenong

SisterWorks is a non-profit social enterprise that supports women of migrant, refugee and seeking asylum backgrounds to improve their confidence, mental wellbeing and sense of belonging. Our model develops women's skills through a 'learning by doing' training program, producing saleable products, improving English language and offering business and pathways mentoring. We assist women to find financial independence and to become happily settled in Australia, because "Work empowers Women".

Learn more about our '[Empowerment Hubs](#)' - a safe and nurturing space to learn, network, and build their own connections for emotional support.

SkillsPlus

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

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

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

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

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)

E: sebn@cgd.vic.gov.au

W: www.greaterdandenong.com/

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.

Southern Migrant and Refugee Centre (SMRC) – Employment Pathways

A: 39 Clow Street
Dandenong VIC 3175

C: Marina Savron

P: (03) 9767 1900

E: Marinas@smrc.org.au

W: www.smrc.org.au/

Supports clients with careers advice and work experience opportunities, resume writing, cover letters and interview skills. Also gives information on accredited and pre-accredited courses that may lead to employment. Suitably qualified participants may have the opportunity for employment within SMRC Social enterprises, which include Aged Care, Cleaning and Garden maintenance. We also help employers to match skills and ensure a right fit for both employer and employee.

Springvale Monash Legal Service - Employment Law Service

A: 5 Osborne Avenue
Springvale VIC 3171

P: (03) 9545 7400

E: info@smls.org.au

W: www.smls.com.au/

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 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.



Springvale Learning and Activities Centre

A: 1 Osborne Avenue,
Springvale, VIC 3171
P: (03) 9547 2647
E: mail@springvalelac.org.au
W: www.springvalelac.org.au/

Career Support Service

- Free, no obligation service. Open to anyone. By appointment.
- Impartial, confidential and independent guidance on the next step for people who have been out of workforce, have to or want to change jobs, develop better skills or just for personal interest.
- Explore career opportunities
- Match opportunities with your interests and preferences
- Identify barriers and ways to overcome them
- Have a plan and receive mentoring support

To arrange an appointment, please call 9547 2647, or e-mail: projects@springvalelac.org.au

Support Programs for Workers in Employment Transition

Are you retrenched or at risk of being retrenched?

- Wide variety of short courses, and pre-accredited training programs, some are fully subsidised.
- Free, independent and impartial Language, Literacy and Numeracy tests.
- Strong support for retrenched workers willing to improve Language, Literacy, Numeracy and Computer Skills.
- Welcoming, local and friendly training settings.
- Career and resume support, and new job search counselling services.
- Many other social, health and educational programs.
- Links to other services.

PLUS - a variety of other courses, workshops, classes and programs to equip you for the next phase of your life.



Task Force - AfriCareers

A: 421 South Road Bentleigh 3204
P: (03) 9532 0811
E: jves@taskforce.org.au
W: www.taskforce.org.au

If you have been out of a job for 6 months or more, AfriCareers will help you overcome barriers and link you in to any services you might require, work with you to build your skills and qualifications to get you job-ready, then connect you directly with employers. Once you are placed, they will support you to keep your job.

The Bridge Employment

A: 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,
88 Ricketts Road,
Mount Waverley VIC 3149
P: (03) 8545 9500
E: info@try.org.au
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".



VICSEG

UPDATED

A: Suite 201-202
398 Sydney Rd, Coburg 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, refugee and asylum seeker families.

- Community ambassadors to help problem-solve
- Hands-on training, mentoring and teaching
- Childcare and community programs to give people the support to access education.
- Work placements and training that lead to work.

Wellsprings for Women

A: 79 Langhorne Street
Dandenong VIC 3175
C: Robyn Erwin
P: (03) 9701 3740
E: administration@wellspringsforwomen.com
H: Monday – Friday 9am to 5pm
W: www.wellspringsforwomen.com

Creative Enterprising Women: CEW is a program that targets migrant and refugee women and helps them to build their existing skills and talents to secure paid work. The program introduces women to the various options available to them to pursue; such as self-employment, establishing a micro-business, getting involved in share economies, or social ventures.

Female only service

Discovering New Careers

Wellsprings for Women has opportunities for people to volunteer to assist in delivering services to isolated women in Greater 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.

This is a short course that introduces women to a number of jobs in non-traditional employment areas such as policing, emergency services, plumbing, electrical work, building and construction, and other trades that women should have the opportunity to be engaged in and enjoy the higher pay and conditions associated with such jobs.

Introduction to Working in the Community

This course provides women with information on the various areas of employment in the community and the training courses they need to do or have in order to secure jobs in their chosen field.

Women's Cooking Group

This program trains the women in food handling, catering, and food presentation. The women involved are provided with opportunities to cater for meetings and events and to earn money and build their catering skills by trying various cuisines.



Employment

Work Local Greater Dandenong

www.worklocalgreaterdandenong.com.au/

Work Local Greater Dandenong is an 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.

Work Local Greater Dandenong

JOB SEARCH [Advanced Search](#)

Title, industry or company Suburb or postcode

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 likes



Work Readiness Skills Training at CoCO's

A: Shop 2, 48-50 McCrae Street,
Dandenong VIC 3175

P: (03) 9736 3736

M: 0438 751 958

E: manager@springvalelac.org.au

W: www.springvalelac.org.au/

CoCO's (Community Creating Opportunities) is the social enterprise of Springvale Learning and Activities Centre. See page 81.

Practical on the job training for 12 weeks in;

- Stock Management and Control
- Cash handling
- Providing Emergency relief
- Customer Service
- Team Work
- Marketing and promotion

Minimum commitment 15 hours per week over three days. Additional 10 hours will be rostered individually over two days at CoCO's.

Information sessions held in October 2021 at the Chisholm Skills and Jobs Centre, 311 Lonsdale Street Dandenong.



English Lessons

Adult Migrant English Program (AMEP)

A: Chisholm Institute
P: 1300 517 459
E: amep@Chisholm.edu.au
OR
Melbourne AMEP
P: 1300 062 314
W: www.melbourneamep.com.au
10 locations in the Greater
Dandenong, Casey, Cardinia,
Frankston and the Mornington
Peninsula.

The AMEP provides unlimited hours of free English tuition until clients reach Vocational English. The 510- hour cap has been removed. The AMEP provides a range of flexible learning options including full- time, part- time, day, evening and Saturday classes. Classes are usually face- to- face but some are online. The AMEP offers SLPET, which is a pathways to Employment Program with Work Placement. The volunteer Tutor Scheme can provide a volunteer tutor for 1-2 hours a week for additional support and a Distance Learning Program is available.

Free child care is provided with preschool aged children.

Eligibility: You must have arrived on a migrant or humanitarian visa or be an asylum seeker on a TPV or SHEV visa. If you arrived before or on 1 October 2020, no time frame restrictions apply. If you arrived after October 1 2020, you must register within 6 months of visa commencement date, start within 12 months and complete the AMEP within 5 years.

Asylum Seeker Resource Centre (ASRC)

UPDATED

Dandenong (Opening Soon)

A: 205 Thomas 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 ASRC offers English classes in preparation for employment for all levels from beginner to intermediate in the mornings and afternoons at ASRC Footscray and soon at ASRC Dandenong.

You can also access IELTS preparation classes and English tutoring at home for those who meet eligibility for this service.



English Lessons

Brand New Day

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

Brand New Day provides **free** workshop classes where you can practice your English including:

- Basic, Intermediate & Advanced English classes
 - Basic/ Advanced Computers
 - Art Class / Floral Art / Handcrafts
 - Basic / Advanced Sewing / Embroidery
- (See page 59 for more options)

Bunjil Place Library

A: Bunjil Place Library
Patrick Northeast Drive
Narre Warren VIC 3805
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 10am-12pm
- Hampton Park Library - Wednesdays 10am-12pm
- Pakenham Library - Fridays 12.30pm-2.30pm

Catholic Care

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

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



English Lessons

Dandenong Neighbourhood Community & Learning Centre

A: 34 King Street
Dandenong VIC 3175
P: (03) 9792 5298
E: info@dandenongnh.org.au
W: www.dandenongnh.org.au

A variety of classes where you can learn and practice your English including computer skills, resume and CV writing skills, and everyday English classes.

Dandenong Primary School

A: 174-182 Foster Street
Dandenong VIC 3175
P: (03) 9792 2743
E:
dandenong.ps@edumail.vic.gov.au
W: www.dandenongps.vic.edu.au/

Dandenong Primary School offers:

English for Parents: Mondays at 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
E:
dandenong.west.ps@edumail.vic.gov.au
W:
www.dandenongwestps.vic.edu.au

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

Free classes include:

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





Doveton Baptist Church

A: 127 Kidds Road
Doveton VIC 3177

C: Ben Foo - Coordinator
M: 0423 026 885
P: (03) 9706 9081

Free English classes on Saturday from 10am to 12pm during school terms.

Online classes run on Tuesday nights from 8pm to 10pm.

Doveton Neighbourhood Learning Centre (DNLC)

A: 34 Oak Avenue
Doveton VIC 3177

C: Geraldine
P: (03) 9791 1449

E: info@dovetonnic.com.au

W: www.dovetonnic.com.au

H: Wednesdays: 10am to 12pm.

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

Doveton College

A: 62 Tristania Street
Doveton VIC 3177

P: (03) 9765 0111

W: www.dovetoncollege.vic.edu.au

Classes only run during school hours and during school terms.

Level 1, 2 and 3 Accredited EAL 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.

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

Endeavour Hills Neighbourhood Centre

A: 10 Raymond McMahon Blvd
Endeavour Hills VIC 3802

P: (03) 9700 3789

E: info@ehillsnc.org.au

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



English Lessons

Foundation Learning Centre (formerly Narre Community Learning Centre)

A: 1 Malcolm Court
Narre Warren VIC 3805
P: (03) 9704 7388
E: enquiries@flc.vic.edu.au
W: www.foundation.vic.edu.au/

A not-for-profit training organisation with a variety of programs and services including literacy and migrant English, plus a range of accredited courses, hobby and special interest courses and groups.

Friends of Refugees

A: 1D Parsons Avenue
Springvale VIC 3171
P: (03) 9574 6291
E: email@for.org.au
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

Greater Dandenong Libraries – Language and Literacy Services

Dandenong Library

A: Harmony Square
225 Lonsdale Street
Dandenong VIC 3175

Greater Dandenong Libraries' Language and Literacy Service offers free independent language and literacy advice and referrals. The Libraries' qualified staff specialise in English as a Second Language (ESL) and adult literacy.

Springvale Library

A: Springvale Community Hub
5 Hillcrest Grove
Springvale VIC 3171

Services include:

- Confidential language and literacy assessments
- Referral to appropriate English language/literacy courses based on a full assessment of clients needs
- Advice for further study and lifelong learning opportunities
- Use of interpreter services
- Job searching help
- Resume support
- Filling in forms (one-on-one appointment may be required)
- Writing letters
- Assistance with using Government websites
- Advocacy on behalf of clients
- Conversation circles
- Assistancess with libraries' online learning tools

E: cgdlibraries@cgd.vic.gov.au

W:
www.greaterdandenong.vic.gov.au/

Come to a Drop-In session
(school terms only):

Dandenong Library:
Tuesdays 1pm-3pm
Thursdays 2pm-5pm

Springvale Library:
Wednesdays 2pm-5pm
Fridays 2pm-4pm



English Lessons

Hampton Park Library

A: 26 Stuart Avenue
Hampton Park VIC 3976
P: (03) 8788 8500
W: www.events.ccl.vic.gov.au

Very popular Conversational English Classes

Wednesdays 10am – 12pm

Keysborough Learning Centre (KLC)

A: 402 Corrigan Road
Keysborough VIC 3173
P: (03) 9798 7005
E: info@klckeys.com.au
W: www.klckeys.com.au/

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

Living and Learning Inc. Pakenham

A: 6B Henry Street
Pakenham VIC 3810
P: (03) 5941 2389
E: admin@livinglearning.org.au
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



English Lessons

Mercy Connect

C: Mary
P: (03) 9326 1895
E: somml@bigpond.com

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.

Multicultural Women's Group

A: Dandenong Baptist Church
25-27 James Street
Dandenong VIC 3175
C: Andrea
P: (03) 9546 5255
E: ben.hadlos@yahoo.com.au
H: Wednesdays from 10am to 12pm

Offers free English and sewing classes for women and children.

Noble Park Youth Links (SECL)

A: 60 Douglas Street
Noble Park VIC 3174
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
W: www.outlookvic.org.au/

Sessions and services include:

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



English Lessons

Springvale Neighbourhood House Inc.

A: 1/3 Lightwood Road
Springvale VIC 3171
P: (03) 9548 3972 / (03) 9574 6399
W: www.snh.org.au

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 & Eriksen
Street Springvale VIC 3171

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)

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

Springvale Learning and Activities Centre

A: Chisholm Skills and Jobs Centre
311 Lonsdale Street
Dandenong VIC 3175
C: Christine Hermawan
P: (03) 9547 2647
E: learning@springvalelac.org
W: www.springvalelac.org.au/

- Ongoing English class to support job seekers to develop English language and communication skills to work safely in diverse teams, and with customers.
- Tailored to a group with mixed levels of English literacy and numeracy. New enrolments welcome.
- SLAC also runs English classes in several other locations.

Southern Migrant & Refugee Centre (SMRC)

A: 39 Clow Street
Dandenong VIC 3175
A: 48 Webb Street
Narre Warren VIC 3805
P: (03) 9767 1900
W: www.smrc.org.au

- The Australian Hazara Women's Friendship Network provides English classes.
- Learning Space Activities include Sewing, Introduction to Computers, Social Media and Cyber Safety.
- Education and Employment Pathways groups
- Homework Support for Students



English Lessons

St Mary's Catholic Church

A: St Mary's Parish Centre
Room 1 & 2, 160 Foster St
Dandenong VIC 3175

P: (03) 9791 4611

W: www.saintmarysdandenong.org

H: Monday - Friday 9am - 3:15pm

Free program for improving English.
Includes starters, low, medium and advanced classes.

St Vincent de Paul Society

A: 261 Wickham Road
Moorabbin VIC 3189

P: 1300 736 933

H: Varies depending on store location

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

Sudanese Australian Integrated Learning (SAIL Program)

Sudanese Australian Integrated Learning

A: Trinity Uniting Church
Cnr Robinson & Scott Street
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.



English Lessons

We Care Community Service

A: 307 Gladstone Road
Dandenong North VIC 3178
P: 1300 762 128

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
P: (03) 9701 3740
E:
administration@wellspringsforwomen.com
W: www.wellspringsforwomen.com

Women-only English classes offered every day at Dandenong and some in the City of Casey.

Child minding is available.



Anglicare ParentZone

Gippsland:

P: (03) 5135 9555

E:

Parentzone.Gippsland@anglicarevic.org.au

Eastern:

P: (03) 9735 4188

E:

parentzone.errd@anglicarevic.org.au

North:

P: (03) 8641 8900

E:

parentzone.preston@anglicarevic.org.au

South:

P: (03) 9781 6700

E:

parentzone.southern@anglicarevic.org.au

ParentZone is available to individuals who may self-refer into our free programs including:

- Parents
- Carers
- Grandparents of children 0-18 years
- Professionals working with children and families

We Provide:

- Free parenting programs, many of which are relevant for new arrivals in Australia.
- Training and consultancy for professionals in facilitating parent programs.
- A quarterly newsletter and information about our programs, family supports and professional development are located here: www.anglicarevic.org.au/
- Information about other family support agencies.

Interpreters may be available upon request.

Australian Breastfeeding Association

A: 3/71 Robinson St, Dandenong

P: 9791 4644

E: vicadmin@breastfeeding.asn.au

Helpline (available via TIS)– 24/7 services staffed by trained volunteers, for immediate help over the phone with breastfeeding difficulties.

Australian Breastfeeding Association is open 10am-4pm Tuesday- Thursdays for breast pump hire.

Subsidised pump hire available via some health services. Wednesdays FREE breastfeeding support sessions available with a qualified breastfeeding counsellor. No referral necessary.

To book go to [Wednesday Breastfeeding Drop In Tickets, Multiple Dates | Eventbrite](#)



Beyond the Violence

UPDATED

Parent Resource Coordinators:

Dandenong - Ariane 0499 080 468

E: Ariane.hahn@anglicarevic.org.au

Casey-Cardinia – Carey 0437 428 281

E: carey.cole@anglicarevic.org.au

Cranbourne - Olivia 0409 316 620

E: [Olivia.Reilly-](mailto:Olivia.Reilly-McNeil@anglicarevic.org.au)

McNeil@anglicarevic.org.au

Frankston - Iris 0436 007 492

E: Iris.guasch@anglicare.vic.org.au

‘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.

Bestchance - Family Support Program

UPDATED

Glen Waverley:

A: 583 Ferntree Gully Road

Glen Waverley VIC 3150

P: (03) 8562 5100

Pakenham:

A: 48 John Street Pakenham 3810

P: 1300 224 644

E: enquiries@bestchance.org.au

We help families who are experiencing crisis; whether it is financial instability, domestic violence, anxiety and depression, adjusting to the demands of parenthood, or caring for children with additional needs. We provide advocacy, referrals, in-home support, financial aid and supported playgroups. If you are a family in need of support, or if you would like to make a referral, please get in touch.

Child FIRST

A: 165-169 Thomas Street

Dandenong VIC 3175

P: (03) 9705 3939

W: www.services.dffh.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 impact a child’s care or development.



Family Services

City of Casey – Child and Family Services

A: NARRE WARREN

Customer Service Centre
Bunjil Place
2 Patrick Northeast Drive,
Narre Warren VIC 3805

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

A: CRANBOURNE

Customer Service Centre
Cranbourne Park Shopping
Centre
Shop 156, South Gippsland

Hwy,

Cranbourne VIC 3977

H: Monday - Friday: 9am – 5pm
Saturday: 9am – 12pm

P: (03) 9705 5200

W: www.casey.vic.gov.au/

For a list of practical tip sheets see
the Baby Steps website here:

www.babysteps.casey.vic.gov.au/



An outreach worker is now available to support vulnerable CALD children and their families to attend kinder and transition to school. This support aims to address the short-term impact of COVID-19 on disrupted engagement with early childhood education.

C: Rachael Nicholson

E: rnicholson@casey.vic.gov.au

P: (03) 9709 9863

M: 0427 338 048

More details [here](#).

Maternal and Child Health services

The Maternal and Child Health (MCH) Service is a free service provided to support your family with information and child health, wellbeing and developmental checks from birth to 6 years of age

Playgroups

Participating in a playgroup will provide many benefits to you and your child. Playgroups will help your child develop through play and social interaction. At the same time, you can share your experiences with other parents.

Family Day Care

About Family Day Care, including fees, enrolment, or working as a Family Day Care educator.

Kindergartens

Find a kindergarten. Info on term fees, registering, choosing a kinder and sessions. Submit your child's record. Get extra help for your child, or to get your child to kindergarten - more details [here](#).

Dads Matter programs

A variety of programs for dads and father figures to spend quality time with their children aged 0 to 10 years old, including:

- Cook it with Dad: for dads and kids to cook and eat healthy meals together
- Dad's Little Builders: for dads and kids to connect through creating and building
- Read-Play-Make: for dads and kids to build relationships through story-telling and activities

Men's Sheds

Sheds help give local men an opportunity to create a social networks and develop friendships in a supportive environment. Men work together and create practical 'hands on' projects (eg. creating, building, carpentry or gardening) in a casual environment. See page 180.



City of Greater Dandenong Children & Family Support Services



M: City of Greater Dandenong
P.O. Box 200 Dandenong 3175
P: (03) 8571 1880
W: www.greaterdandenong.vic.gov.au/

Council has several departments that are dedicated to ensuring our community has access to quality services to support the needs of families, youth and children within the municipality.

See website for locations across the City of Greater Dandenong

Early Childhood Education

To help you get your child off to the best start possible Council has a range of services including Family Day Care, Centre-based Services, Kindergartens.



An outreach worker is now available to support vulnerable CALD children and their families to attend kinder and transition to school. This support aims to address the short-term impact of COVID-19 on disrupted engagement with early childhood education.

SmallTalk Playgroups and Home Coaching

The SmallTalk Playgroup program is delivered by a qualified Playgroup facilitator during a Supported Playgroup (usually two hours per week), implementing evidence-based strategies and resources that are shared with parents. Some parents are eligible for In-Home parenting support to help implement the strategies learnt in their homes.

C: Vicky Petinarias
P: 0403 605 312
E: vpetin@cgd.vic.gov.au

Maternal and Child Health

The City of Greater Dandenong Maternal and Child Health (MCH) Service is a free, confidential service providing child health and developmental checks, information, advice and support to families with young children from birth until 6 years of age.

Immunisation Services

Immunisation is a free service provided by the City of Greater Dandenong to protect the health and wellbeing of your children. Immunisation not only protects your child from serious diseases, but also other children in the community.

Youth and Family Support Team

This team works with families referred through Child FIRST and focuses on building parenting skills that promote the ongoing safety, stability, wellbeing and development of your children.



Family Services

City of Kingston Family Support Services

M: PO BOX 1000
Mentone VIC 3194
P: 1300 653 356
E: info@kingston.vic.gov.au

Family Support Services; Provide a free and confidential service committed to providing support, information and referrals to families. Staff work with families to achieve the family's goals on things like:

- Parenting strategies and family relationships
- Routine management in the home
- Referrals
- Budgeting
- Promotion of self esteem & confidence
- Social skills development & support

Parenting Support Groups; Provide the opportunity to socialise with other parents and carers in the local area, meet with family services staff and participate in regular informative and recreational activities.

Positive Parenting Service; Sessions are run throughout the year with a focus on promoting child development and supporting parents/carers to increase their knowledge and understanding around parenting issues.

Information and referral; Family support workers are able to assist in providing information and/or referrals that may be required by families.

Case Management; Family support services are available to families with children aged 0-18 years, dependent on place of residence.

Cranbourne Community House

A: 49 Valepark Crescent
Cranbourne VIC 3977
P: (03) 5996 2941
E:
cch@cranbournecommunityhouse.com
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
P: (03) 9886 3899
W: crosswaylifecare.org.au

H: Monday: 10am-5pm
Tues to Thurs: 10am-9pm
Friday: 10am-5pm
Saturday: 10am-2.30pm

Crossway Lifecare is a community services organisation passionate about helping people going through difficulties flourish. We provide help for people, including refugees and asylum seekers 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.

CyberParent - Australian Multicultural Foundation (AMF)

A: Level 1, 185 Faraday Street
Carlton VIC 3053
M: PO BOX 538
Carlton South VIC 3053
P: (03) 9347 6622
E: info@amf.net.au
W: www.amf.net.au

CyberParent covers topic issues such as:

- Internet terms and definitions
- Information about Social Media and descriptions of popular apps
- Information about different dangers for young people online e.g. cyberbullying, online gaming and grooming/recruitment
- Practical tips on healthy and safe internet use
- Where you can go for help

CyberParent is available in a total of 17 different languages, including: English, Arabic, Chinese, Dari, Dinka, Farsi, Hindi, Indonesian, Pashto, Spanish, Somali, Urdu and Vietnamese.

Dads Do Matter – Parents Building Solutions (Now Online)

C: Jasbir Suropada
M: 0431 203 177
E:
jasbir.suopada@anglicarevic.org.au
W: www.anglicarevic.org.au/
Go to Parentzone – Southern newsletter

Free online six session evening program open to all Dads including Step-Dads, Single Dads and Grand-Dads and Dads from other cultures. Practical exploration to Improve your confidence as a Dad; Improve communication and Closeness; Create a healthy environment for your children. Learn strategies and tools that work, plus how to cope with stress and anger.



Doveton College

A: 62 Tristania Street
Doveton VIC 3177
P: (03) 8765 0111
W: www.dovetoncollege.vic.edu.au

Maternal and Child Health Nurse:
P: (03) 9705 5590

Playgroup Programs include:

- have fun and learn new things
- make new friends
- enjoy spending time with each other
- share story time and music time
- prepare for school
- share ideas and learn new parenting tips
- learn new strategies with child's learning
- get help to support your child if you need it

Maternal and Child Health services for babies and pre-school children include:

- playgroups
- healthy eating
- immunisation programs
- visiting children's doctors
- therapy and other early childhood intervention services

Adult Education & Community Engagement:

- resume writing and job search assistance
- English language programs
- leadership training
- small business skills
- citizenship preparation
- kitchen skills & hospitality
- computer skills
- help with finding a suitable course
- Certificate II Skills for Employment & Vocational Pathways
- Certificate III Health Services Assistance
- Certificate III Early Childhood Education
- Certificate IV Education Support



Early Start Kindergarten for Refugee and Asylum Seeker Children

From 2021 Early Start Kindergarten (ESK) will now be available for Refugee and Asylum Seeker children who turn 3 before 30 April in the year they are enrolled to attend the program.

ESK extension grants will also be available to all refugee and asylum seeker children in year-before-school Kindergarten who are not eligible for the usual Kindergarten Fee Subsidy (KFS).

Did you know.....

Parents and carers can enrol their child by contacting their local kindergarten and asking to access the Early Start Kindergarten grant.

For more information please contact your regional DET office or search Early Start Kindergarten at:

www.education.vic.gov.au

Friends of Refugees

A: 1D Parsons Avenue
Springvale VIC 3171

P: (03) 9711 1895

E: email@for.org.au

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 CARE (formerly GREAT In Home and Community Care)

Head Office

A: 12 Hibiscus Crescent
Point Cook VIC 3030

P: (03) 9395 4657

CGD Office

A: 28 Garnsworthy St,
Springvale VIC 3171

P: (03) 9791 1319

M: 0490 080 933

E: admin@greatcare.net.au

W: www.greatcare.net.au

Currently seeking staff from CALD backgrounds.
See page 75

Provides culturally and linguistically responsive support to people with low to moderate home care needs.

- Personal Care - Respectful and considerate assistance with daily grooming and hygiene
- Domestic Assistance - Help with jobs around the home including vacuuming and ironing
- Disability Support - Appropriate care provided for different disability levels
- Get Better At Home - Extra support with recovery upon return from the hospital
- Carers Respite - Much deserved relief to carers without the hassle of leaving the home
- Transport and Travel - can be organised as well as an accompaniment to appointments
- Home and Garden Maintenance - Services includes gardening, window cleaning and gutter cleaning



Family Services

For Parents - Victorian State Government

P: 1300 338 738
E: sevr@edumail.vic.gov.au
W: www.education.vic.gov.au

Babies: Parenting information on babies, including sleep, learning, feeding and nutrition.

Toddlers: Information on parenting for toddlers, including learning, child care, sleep and nutrition.

Preschoolers: Information on learning, child care, kindergarten and nutrition.

School age: Information on enrolling and starting school, your child's learning, services for parents

inTouch - Motivation for Change Program for Men

P: (03) 9413 6500
E: mfc@intouch.org.au
W: www.intouch.org.au/
H: Monday to Friday 9am-5pm

inTouch is the successful recipient of a Family Violence Perpetrator Interventions Grants Program. inTouch is developing a bespoke and dedicated trauma-informed and culturally accessible program to engage men from South Asian communities.

The program will combine weekly group sessions for men with weekly case management. The program will be delivered in Dandenong and Sunshine. For more information please email.

inTouch - Multicultural Centre Against Family Violence

P: (03) 9413 6500 or 1800 755 988
E: admin@intouch.org.au
W: <http://www.intouch.org.au/>
H: Monday to Friday 9am-5pm

*Please be advised they are **NOT** a crisis service.*

We offer free and confidential support services to migrant and refugee women living in Victoria, who are experiencing or have experienced family violence. Our workers will listen to your story, respect your culture and support your decisions in dealing with family violence. Our workers speak many different community languages. We will work with you in a culturally sensitive manner.

If we do not have a worker who speaks your language, we will use interpreters to make sure that you are truly heard and understood.





Make a Difference Dingley Village Inc

A: 387-405 Old Dandenong Rd
Dingley Village VIC 3172

E: admin@madv.com.au

W: www.madv.com.au

Instagram: [dingley_make_a_difference](https://www.instagram.com/dingley_make_a_difference)

P: (03) 9651 1799

H: Monday-Thursday 9am - 3pm

Provides 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. Clients must have either a Health Care Card or Immi Card to be eligible. (See also page 124 Food and Material Aid)

Maternal and Child Health Line and App (MCH)

P: 13 22 29 (24 hours)

E: mchline@edumail.vic.gov.au

W: www.education.vic.gov.au/

All phone calls are completely confidential and FREE 24 hours a day, 7 days a week.

Provides free female interpreter services.

Parents can get **phone advice** on things like:

- child health
- nutrition
- breastfeeding
- maternal and family health
- parenting.

You cannot use the line to cancel or change appointments with your local nurse or get details on when immunisation sessions are held by your local council.

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

Download the Maternal and Child Health **smartphone app** to access child health and development information matched to the age of your child at your fingertips! You will also be able to chart your baby's growth with the interactive growth tracker. Available in Arabic, Burmese, Chinese (Simplified), Dari, Khmer, Persian, Punjabi Spanish and Vietnamese.

The app will remind you about upcoming MCH appointments and with Nora the virtual MCH nurse on hand to answer your questions, it's just like having an MCH nurse with you 24 hours a day.



MensLine Australia

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

Monash Health Child & Family Services

Monash Health Springvale:

A: 55 Buckingham Avenue
Springvale VIC 3171
P: (03) 8558 9000

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:

Monash Health Community:

A: 122 Thomas Street
Dandenong VIC 3175
P: (03) 9792 8100

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

Rowan Park House

A: 148 Kidds Road
Doveton VIC 3177
P: (03) 9791 1449

Also individual or group sessions including:

- Counselling
- Children's Groups
- Antenatal Groups

Cranbourne Integrated Care Centre

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

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.

Henry Family Children's Centre

A: 145 Henry Road
Pakenham VIC 3810
P: (03) 8658 6634

Pakenham Health Centre

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



My Blue Sky

P: (02) 9514 8115
P: 0481 070 344
E: info@mybluesky.org.au
W: www.mybluesky.org.au

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.

Outlook Community Centre

A: Outlook Community Centre
24 Toomuc Valley Road
Pakenham VIC 3810
P: (03) 5941 1535
E: outlook@outlookvic.org.au
W: www.outlookvic.org.au
H: Wednesdays 10am-12pm

Free wellbeing workshops for older adults. The goal of the *Ageing 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.

Parentline

P: 132 289
H: 8am -12 midnight
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.

See the website for helpful easy English tip sheets and information. Check out these:

Cultural Differences and Discrimination

Understanding culture and the impact of discrimination on your child.

Helping Kids Deal With Discrimination

Talk positively about other cultures, avoiding stereotypes, avoiding retaliation or displays of aggression, expose your child to multicultural experiences and diverse friendships



Family Services

Parenting Easy English Guides for Multicultural Families

W: www.parenting.sa.gov.au

Click on the headings to see the online easy-English parenting guides that have been designed for parents from culturally diverse communities.

Being a dad

Dads in all communities and cultures are very important for families. There are many ways to be a dad. How dads do some things in Australia may be new to you.

Children in Australia

Children coming to Australia have a lot to get used to – a new home, school, language, culture and people. Parents can help them adapt and settle into their new life.

Early and forced marriage

Early and forced marriages are against the law in all States of Australia. It is also against the law to take someone to another country for an early or forced marriage.

Female genital cutting

FGC is against the law in all States of Australia. It is against the law to take a girl to another country to be cut. FGC harms the health and wellbeing of girls and women.

Keeping children safe

Parents from all cultures and communities want their children to be safe from harm. While Australia is generally a safe place, children can be harmed at home or in the community.

Parenting in Australia

Parents from all cultures and communities share a love of their children and want the best for them. There are many ways to raise children and these may be new to you.

Strong families

Families are the most important thing in children's lives. Keeping your family strong can help everyone adapt to a new life in Australia.

Support Services

Parents in Australia often go to services for help with family matters. Services welcome families from all cultures and communities. They can help just as family or community might have helped you in the past.

Teenagers in Australia

The teenage years can bring joys and challenges for families from all cultures and communities. Sons and daughters are growing, changing and learning skills for adult life. There can be extra challenges for teenagers in a new culture.



Queen Elizabeth Centre (QEC)

A: 53 Thomas Street
Noble Park VIC 3174
P: (03) 9549 2777
E: theqec@qec.org.au
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.

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.

Relationships Australia Victoria



Berwick Family Relationship Centre
P: (03) 8768 4111
enquiries@berwickfrc.org.au

Relationships Australia Victoria (RAV) has a range of services across Victoria including counselling, mediation, family violence programs, parenting programs, videos and tip sheets. Last year (2019-20) they had 3200 clients from culturally and linguistically diverse backgrounds.

Cranbourne
(03) 5990 1900
cranbourne@rav.org.au

Culturally Inclusive Parenting Program

Cranbourne North
(03) 5911 5400
cranbournenorth@rav.org.au

RAV has also recently developed tip sheets on parenting and healthy relationships to inform migrants about healthy parenting and relationship practices within the diverse culture of Australia.

W: www.relationshipsvictoria.com.au

Accessible so far in English, Dari, Punjabi & Tamil:

[Healthy relationships tip sheet](#)
[Parenting practices tip sheet](#)



Family Services

SHINE: Support Help Information Networks and Education

Family Life

P: (03) 9784 0650

E: shinecdintake@familylife.com.au

W: www.familylife.com.au/

SHINE helps children better manage their wellbeing.

- If you're noticing that your child is anxious, angry, often upset or sad – or has had a change in their usual behaviour and wellbeing – our SHINE team is here to support vulnerable children aged 0-18 and their families, who live in the Casey and Greater Dandenong (Victoria) regions.
- SHINE assists children and their families who are feeling the effects of traumatic situations or experiences. It aims to reduce the risk of a child experiencing a mental health problem by helping them to strengthen their resilience and coping skills.
- Specialist support is available for children who have a parent with a mental illness, for children showing early signs of mental illness, and for children who need support regaining confidence or requires support to improve their wellbeing.
- SHINE is also here for you if you need assistance managing your child.

SmallTalk Supported Playgroups – Cardinia Shire Council

P: 1300 787 624

E: [Email](#)

W: www.cardinia.vic.gov.au/

[Brochure](#)

[Agency Referral Form](#)

SmallTalk is a free program in various locations supporting vulnerable families, including refugees and asylum seekers, to develop a home that is positive, healthy and stimulating for children and parents/carers. The two-hour playgroup sessions include a range of activities for parent-child engagement. (During COVID restrictions these sessions are done online). Optional In-Home Coaching for five sessions can provide additional support for those who meet the extra criteria.

Southern Migrant and Refugee Centre (SMRC)

A: 39 Clow St

Dandenong VIC 3175

P: (03) 9767 1900

E: smrc@smrc.org.au

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.



The Salvation Army - The Freedom Partnership

E: endslavery@ae.salvationarmy.org
W: www.endslavery.salvos.org.au/

The Freedom Partnership is a national movement to ensure Australians do not contribute to the global problem of slavery and that people are not enslaved in Australia.

- Mobilises communities to effectively identify and respond to modern slavery;
- Engages with government, business, corporations and consumers to uncover, mitigate and remediate slavery in production supply chains;
- Partners with local, state and territory governments to develop and implement localised responses;
- Empowers survivor advocates to contribute their expertise.
- Provides online information resources.

The Australian Muslim Women's Centre for Human Rights

M: PO BOX 254
Clifton Hill VIC 3068
P: (03) 9481 3000
W: www.amwchr.org.au/contact

A dedicated casework service that can provide individual support and assistance in relation to early and/or forced marriage.

Includes;

- 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.



Family Services

Uniting (formerly Uniting Care Connections)

Head Office:

A: 51 Princes Hwy
(PO BOX 7014)

Dandenong VIC 3175

P: (03) 8792 8999

W: www.uniting.org/

Uniting runs over 40 diverse programs across 14 sites in Melbourne's south east supporting over 2000 people every week. We understand that families often have complex needs arising from difficult situations, and have developed a diverse range of programs to suit their individual circumstances.

Sites include:

A: 184 Sladen Street
PO BOX 5636

Cranbourne VIC 3977

P: (03) 5990 8400

Specialist staff are available to work simultaneously with parents and children in their homes to provide a consistent, solution based approach addressing the cause of the parent or child's difficulties and develop effective solutions for them.

A: 10 Ti Tree Drive
PO BOX 62

Doveton VIC 3177

P: (03) 9794 0725 / (03) 9793 3707

When a family is at risk of, or have had children removed, they can work with them resolve the issues within the family that have led to those circumstances. The ultimate aim is always family unity or reunification of the family where possible.

A: 55 Webb Street

Narre Warren VIC 3805

P: (03) 9704 8377

Can also provide assistance to young parents who may just be starting out and require community-based support.

A: Level 2, 50 Station Street
Pakenham VIC 3810

P: (03) 5945 3900

Programs include:

- Child FIRST
- Clinical Services
- Families First
- Family Services
- Finding Solutions
- Finding Solutions Plus
- Reconnect
- School Focussed Youth Service
- Stronger Families



VICSEG

Coburg

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

P: (03) 9353 5811

E: nft@vicsegnewfutures.org.au
(general enquiries)

Enquiries about Family Day Care:

E: familydaycare@vicsegnewfutures.org.au

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.

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

P: (03) 9701 3488

E: contact@ysas.org.au

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.

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

Camps, Sports and Excursions Fund (CSEF)

W: www.education.vic.gov.au/
Families on bridging visas, temporary protection visas, in community detention receive special consideration.

CSEF assists students in Government and Non-Government schools on low incomes. These payments allow students to attend school camps or trips, school organised sport programs, outdoor education programs and excursions or incursions.

Casey North Community Information and Support Service (CNCISS)

UPDATED

A: 90-92 Victor Crescent
Narre Warren VIC 3805
P: (03) 9705 6699
E: cnciss@caseynorthciss.com.au
W: www.caseynorthciss.com.au
H: Mon to Fri 9.30am - 4.30pm
Wednesdays: 12.30pm till late
Brochures available in [English](#), [Dari](#), [Pashto](#), [Arabic](#) and [Hindi](#).

CNCISS is a community based information and referral service for Casey North residents, staffed by both professional workers and trained volunteers. Services include:

- Financial Counselling
- Tax Help
- Advocacy and Support
- Housing and Tenancy
- Material aid and food

Cranbourne Information and Support Services (CISS)

UPDATED

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

- CISS provides Casey South residents with Emergency Relief; food parcels, food and petrol vouchers, chemist and education assistance.
- Crisis support, referrals, advocacy, counselling and financial counselling are also provided.
- Brochures available so far in [English](#), [Dari](#), [Pashto](#), [Arabic](#) and [Hindi](#).

EastWeb - Grants

E: eastwebadmin@gmail.com

EastWeb gives small grants (\$2,500 - \$5,000) to projects within Victoria working with Asylum Seeker or Refugee communities in the areas of health care, employment, education and cultural heritage.

Get Active Kids Voucher Program

UPDATED

Anyone with a Health Care Card or Pension Card, plus families without income on a temporary visa, or undocumented can apply direct to Get Active Victoria .

State Government helps eligible families engage their children aged 4-18 in organised sport and recreation activities by reimbursing the cost of membership and registration fees, uniforms and equipment. Families receive up to \$200 each child.



Financial Help



Good Money – Good Shepherd + NAB + Victorian Government

A: 250 Lonsdale Street
Dandenong VIC 3175
P: 1300 770 550
E: dandenong@goodmoney.com.au
W: www.goodmoney.com.au/
H: Mon – Fri 9.30am - 4.30pm
C: Tomasa Ruiz
P: (03) 5970 7065
E: Tomasa.Ruiz@goodshep.org.au
B: [Brochure](#)

Good Money provides NILS (No Interest Loans up to \$1500) plus Step Up low interest loans (up to \$3000) to people of low income across Australia with no hidden fees or additional charges. Need to have either a Health Care Card, pension card or have a take home pay of less than \$45,000 per year, or \$60,000 for joint applicants. Loans can not be used for cash, bills, debts, fines, rent or bond. Can be used to buy: Whitegoods, electrical appliances (TVs, computers, heaters, phones), furniture, car repairs/registration, house repairs, education expenses, medical, dental, plus more.

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/

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.



Financial Help

Red Cross – Migration Support Program

A: Level 1, 280 Thomas Street
Dandenong VIC 3175
P: (03) 8327 7370
W: www.redcross.org.au

People seeking asylum are able to phone for an appointment to be assessed for eligibility for support, material aid, and financial assistance.

South East Community Links (SECL)

A: 5 Osborne Avenue
Springvale VIC 3171
P: (03) 9546 5255
(03) 9549 5288 (Intake)
E: fcs@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.

South East Water

P: (03) 9552 3540 or
P: (03) 92090130 (interpreter service line)
E: support@southeastwater.com.au
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.



Financial Help

State Schools Relief

P: 03 8769 8400

W:

www.stateschoolsrelief.org.au/schools

State Schools Relief can provide assistance with uniforms, footwear or other educational expenses for families experiencing hardship.

The Salvation Army – Financial Counselling

W: www.salvos.org.au/

P: 1800 722 363

E: moneycare@salvationarmy.org.au

Our Moneycare service provides free and confidential financial counselling. Our financial counsellor will assist community members who are experiencing financial stress due to life circumstance to live a better life. Our coaching and advice will help you find the best way forward.

Work and Development Permit (WDP)

W: www.justice.vic.gov.au/wdp

To work off their fines a person must be engaged with a sponsor and must:

- have a mental or intellectual disability, disorder or illness,
- OR
- have an addiction to drugs, alcohol or a volatile substance,
- OR
- be experiencing homelessness,
- OR
- be experiencing acute financial hardship,
- OR
- be the victim of family violence.

Work and Development Permit (WDP) scheme is an initiative of the Victorian Government to provide vulnerable and disadvantaged people with a non-financial option to address their fine debt by participating in certain activities and treatment, including:

- unpaid work or volunteering
- treatment by a doctor, nurse or psychologist
- Courses; educational, vocational or life skills
- counselling, including financial
- drug and alcohol counselling, and
- mentoring (if under 25 years of age).

When applying for a WDP, a supervising sponsor will help a person to choose the activities that are best suited to their needs. A sponsor is an organisation or a health practitioner accredited to support the WDP scheme.



Food and Material Aid

Where can I get food and help without needing to tell my story each time?

If you are in need, perhaps an asylum seeker, and live in Greater Dandenong and have little or no income, you can sign up ONCE to this partnership of agencies to find what you need, then receive ongoing help.

By working together, some things they might be able to help with are:

- Housing
- Food Relief
- Financial counselling
- Furniture,
- Home goods
- Medical services
- Pharmaceutical access
- Emergency relief payments



To apply for your Community Member Card look for this symbol in the Directory and visit an agency near you.

Currently these agencies are involved:

- Australian Red Cross
- Enjoy Church
- Friends of Refugees
- Keysborough Learning Centre
- Salvation Army Community Services
- South East Community Links (SECL)
- Springvale Benevolent Society
- Springvale Learning and Activities Centre (CoCOs)
- St James Church
- We Care Community Service



Food and Material Aid

Each region has a range of agencies, churches and organisations who are providing food and material aid even during the pandemic. This can include groceries, meals, financial counselling, fixing debts, furniture, vouchers, home goods, medical services, and pharmaceuticals access. **It is best to call ahead to see if you are eligible and to check on availability. Many services have been impacted by the pandemic.**

For the most up to date information check the resource in the place you live here:

- [City of Casey](#)
- [City of Greater Dandenong](#)
- [Shire of Cardinia](#)
- [Other](#) (search by postcode)



Asylum Seekers Centre

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

Provision of food for an indefinite period for Asylum Seekers who reside in Greater Dandenong and Casey. Food distributed each morning on Tuesdays, Wednesdays and Thursdays only.

Post COVID will resume providing books, clothing, computers, cutlery, linen and toys to asylum seekers and refugees from any area of Melbourne.

Asylum Seeker Resource Centre



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 registered 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.

DANDENONG (opening in 2021):

'Refugee Resource Hub'
A: 205 Thomas Street
Dandenong VIC 3175
E: dandenong@asrc.org.au

Bridge Meals



A: Location changes monthly
P: 0429 278 563
E: bridgemealsmelbourne@gmail.com

Bridge Meals welcomes new migrants who are same-sex attracted and/or gender diverse to join us for a free monthly social dinner in a supportive and safe environment.



Food and Material Aid



Casey ADRA Café Welcome Table

A: Suite 1, 90-92 Victor Crescent
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.

Casey North Community Information and Support Service (CNCISS)



A: Suite 1, 90-92 Victor Crescent
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.
- Brochures available so far in English, Dari, Pashto, Arabic and Hindi.

Casey North residents only.

CoCO's Dandenong Shop (formerly Dandenong Benevolent Society)

A: Shop 2, 48-50 McCrae Street,
Dandenong VIC 3175
P: (03) 9736 3736
M: 0438 751 958
E:
dandenongbs@springvalelac.org.au
W: www.springvalelac.org.au/

CoCO's (Community Creating Opportunities) is the social enterprise of Springvale Learning and Activities Centre. (See page 81)

- OP Shop for vintage lovers and bargain hunters;
- Food and other necessities for people experiencing disadvantage.
- Work Readiness Training and Experience;

Cornerstone Contact Centre



A: Dandenong Baptist Church
25- 27 James Street Dandenong
P: 0481 186 323
E: admin@cornerstonecentre.com.au
W: www.cornerstonecentre.com.au

Free hot meals and connection each week:
Tuesdays - 9am to 12 noon
(Second and fourth Tuesday in the month, ATO breakfast 7:30-9am).
Thursday: Dinner, 5:30pm
Fridays - 9am to 12 noon



South East Region
Refugee & Asylum Seeker
Service Directory



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 to 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.
- Brochures available so far in English, Dari, Pashto, Arabic and Hindi.

Dandenong Baptist Church

A: 25-27 James Street
Dandenong VIC 3175
P: (03) 9792 3204
C: Pastor Naomi Paterson
W: www.dandenongbaptist.com.au

Nourish Friendship Café: Wednesdays 6pm.
Food, games, meet new people and improve our English skills.

Nourish Community Meal: Sundays 6pm
Two-course dinner, encouragement and support. We would love to meet you, especially if you are new to Australia. We can help you to connect with a community and build good friendships.

Destiny Care Dingley

A: ECHO Church
50 Tootal Road
Dingley Village VIC 3172
P: (03) 9558 3980
E: info@echochurch.org.au
C: Pam Carter 0468 435 466
H: Tuesdays & Wednesdays by appointment, with a free lunch every Wednesday from 12-1pm.

ECHO Church provides weekly food hampers, meals, and a place of encouragement, support and connection for those in need. It is our great passion that we meet practical, emotional and spiritual needs through this ministry.

Doveton Neighbourhood Learning Centre

A: 34 Oak Avenue
Doveton VIC 3177
C: Paula Correia
P: (03) 9791 1449
E: info@dovetonnlc.com.au
W: www.dovetonnlc.net.au

Emergency food aid for people on Concession card, asylum seeker on refugee visa or anyone experiencing sudden hardship.
Wednesday to Friday 9am to 2pm

Showers, laundry and meal Tuesdays from 6pm.



Food and Material Aid

Dixon House Neighbourhood Centre Inc.

A: All Saints Anglican Church
2 Dixon Street
Clayton VIC 3168
P: (03) 9543 8911
E: reception@dixonhouse.org.au
W: www.dixonhouse.org.au

- Access to food parcels and food pantry for those experiencing financial hardship and are residing in the following suburbs in postcodes 3165 to 3169; Bentleigh East, Oakleigh, Oakleigh South, Clayton & Clayton South.
- Weekly hot soup and bread meal. Make new friends and become part of this community. Last Wednesday of every month



Enjoy Church East – Restore program

A: 2263 Princes Hwy
Mulgrave VIC 3170
P: (03) 9240 6000
E: front.desk@enjoy.church
W: www.enjoy.church/
H: Tuesday to Friday 9am-5pm
Sundays 10am-1pm
Closed: Mondays and Saturdays

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

FreeCycle Network

W: www.freecycle.org

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.



Friends of Refugees (FOR)

A: 1D Parsons Avenue
Springvale VIC 3171
P: (03) 9574 6291
E: email@for.org.au
W: www.friendsofrefugees.org.au

- The FOR 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.



Food and Material Aid

Jesuran Wellness Centre

A: Block D, 60 Douglas St
Noble Park VIC 3174
P: (03) 8558 8870
E: jesurancentre@gmail.com
W: <https://jesuranwellness.com.au/>

On Tuesdays and Wednesdays dry rations and fresh food collected from SecondBite and Foodbank are combined with purchased and donated food items and other essentials such as clothing to supply about 70 families a week and to destitute students in the AMES complex. Drop In's are welcome.

Joey's Van

A: Palm Plaza
(near Dandenong Plaza close to
Dandenong Markets)
C: St Joseph's Church & Parish
Centre
Cnr Buckingham & St James Ave
Springvale VIC 3171
P: (03) 9547 4777
E: marg_mill@bigpond.com
W: www.givenow.com.au/

Run by St Joseph's Catholic Church in partnership with Foodbank, striving to meet the immediate needs of families and individuals to receive adequate daily nutrition.

Meals are free. No referral required.

Call first as service has been interrupted by the pandemic.

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.
Centrelink card or IMMI card required.
Ring first.



Kingston City Church Emergency Resources

A: Christ Church Dingley Village
Cnr Old Dandenong and
Centre Road, Dingley
P: (03) 8551 6610
E: joy@crm.org.au
W: www.kcc.crm.org.au/

Provides lunch, food parcels and fresh food for anyone in need Wednesdays 10am – 2pm at Christ Church Dingley, as a ministry of Kingston City Church at Clarinda.



Food and Material Aid

Make a Difference Dingley Village

UPDATED

A: 387-405 Old Dandenong Rd
Dingley Village VIC 3172

E: admin@maddv.com.au

W: www.maddv.com.au

Instagram: [dingley_make_a_difference](https://www.instagram.com/dingley_make_a_difference)

P: (03) 9651 1799

Provide food parcels and limited food vouchers.
Financial counselling available.

Food Pantry Hours Thursdays 9.30am – 11.30am

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

(See also page 105 Family Services)

Monash Oakleigh Community Support and Information Service

A: 25 Downing Street
Oakleigh VIC 3166

C: Kathleen Hosie

P: (03) 9568 4533

E: admin@mocsis.org.au

W: www.mocsis.org.au

Food vouchers and other assistance may be
provided for those living in the following suburbs;
Chadstone, Oakleigh, Oakleigh South, Clayton and
parts of Clayton South.

Must have ID with proof of address or a centrelink
card to be eligible.

Monash Waverley Community Information and Support

UPDATED

A: Rear of 47 Miller Crescent
Mount Waverley VIC 3149

P: (03) 9807 9844

E: wavcis@bigpond.com

W: www.monashwaverleycis.org.au

H: Monday to Friday 10am-1pm

Provides Emergency Relief support for those living
in the following Post Code areas - 3149, 3150, 3170
& parts of 3125, 3147, 3148 and 3168.

MWCIS can provide food parcels, supermarket
vouchers, help with utility bills and chemist
prescriptions and when available fruit, vegetables
and bread. Must have ID with proof of address or
a Centrelink card to be eligible.

Myuna Farm

A: 182 Kidds Road
Doveton VIC 3177

P: (03) 9706 9944

E: myunafarm@casey.vic.gov.au

H: Monday to Sunday 10am-4pm

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.





Pakenham Community Pantry

A: Living Learning
6B Henry Street, Pakenham
P: (03) 5941 2389
E: admin@livinglearning.org.au
W: www.dev.livinglearning.org.au/

Free food pantry - non-perishable food. Anyone in need of immediate food assistance is able to visit the pantry at Living Learning Pakenham, which features signage in multiple different languages. The pantry is located out on the deck area and can be accessed 7 days a week.

Pantry 5000 - Longbeach Anglican Parish

A: St Aidan's Centre
Cnr Poulson St and McLeod Rd
Carrum VIC 3197
P: (03) 9772 1251
E: parishadmin@longbeachanglicans.org.au
W: www.longbeachanglicans.org.au
H: Monday to Friday 9am-5pm

Pantry 5000 provides emergency and ongoing **food relief** for people in the Southern Kingston and Northern Frankston municipalities. People need to be able to demonstrate financial difficulty to qualify to receive food assistance. Usually people are required to provide a Centrelink Health Care or Pension Card.

The Pantry Garden

- Mondays : 10:00 am – 12 noon The focus is on kids in the garden.
- Wednesdays : 10:00 am – 12:00 noon The focus is on harvesting in the garden.
- Fridays : 1:00 pm – 3:00 pm The focus is on garden maintenance and building friendship.

Pantry Garden is a **community garden** that is set up for people who love gardening but so have a place to garden where they live. Gardeners not only have the opportunity to get their hands dirt but they can also enjoy the company of other gardeners over cup of tea or coffee. Each week the produce from the garden is harvested and gardeners are able to take home what they have grown. The produce is also distributed to guests at Pantry 5000.

Public Transport Victoria (PTV)

P: 1800 800 007
W: www.ptv.vic.gov.au
H: 6.00am to midnight daily

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 transport concession card.

Information in other languages available.





Australian Red Cross

A: Level 1, 280 Thomas Street
Dandenong VIC 3175
P: (03) 8327 7370 (hotline)
W: www.redcross.org.au

If you are an asylum seeker or a migrant who can't access any other support and you are suffering financial hardship, Red Cross may be able to help:

- groceries & transport vouchers
- healthcare and essential medicines
- referrals to other support services and activities

Agencies can refer clients by calling the Hotline number to assess eligibility, and complete and email the [interagency referral form](#).

Clients must call the hotline where an Emergency Relief assessment will be done by phone.

RISE: Refugees, Survivors and Ex-detainees

A: Level 1
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. The services they offer are; settlement support services, job seeker support services, a daily drop-in service from 10am to 6pm, driving lessons to attain 'L' and 'P' plates, EAL classes and educational programs, emergency material aid, computer programs, food bank, RISE library resources, free internet access, music and arts project for youth and recreational activities and events.

Salvation Army Community Services - Cranbourne

A: 1 New Holland Drive
Cranbourne VIC 3977
P: (03) 5995 0133
W:
www.salvationarmy.org.au/cranbourne/
H: Monday to Friday 9.30am-4pm

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





Salvation Army - Project Hope Dandenong

Dandenong

A: Shop 6 151 Foster St

Dandenong VIC 3175

P: (03) 9794 3500

H: Monday 9.30am – 3.30pm

Tues-Fri 9.00am – 3.30pm

E:

reception.plc@aus.salvationarmy.org

W: www.salvationarmy.org.au/

Doorways Emergency Relief

The Doorways program provides person-centred care to community members who are in financial crisis. Our practitioners are mindful of trauma informed practice, working within a strength-based context with holistic principles to build individual capacity, resilience and well-being. Assistance provided includes food vouchers, food parcels, Salvos Store vouchers, optical vouchers, Telstra vouchers, budgeting assistance, bill payment, advocacy and referrals to financial counselling or other specialist services, working with community members within a case management context.

Moneycare Financial Counselling

Are you worried about your finances and can't find a way out? We'll help you get back on your feet when money gets tight. We'll talk through your financial options and can advocate for you on your behalf. Early action often makes a difference. Call us today on 1800 722 363.

Sikh Volunteers Australia

A: 1734 South Gippsland Hwy,

Devon Meadows, VIC 3977

M: 0452 601 734

0452 401 734

W: www.sikhvolunteersaustralia.org

E: info@sikhvolunteersaustralia.org

Sikh Volunteers Australia provide free food services to vulnerable individuals and the community through:

- **Free Food Van:**

Every Wednesday and Saturday in Tooradin and Frankston.

- **Free Tiffin (Meal) Pickup:**

Every Wednesday, Thursday, Friday, Saturday and Sunday from 1734 South Gippsland Hwy Devon Meadows.

- **Free Food Home Delivery:**

Every Sunday to homes in the municipalities of: Cardinia, Casey, Frankston, Greater Dandenong, Kingston, Monash and Mornington Peninsula.





South East Community Links (SECL)

E: info@secl.org.au
W: www.secl.org.au/

Springvale

A: 5 Osborne Avenue
Springvale VIC 3171
P: (03) 9546 5255
H: Monday to Friday 9am-5pm
Drop In Hours: 1pm-4pm

Dandenong:

A: 186 Foster Street East
Dandenong VIC 3175
P: (03) 9791 8344
E: info@secl.org.au
H: Monday to Friday 9.30am-4.30pm
Drop In Hours: 1pm-4pm

Noble Park: Youth Services

A: 60 Douglas Street
Noble Park VIC 3174
P: (03) 9547 0511
H: Monday to Friday 9am-5pm
Drop In hours: 2pm-4.30pm

Springvale Benevolent Society

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

St Vincent de Paul Society

P: 1800 305 330
H: Monday-Friday, 10am-3pm
W: www.vinnies.org.au/

Crisis Support

SECL Crisis Support service is available to residents in Clayton South, Springvale, Springvale South, Keysborough, Noble Park and Dandenong.

SECL can assist with financial assistance for people experiencing unexpected financial hardship. Our team can also support you with budgeting, managing bills and assisting with access to concessions, correct Centrelink payments and relevant discounts. Assistance may be available to buy food, petrol, clothing, Myki and stationary. SECL may assist with purchases of medication.

No Interest and **low interest** loans are also available; conditions apply. To enquire, please contact the Springvale office on: 9546 5255 or email microfinance@secl.org.au

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. Provides emergency relief to our clients by conducting in home visits bringing them supplies such as groceries and food vouchers.

Soup Vans were suspended during COVID but will again operate weekly across Casey and Greater Dandenong. They still may be able to help with food. Contact the Welfare Centre if you have a need.



The Clothing Exchange

C: Stacey Kirkby
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 and instructions on how it works.

Transit

A: Narre Warren Christian Church
3 Webb Street
Narre Warren VIC 3805
C: Reverend Keith Vethaak
P: (03) 9796 8966
E: keith.vethaak@gmail.com
C: Dot O'Neill
M: 0428 882 068
E: oneills777@gmail.com

Transit provides food support to marginalised community in the broader Narre Warren area. Meals are provided on Monday evenings and Wednesdays for lunch. Fruit, vegetables, groceries, dairy and bread are given out after the meal on Monday, after the meal on Wednesday and also on a Thursday for families between 1.30pm and 4.00pm

TurningPoint Church – Cranbourne East

A: 1785 South Gippsland Highway,
Cranbourne East VIC 3977
P: (03) 5996 3048
C: Ps Norma Cayzer
M: 0413 114 711
E: church@turningpoint.asn.au
W: www.turningpointcranbourne.org/

TurningPoint church is a culturally diverse family community with a heart for refugees and people going through hard times. Every Friday 10am – 2.00pm TurningPoint Support Centre provides a connecting space with hot cooked meals, food parcels, friendship, counselling and support. You can grow your own food in the Community Garden. Food and support also through their campuses at Frankston, Hallam & Kooweerup.



Food and Material Aid

VincentCare

A: 2/452 Flinders Street
Melbourne VIC 3000
M: PO BOX 13305
Melbourne Law Courts 8010
P: (03) 9611 9200
E: vincentcare@vincentcare.org.au
Welfare Assistance: 1800 305 330

For urgent enquiries, please call the support line on: 1800 825 955

VincentCare provides services and programs for people who are experiencing or at risk of homelessness and disadvantage. We work collaboratively with men, women, families, young people and those who are ageing. Our reach extends throughout metropolitan and regional Victoria. We encourage the people we work with to be active in the process of stabilisation, and we continue to support them every step of the way to recovery.

- Housing and Homelessness
- Drug & Alcohol
- Family Violence
- Financial hardship
- LGBTIQ+ support
- Seniors' living
- Young Adults Support Services

~~Waverley Benevolent Society~~ **NO LONGER OPERATING**

A: 2 Euneva Avenue
Glen Waverley VIC 3150
(Euneva Carpark)
P: 1300 552 509 (appointments)

The Waverley Benevolent Society provides an emergency food relief service and focuses on serving eligible individuals and families within the City of Monash by providing direct food assistance and supermarket vouchers to people in need or suffering a temporary crisis. Assistance is provided without discrimination to persons and families in temporary or ongoing crisis.



We Care Community Service

A: 307 Gladstone Rd,
Dandenong North, VIC 3175
P: (03) 8791 5255
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.



Winepress Hope Centre

A: The Hope Centre
40 Intrepid Street
Berwick, VIC 3806

P: (03) 9914 3391
(03) 9796 1006

E:

W: www.winepress.org.au

F: [Facebook](#)

The Hope Centre is a Christian ministry of the Winepress Church Berwick, providing care, support and activities for anyone in the community whatever their age, race, religion or background.

Services like base camp, meals, food bags and English classes are currently suspended pending a review.

The Hope Centre OP Shop is currently operating, pending COVID-19 restrictions:

Thursdays & Fridays 10am–4pm

Saturdays 9am – 1pm



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 \$24.18	Quarterly Direct Debit only \$12.39
1 year membership \$96.07	1 year membership \$48.35

Ambulance Victoria no longer offer 3 year or 5 year memberships.

www.ambulance.vic.gov.au/membership



Australian Croatian Community Services

A: 57 Robinson Street
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
P: 1300 367 428
E: learn@redcross.org.au
W: www.firstaid.redcross.org.au/

Australian Red Cross provides CPR learning courses that provides basic first aid skills and knowledge. Pakenham is currently the closest in the Southeast Region. Your free essential **first aid guide** is available in multiple languages, designed for refugees and migrants. Download [here](#).

Carers Gateway

NEW LISTING

P: 1800 422 373
H: Monday to Friday 8am - 5pm
W: www.carergateway.gov.au

Carer's gateway provides in-person, phone and online services and support to Australia's unpaid carers looking after a family member or friend with a disability, medical condition, mental illness or who is frail due to age. Services available through Carers Gateway include coaching, counselling, respite care, online skills courses, financial support, and the ability to connect with other carers. Interpreters are available.

City of Greater Dandenong Immunisation Service

UPDATED

A: Dandenong Civic Centre
225 Lonsdale Street
Dandenong VIC 3175
P: (03) 8571 1000
E: council@cgd.vic.gov.au
W: www.greaterdandenong.vic.gov.au/

Immunisation/vaccination is a free service provided by the City of Greater Dandenong to protect the health and wellbeing of your children living in Greater Dandenong. Immunisation not only protects your child from serious diseases, but also other children in the community. Newly arrived families should ring first then present their child's vaccination records to be assessed, and then a vaccination 'catch-up' schedule will be made.

See the website for more info and to make a booking.

Doveton College - Early Learning

A: Doveton College
62 Tristania Street
Doveton VIC 3177

Our play-based curriculum helps children to communicate, explore, discover, imagine and create.

C: Noeline or Sam
(Community Facilitators)
P: (03) 8765 0111

It is based on the National Early Years Learning Framework and the Victorian Early Years Learning and Development Framework. The policies describe five learning outcomes that children under five need to achieve:

- A strong sense of well-being
- Confidence and involvement in their learning
- Effective communication skills
- Connections with their world
- A strong sense of their identity

Our highly trained educators help children develop these skills. By working closely with parents to get to know each child, they create a learning program that builds on every child's interests and needs.

We welcome parents and families to be part of this exciting journey.

Enliven

A: Suite 4, 31 Robinson Street
Dandenong VIC 3175
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 seeks to improve pathways and access to health care for emerging communities, and support bicultural workers and other initiatives that promote health and wellbeing of vulnerable groups.





Hand in Hand Unique Carers Project

P: (03) 9418 0922.
E: yue@mcwh.com.au

This project identifies your particular needs as a carer and helps you to understand and navigate the health system and support services. They also provide you with tailored and culturally appropriate information, support and resources from an experienced and trained bilingual health worker whilst linking or introducing you to other carers who have been or are in a similar situation.

GREATCare (formerly GREAT In Home and Community Care)

A: Unit 8 215 Watton St
Werribee VIC 3030
P: (03) 9395 4657
M: 0411 347 943
Springvale office:
M: 0490 080 933
E: admin@greatcare.net.au
W: www.greatcare.net.au

Our service supports diverse families and individuals with a wide range of physical, social and intellectual abilities at all stages of life. Currently seeking caring bilingual people to work in clients' homes assisting them with their needs such as cleaning, shopping and transport.

Life! Program

A: 570 Elizabeth Street
Melbourne VIC 3000
P: (03) 8648 1880
E: life@diabetesvic.org.au

**Call 13 RISK (13 74 75) to speak to the Life! team about your eligibility.*

The *Life!* program is a free Victorian healthy lifestyle program that helps you reduce your risk of type 2 diabetes and cardiovascular disease.

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 ≥ 10 .



Link Health and Community

P: 1300 552 509

E: linkhc@linkhc.org.au

W: www.linkhc.org.au

Brighton

A: 88 Asling Street
Brighton VIC 3186

P: (03) 9596 3501

(Only doctors at this site)

Chadstone

A: 94 Batesford Road
Chadstone VIC 3148

Clayton

A: Level 1, 9-15 Cooke Street
Clayton VIC 3168

Cranbourne

A: 7 Bakewell Street
Cranbourne VIC 3977

P: 1800 546 532

Glen Waverley

A: 2 Euneva Ave
Glen Waverley VIC 3150

Mulgrave (Head Office)

A: 1 Jacksons Road
Mulgrave VIC 3170

Oakleigh

A: 8-10 Johnson Street
Oakleigh VIC 3166

Link Health and Community offer a variety of health and supportive services that are responsive to the needs of refugees and asylum seekers.

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.

- Audiology
- Children and Youth Services
- Community Programs
- Dental
- Diabetes Education
- Dietetics 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
- Counselling and Family Violence
- Speech Pathology
- Support, Exercise and Activity Groups
- Volunteering

See website for our locations of Early Childhood Early Intervention (ECEI) services for children aged 0-6 years for the National Disability Insurance Scheme (NDIS).

The Glen Shopping Centre

A: Shop 102, 235 Springvale Road
Glen Waverley VIC 3150 (in Priceline Pharmacy)

W: www.gpglenwaverley.com.au

P: (03) 8822 8399 (Only doctors at this site)



Health Services

See also 'Healthcare for Refugees and Asylum Seekers' on [page 8](#)

Maternal and Child Health Smartphone App

P: 13 22 29 (line open 24 hours)
E: MCHApp@edumail.vic.gov.au
Download at the iTunes Store for Apple devices and at Google Play Android devices.

- 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"
- Fact sheets and advice on child health
- Available in 10 languages and is free of charge

Monash Health Hospitals and Emergency Departments

Dandenong Hospital

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

Hospital emergency departments and 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

Casey Hospital

A: 62-70 Kangan Drive
Berwick VIC 3806
P: (03) 8768 1200

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.

Monash Medical Centre - Clayton

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

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

W: www.monashhealth.org/

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

Monash Health Refugee Health and Wellbeing

A: 122 Thomas Street,
Dandenong VIC 3175
C: Nurse on Triage
P: (03) 97902 8100
W: www.monashhealth.org/
H: Monday to Friday 9am-5pm

Provides a range of services to eligible refugees and asylum seekers, even those without Medicare.

- Refugee Health Nursing and GP
- Counselling
- Women's Health
- Immunisation
- Complex case management
- Infectious diseases
- Paediatrics
- Psychiatry
- Access to onsite pharmacy and pathology
- Social inclusion programs and volunteering

Refugee Nurse Liaison
(Hospital Based Services)
P: (03) 9554 9776
M: 0420 301 634



South East Region
Refugee & Asylum Seeker
Service Directory

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Edition 12.3
Current October 2021

An initiative of:
 **MonashHealth**
Refugee Health and Wellbeing

Monash Health

W: www.monashhealth.org/

Berwick

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

Cranbourne Integrated Care Centre

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

Clayton Community Rehabilitation Centre

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

Kingston Centre

A: Cnr of Warrigal Rd and
Heatherton Rd
Cheltenham VIC 3192
P: (03) 9265 1000

Monash Health Community Dandenong

A: 122 Thomas Street
Dandenong VIC 3175
P: (03) 9792 8100

Pakenham

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

Springvale

A: 55 Buckingham Avenue
Springvale VIC 3171
P: 1300 342 273

A variety of allied health and community health services accessible to refugees and asylum seekers including;

- [Acquired language difficulties](#)
- [Community Rehabilitation](#)
- [Community Support Options](#)
- [Counselling](#)
- [Dental](#)
- [Home and Community Care](#)
- [Massage](#)
- [Optometry](#)
- [Physiotherapy](#)
- [Sexual and reproductive health services](#)
- [Women's health and wellbeing service](#)
- [Youth services](#)

Please call locations or search online for details on services provided by each centre.

For intake enquiries, clients (if eligible) may be able to self-refer by calling 1300 342 273.



Optometry Australia

A: 28 Drummond Street
Carlton VIC 3053
P: (03) 9652 9100
E: office.vicsa@optometry.org.au
W: www.optometry.org.au

An online Optometrist service directory enabling location and language specific searches. **Vision Initiative** have developed a range of free eye health information sheets and video clips in various languages that cover various eye conditions and support services.

Supercare Pharmacies

Parkmore Pharmacy4Less

A: Shop J01, 317 Cheltenham Road
Keysborough VIC 3173
P: (03) 9798 1936
W: www.betterhealth.vic.gov.au/

Supercare has been funded to help reduce pressure on hospital emergency departments. It also has the potential to support groups without Medicare cards access healthcare. Supercare nurses can see anyone who presents, regardless of Medicare eligibility.

Cranbourne North Chemist Warehouse

A: 180S William Thwaites Boulevard
Cranbourne North VIC 3977
P: (03) 8391 9509
W: www.betterhealth.vic.gov.au/

Supercare Pharmacies overview:

- Open 24 hours a day, seven days a week
- Twenty Supercare Pharmacies are open across Victoria, with six 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.

The Australian College of Optometry

A: Corner Keppel & Cardigan Streets
Carlton VIC 3053
P: (03) 9349 7400
E: aco@aco.org.au
W: www.aco.org.au

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).

Dandenong Eye-Care Clinic

A: 116 David Street
Dandenong VIC 3175
P: (03) 9771 1007
H: Monday to Friday 8.30am-5.30pm



Health Services

See also 'Healthcare for Refugees and Asylum Seekers' on [page 8](#)

The National Community Connectors Program

M: 0401 660 483
E: hughest@ames.net.au
W: www.ames.net.au/

Supports culturally and linguistically diverse communities with disability and their carers to support community members to access and apply for the NDIS, increase awareness of disability and the NDIS, and reduce barriers to accessing the NDIS by providing outreach and to support communication between NDIS and the community.

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 Water Well Project



M: The Water Well Project
PO BOX 6218
Vermont South VIC 3133
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 individuals and communities from migrant, refugee and asylum seeker background. The Water Well Project runs free, interactive health education sessions around Melbourne, delivered by volunteer healthcare professionals.

Popular topics include:

- COVID-19 self-care and vaccines
- Navigating the Australian Healthcare System
- Nutrition advice
- Mental health information
- Men's, women's and children's health topics

Victorian Aids and Equipment Program (VA & EP)



P: (03) 9096 8770
E: AACServices@dhhs.vic.gov.au
W: www2.health.vic.gov.au/

This initiative provides subsidised aids and equipment, home and vehicle modifications to help people live safely and independently in their own home. Re-issued items of equipment are also available at no cost to the eligible person. People with a disability who do not meet National Disability Insurance Scheme (NDIS) eligibility due to age, residency status or functional impairment level can also apply to the VA&EP.



Asylum Seeker Resource Centre (ASRC)

A: Innovation Hub (downstairs)
214-218 Nicholson Street
Footscray VIC 3011
M: PO BOX 2381
Footscray VIC 3011
W: www.asrc.org.au

Get Legal Help

- **In person:**
9:45am Tuesday & Friday
- **By phone:**
10:30-12:30pm Monday & Thurs
P: [\(03\) 9274 9827](tel:(03)92749827)
Keep trying if busy

The ASRC Human Rights Law Program (HRLP) is a community legal centre operated at the Head Office in Footscray, in partnership with pro bono law firms.

The practice offers free holistic legal support to people seeking asylum at all stages of the refugee determination process, including expert immigration advice and representation. It also actively engages in policy and law reform, community legal education and training and outreach to detention centres.

The triage service conducts client interviews and gathers the necessary information to assess the best legal option for each client. Triage includes free daily legal appointments to people who may drop in to receive on the spot legal advice.

The HRLP also conducts information sessions and workshops for refugees and people seeking asylum in the community.

Carina Ford Immigration Lawyers

Dandenong:
A: 10/57 Robinson Street
Dandenong VIC 3175
P: (03) 9396 0207
E: office@carinafordlawyers.com
W: www.carinafordlawyers.com
W: www.asrc.org.au

Carina Ford Immigration Lawyers specialise in all areas of migration law. Services include:

- Making or renewing visas
- State or family sponsorships
- Criminal matters e.g. Visa holders and migration-related offences.



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.

Justice Connect

P: (03) 8636 4400

E: legal@justiceconnect.org.au

W: www.justiceconnect.org.au

Justice Connect is a registered charitable organisation that connects people with legal help. Over fifty of Australia's best law firms are members of Justice Connect. They use the power of the law to open up the legal system for those locked out of it, and fight to change the system where it is broken.

Justice Connect provides:

- Over 300 online self-help resources on a variety of issues that help people:
 - at risk of eviction due to rent arrears
 - seeking payment of unpaid entitlements
 - starting and running an organisation
 - having a dispute with their home builder
- Legal assistance to people representing themselves in some types of cases in the Federal Court and Federal Circuit Court, County Court or Supreme Court.
- ProBono (free) lawyers to give legal advice and representation to eligible people on a range of legal matters in various courts.



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

PLAYFAIR Visa & Migration Services

A: 164 Foster Street
Dandenong VIC 3175
P: (03) 8763 3040
E: info@playfair.com.au
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 (Triple Zero)

Police Assistance Line 131 444

'For when you need us, but not the sirens'

www.police.vic.gov.au

Victoria Police role is to serve the Victorian community and uphold the law to promote a safe, secure and orderly society.

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.

Dandenong Police Station

A: 50 Langhorne Street
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 Road
Endeavour Hills VIC

P: (03) 9709 7666

Narre Warren Police Station

A: 8 Coventry Road
Narre Warren VIC 3805

P: (03) 9705 3111

Cranbourne Police Station

A: 168 Sladen Street
Cranbourne VIC 3977

P: (03) 5991 0600

Southern Metro Region Multicultural Advisory Unit Victoria Police

P: (03) 9767 7510

E:

multicultural.advisory.office@police.vic.gov.au

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.



Refugee Legal (formerly Refugee and Immigration Legal Centre - RILC)

A: Level 6, 20 Otter Street
Collingwood VIC 3066
P: (03) 9413 0101 / (03) 9413 0100
E:
refugeelegal@refugeelegal.org.au
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 (SMLS)



A: 5 Osborne Avenue
Springvale VIC 3171
Suite 1, Level 2,
64 Victor Crescent
Narre Warren VIC 3805
P: (03) 9545 7400
P: (03) 9038 8002
E: info@smls.org.au
W: www.smls.org.au

SMLS is a FREE and confidential community legal centre here to help resolve people's legal issues and ensure that laws and legal processes are fair. We also help people avoid legal problems through education. We are able to help with the following legal problems:

- Credit/Debt
- Consumer claims
- Motor vehicle accidents
- Discrimination
- Family Violence
- Issues with Centrelink
- Fines
- Family dispute resolution
- Getting in trouble with the police
- Employment law issues (Bullying, Discrimination, sham contracting, wage theft, unfair dismissal)
- Property damage, traffic offences, theft and possession of illicit substances.
- Preparing applications to the Federal Circuit Court or Assistance with Child Support arrangements
- Guardianship and Administration orders
- Victims of Crime compensation
- Powers of Attorney
- Wills
- Tenancy
- Sexual Assault
- Police complaints
- Divorce & parenting plans
- Family Court
- Property law disputes

Please note eligibility criteria and capacity limits apply.

SMLS can also deliver Community Legal Education to agencies and community groups upon request on a range of tailor-made topics.

Victoria Legal Aid

A: 14 Mason Street
Dandenong VIC 3175
P: (03) 9767 7111
W: www.legalaid.vic.gov.au
Contact 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 services are available to everyone, some to people who need it most.

Victims of Crime- Windermere

A: 48 Webb Street Narre Warren
VIC 3805 P: 1300 946 337
F: (03) 9796 7650
E: info@windermere.org.au
W: www.windermere.org.au

Being affected by crime, assault or trauma can be a difficult and confusing experience for anyone but you don't have to deal with it alone. Their caring individualised advocacy and counselling helps you effectively deal with and recover from the experience and help you move on positively in life.

Visa Scams – videos in your language at Scam Watch

NEW LISTING

W: www.scamwatch.gov.au/

The Australian Government's Scam Watch site is the place to check if you are being scammed for all kinds of things. One is where scammers call and say you will be deported unless you pay a fine.

WLW Migration Lawyers

A: Level 1, 545 King Street
West Melbourne VIC 3003
P: (03) 9088 6264
E: info@wlwlawyers.com.au
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.

Work and Development Permit (WDP)

W: www.justice.vic.gov.au/wdp

Work and Development Permit (WDP) scheme is an initiative of the Victorian Government to provide vulnerable and disadvantaged people with a non-financial option to address their fine debt by participating in certain activities and treatment, including:

- unpaid work
- treatment given by a doctor, nurse or psychologist
- courses, including educational, vocational or life skills courses
- counselling, including financial or other types of counselling
- drug and alcohol counselling, and
- mentoring (for a person under 25 years).



Mental Health Services

BeyondBlue

P: 1300 224 636
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.

Casey North Community Information & Support Service (CNCISS)



A: Suite 1&2, 90-92 Victor Crescent
Narre Warren VIC 3805
P: (03) 9705 6699
E: cnciss@caseynorthciss.com.au
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. Brochures available so far in English, Dari, Pashto, Arabic and Hindi.

Cranbourne Information & Support Services (CISS)



A: 156 Sladen Street
Cranbourne VIC 3977
P: (03) 5996 3333
E: ciss@cranbourneiss.org.au
W: www.cranbourneiss.org.au

Crisis support, referrals, advocacy, counselling and financial counselling are also provided. Centrelink or IMMI Card showing current Casey South address required. Brochures available so far in English, Dari, Pashto, Arabic and Hindi.

EACH Social & Community Health

A: Unit 1/48 Warrandyte Rd,
Ringwood VIC 3134
P: 1300 003 224
W: www.each.com.au
H: Monday – Friday 9am -5pm

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 needing support including bed-based services and individual outreach support.



Mental Health Services

Family Life – Connect Program

A: Level 2, 1-7 Langhorne Street
Dandenong VIC 3175
(above Dimmey's)
P: 1800 326 543
E: connect@familylife.com.au
W: www.familylife.com.au/

Family Life Connect is a FREE peer support service that puts people who live, work or study in Victoria's Greater Dandenong community, in touch with mentors. They can support your wellbeing and help you achieve your goals.

If you're feeling stressed, anxious or worried and it's affecting your work, study or relationships, a Connect mentor can assist.

Currently they have mentors who speak English and Arabic, Dari, Farsi/Persian, Urdu.

Family Life – Shine Program

A: Level 2, 1-7 Langhorne Street
Dandenong VIC 3175
(above Dimmey's)
P: (03) 9784 0650
E: shinecdintake@familylife.com.au
W: www.familylife.com.au/

SHINE program supports vulnerable children aged 0-18 and their families, who live in the Casey and Greater Dandenong.

It is an early intervention program, assisting children and their families who are feeling the effects of traumatic situations or experiences, or struggling to cope with a parent who has a mental health issue. Bilingual case workers and interpreters available.

Foundation House (Victorian Foundation for Survivors of Torture Inc.)

Head Office:

A: 4 Gardiner Street
Brunswick VIC 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 VIC 3175
P: (03) 9389 8888
E: info@foundationhouse.org.au
W: www.foundationhouse.org.au/

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 Group Programs

A: P: 1800 558 268
W: www.grow.org.au
Groups in Berwick, Cranbourne,
Pakenham and Springvale.

Brochures:
[Grow – Mental Health](#) (adults)
[Grow – Young Adults](#) (18-35)
[Growing Resilience](#) – CALD (16-25)

Grow has a range of supportive group programs to help people just like you, develop mental health well-being. We encourage new members to come along and see if it's for them. There's no obligation to continue if you feel it's not for you. You can bring a support person.

The current lockdowns and world conflicts has caused a lot of distress – especially among migrant youth. The new online **Grow Resilience - CALD** program is a great way for young people to get through life's challenges and support each other. These are one hour sessions over six weeks.

HeadSpace

A: 211 Thomas Street
Dandenong VIC 3175
P: 1800 367 968
W: www.headspace.org.au
H: Tuesday- Friday 11am- 7pm
Saturday 9.30am- 2.30pm

HeadSpace is the National Youth Mental Health Foundation providing early intervention mental health services to 12-25 year olds, promoting mental health, physical health, work and study support. Information and services for young people, their families and friends as well as health professionals. Clinical and non-clinical support services include counselling, general practice, alcohol & drug support, talks, training, resources, event support, plus volunteer and student placement opportunities.

Head to Health

W: www.headtohealth.gov.au/

Head to Health (H2H) is an online service by the Australian Department of Health aiming to provide helpful information, resources, and services to suit most mental health needs.

HeartChat - Multicultural Mental Health

E: hello@heartchat.com.au
W: www.heartchat.com.au

HeartChat is a Mental Health portal where people can find culturally appropriate mental health practitioners to connect with in Victoria. HeartChat also gives people who speaks languages other than English the opportunity to read and understand information about mental health.



Mental Health Services

Lifeline Australia

P: 13 11 14 (24/7)
W: www.lifeline.org.au/

You can also chat online 7pm – midnight. [Click here.](#)

24/7 national confidential telephone crisis support service (free from a mobile). Anyone 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.

Mensline Australia

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

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

Men Being Well – Relationships Australia - Victoria

P: 0411 255 158 (Akiva)
0403 320 554 (Tony)
E: menbeingwell@rav.org.au
W: www.relationshipsvictoria.com.au/

[Brochure](#)

Men Being Well is aimed at positive mental health and wellbeing for men and includes regular online discussions about life issues and challenges plus specific topics and guest speakers at times. The format is relaxed and welcoming and a safe place to reflect on your own personal journey – especially in these tough times. FREE. Men from all cultures and backgrounds welcome.

NEW LISTING

Mental Health Support Group - LGBTQI

P: 0429 278 563
E: bridgemealsmelbourne@gmail.com

A mental health support group for LGBTQI refugees, asylum seekers and migrants that consists of six peer led group sessions and six sessions with expert speakers who will provide information to navigate legal, healthcare and employment support services.

NEW LISTING

Mind Australia

A: Level 3, 33 Princes Hwy
Dandenong VIC 3175
P: 1300 286 463
W: www.mindaustralia.org.au/

Aims to assist recovery for people aged 16 and over whose lives are severely affected by mental illness, where their ability to manage their daily activities and to live independently in the community is impacted. Also offers carers support and a family and carers program with respite options.

UPDATED



Monash Health

A: Psychiatric Triage Service
P: **1300 369 012**
H: 24/7 call centre
W: www.monashhealth.org/

NOTE: If someone is in danger, contact **000** (triple zero) for Police or Ambulance.

The largest mental health provider in Victoria, providing comprehensive services in both hospital and community settings including:

- Acute mental health services
- Alcohol and drug services – south east
- Child and adolescent services
- Mental Health community services
- Rehabilitation services
- Consumer and Carer Relations

Consumers, carers and health professionals can contact the Psychiatric Triage Service, which is the usual entry point to these mental health services.



The Cyrene Centre

P: 0422 296 961
E: dandenongdeanery@live.com.au

The Cyrene Centre is an initiative of the Dandenong Deanery. It operates as a support for families in crisis, particularly with issues related to drug and alcohol dependency of one of their family members. They now operate out of several deanery parishes in the Greater Dandenong and Casey areas. To arrange an appointment please phone.

Victims of Crime - Windermere

A: 48 Webb Street
Narre Warren VIC 3805
P: 1300 946 337
F: (03) 9796 7650
E: info@windermere.org.au
W: www.windermere.org.au/

Being affected by crime, assault or trauma can be a difficult and confusing experience for anyone but you don't have to deal with it alone. Their caring individualised advocacy and counselling helps you effectively deal with and recover from the experience and help you move on positively with your life.

Victorian Transcultural Mental Health (VTMH)

A: St. Vincent's Hospital
Level 1, Bolte Wing
Nicholson Street
Fitzroy VIC 3065
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.



Networks and Working Groups

Asylum Seeker and Refugee Advisory Committee Dandenong

City of Greater Dandenong:
Greater Dandenong's Role for
Refugee and Asylum Seekers

Now combined into the Multicultural and People Seeking Asylum Advisory Committee. See page 154.

'People Seeking Asylum and
Refugees Action Plan 2018-2021'

Bicultural Network

C: Kate Lowsby (Convenor)
Enliven
P: (03) 9791 1768
E: kate@enliven.org.au
R: Bicultural Brilliance - A toolkit for
working with and as Bicultural
Workers

The Bicultural Network aims to be a diverse, vibrant and experienced multicultural group of workers from different agencies. The group meets every three months to discuss opportunities and challenges faced by bicultural workers. Enliven will ensure you have ongoing support, training and access to other opportunities in multicultural community services.

Cardinia Shire Culturally and Linguistically Diverse (CALD) Network

UPDATED

C: Fatima Almeida
P: (03) 5943-4603
P: 1300 787 624
E: F.Almeida@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 partnering.

Cohealth Network

UPDATED

W: www.cohealth.org.au/

E: jasmine.phillips@cohealth.org.au

To build on bi-cultural workers' expertise and develop organisational capacity to employ bi-cultural workers in a culturally safe way, cohealth has developed a set of professional standards for bicultural work and associated training, see website for more information.

cohealth hosts a network of highly skilled, multi-lingual bi-cultural workers who have been professionally trained through cohealth's bi-cultural internship program. They have extensive community networks, an in-depth understanding of different cultural perspectives and can be contracted to facilitate community engagement, co-design + more.

Cohealth also hosts a professional network for bi-cultural workers from refugee-like backgrounds across Victoria providing capacity building, networking and peer support to all participants, interested BCWs can register via the website.



Networks and Working Groups

Community Strengthening Task Group

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 developing solutions to complex problems.

Ethnic Communities Council of Victoria

A: Suite 101, 398 Sydney Road
Coburg VIC 3058
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.

Employment and Education Working Group

C: Marek Krol
P: (03) 8571 5427
E: Marek.Krol@cgd.vic.gov.au

A sub-group of the Greater Dandenong People Seeking Asylum and Refugees Action Plan 2018-2021. This group is about to be reformed focussing on developing pathways and removing barriers to enable more people seeking asylum to find employment in the region.

English And Support for Refugees & Asylum Seekers (EAS)

UPDATED

C: Andrea Kenny
E: easnetwork2@gmail.com

This committee was coordinating local content on a smartphone app. **This has since folded.** English classes and programs are still being listed in this Directory.

Enliven

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

Enliven is a health promoting charity which brings together health and community services organisations to work collaboratively to improve health and social wellbeing for vulnerable groups.

Networks and Working Groups

Interfaith Network

C: Helen Heath
P: (03) 8774 7662 or
M: 0421 829 563
E: executive@interfaithnetwork.org.au
W: www.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.

Multicultural and People Seeking Asylum Advisory Committee

C: Marek Krol
Committee Administrator
Community Advocacy Officer
A: City of Greater Dandenong
PO Box 200 Dandenong
VIC 3175
P: (03) 8571 5427
E: Marek.Krol@cgd.vic.gov.au
W: www.greaterdandenong.vic.gov.au/

A fusion of two committees of the City of Greater Dandenong, with representatives appointed through a selection process. Meetings are bi-monthly.

Objectives include:

- Consider and provide advice on the impact of key government initiatives, issues and programs, so Council can review services, plans, strategies and policies and advocate to all levels of government.
- Seek to address issues impacting people seeking asylum, refugees and the broader multicultural communities.
- Identify, and where appropriate, implement, effective ways to support engagement, interaction and capacity-building with the Greater Dandenong community.
- Offer advice and support to Council on implementation of '[People Seeking Asylum and Refugees Action Plan 2018-2021](#)' and relevant plans.



Networks and Working Groups

Multicultural Youth Action Group (MYAG)

C: Jesse Boyd
A: Southern Migrant and Refugee Centre
39 Clow Street, Dandenong
VIC 3175
P: (03) 9767 1939
M: 0448 896 328
E: JesseB@smrc.org.au
W: www.smrc.org.au

The Multicultural Youth Action Group is facilitated by the Southern Migrant and Refugee Centre and exists as a space for people working within the CALD community to share and learn from one another in an effort to improve outcomes for the people and groups we work with. It is also an opportunity to visit local organisations and learn more about what is on offer for the clients we work for. Service providers give updates on current plans/activities, discuss case studies, and have topical or specific presentations.

Network of Asylum Seeker Agencies in Victoria (NASAVic)

C: Rebecca Eckard
Deputy Director of Policy
A: Refugee Council of Victoria
Unit 601, 580 Collins Street
Melbourne VIC 3066
P: (03) 9600 3302
E: admin@refugeecouncil.org.au

A network of Victorian agencies involved in supporting and advocating for people seeking asylum. Monthly NASAVic meetings helps service providers communicate and collaborate on common issues. NASAVic helps the sector to identify gaps and overlapping areas of interests, maximise resources, share expertise and enables us to work together to advocate on key issues.

One World Festival of Sports & Culture

C: Sharon Smith
P: (03) 9767 1914
E: SharonS@smrc.org.au
C: Jesse Boyd
P: 0448 896 328
E: JesseB@smrc.org.au

A collaboration of agencies working together to organise the festival and tournament, under lead agency SMRC. More info [here](#).

People Seeking Asylum At Risk of Destitution (PSAARD) Network

C: Rob Koch (Convenor)
P: 0432 439 943
E: rob.koch@monashhealth.org

The PSAARD Network is a collaboration of Outer South East councils, agencies, community groups and community members meeting bi-monthly to address the needs of asylum seekers at risk of, or already experiencing destitution.

UPDATED



Networks and Working Groups

Refugee Council of Australia

A: Unit 601, 580 Collins Street
Melbourne 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. They also provide leadership to NASA Vic. (See above)

South Eastern CALD Services Network

C: Rick Comfort
A: Centrelink - Dandenong
E: Rick.Comfort@humanservices.gov.au

A bi-monthly 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: Enliven
P: (03) 9791 1768
E: info@enliven.org.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.

South East Melbourne Primary Health Network (SEMPHN)

A: Level 2, 15 Corporate Drive
Heatherton VIC 3202
P: 1300 331 981
E: info@semphn.org.au
W: www.semphn.org.au

The SEMPHN is one of 31 Primary Health Networks (PHNs) across Australia, with around 1.5 million residents in our catchment funded primarily by the Australian Government to help people in south east Melbourne get the health care they need, when and where they need it. One initiative involves professionals meeting together to focus 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.



Suicide Prevention Task Group

C: South East Melbourne
Primary Health Network
A: Level 2, 15 Corporate Drive
Heatherton VIC 3202
P: 1300 331 981
E: info@semphn.org.au
W: www.semphn.org.au

Meets in Dandenong under the leadership of SEMPHN in response to escalating concern from local stakeholders and community members of an increase in the vulnerability of a number of refugee and people seeking asylum populations. Aims to develop prevention strategies, as well as post suicide response strategies to reduce further escalation of suicidality.

Volunteer Managers Network - GDVRS



C: Mal El Abyad
P: (03) 9562 0414
M: 0402 607 991
E: melabyad@sev.org.au
W: www.gdvrs.org.au

Volunteer coordinators and managers in the Outer South East region come together quarterly 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
W: www.dhamma.ru

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

C: Abbot - Ven. U Alawka (teacher)
A: 21 Rich Street,
Noble Park VIC 3174
P: (03) 9548 4525

The monastery is of the Theravada, Burmese tradition, with Temple and weekly Sunday school, monthly meditation sessions, plus various special events throughout the year.

Panditarama Melbourne Meditation Centre

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

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 most life issues, including finances, marriage, divorce, women’s issues, health, parenting.

Dandenong Baptist Church

A: 25-27 James Street
Dandenong VIC 3175
P: (03) 9792 3204
W: www.dandenongbaptist.com.au/

A place for peace, prayer and practical help, particularly focussed on supporting refugees and other new arrivals. Includes:
Nourish Friendship Café: Wednesdays 6pm.
Food, games, meet new people and improve our English skills.
Nourish Community Meal: Sundays 6pm
Two-course dinner, encouragement and support.
We would love to meet you, especially if you are new to Australia. We can help you to connect with a community and build good friendships.

Dandenong Church of Christ

A: 139 David Street,
DANDENONG VIC 3175
P: (03) 9792 0572
C: Pastor Gabrielle Hingley
E: pastorgabriel77@outlook.com
W: [Facebook](#)

Multicultural church with services on Sundays 8.30am and 10am.

Spanish service Sundays 1pm – 3pm

Ethiopian (Oromo) service Sundays 4pm – 6pm

Dandenong Salvation Army

A: 55 James St Dandenong 3175
P: (03) 9706 9366
C: Major Scott Smallacombe
E: Scott.Smallacombe@salvationarmy.org.au
W: www.salvationarmy.org.au/

In addition to providing practical support to the community, people of all backgrounds meet together Sundays at 10am to encourage one another, to learn and to worship together. Activities for all ages include playgroups, young adults Group, English conversation classes, hip hop classes, women's craft groups, community meals, Bible study & more.



Religious Communities - Christian

Divine Restoration Church

A: 24-26 Autumn Place
Doveton VIC 3177

P: 0422 039 087

E: divinerservices@gmail.com

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.

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 Multinational Church!

Faith! Christian Church

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: 85-87 Willesden Road
Oakleigh VIC 3166

P: (03) 9569 6874

E: archmel@greekorthodox.org.au

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

P: (03) 9706 8174

E: rccgaussie@hotmail.com

W: www.jesushouse.org.au

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
P: (03) 9562 0686
E: info@lifegatechurch.org.au
W: www.lifegatechurch.org.au

A church with English and Chinese services and cell groups, plus children's and youth programs.

Presbyterian Church Dandenong

A: 51 Potter Street
Dandenong VIC 3175
P: (03) 9792 4252
W: www.dandenongchurch.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
C: Rev Paul Aleu Dua
P: (03) 9548 2799
E: springvaleunitingchurch@gmail.com
W: www.victas.uca.org.au/church/springvale/

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



Religious Communities - Christian

St Gerard's Catholic Church

A: 71 Gladstone Road
Dandenong North VIC 3175
P: (03) 9792 4422
W: www.stgerards.org.au

Serves the community through a variety of ministries, sacramental services, social events, groups, support and aid.

St James' Anglican Church

A: 55 Langhorne Street
Dandenong VIC 3175
P: (03) 9793 0219
E: contact@stjamesdandenong.com
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 Street
Dandenong VIC 3175
P: (03) 9791 4611
E: dandenong@cam.org.au
W: www.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
P: (03) 9796 5257
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



TurningPoint Church

A: 1785 South Gippsland Highway,
Cranbourne East VIC 3977
P: (03) 5996 3048
C: Ps Norma Cayzer
M: 0413 114 711
E: church@turningpoint.asn.au
W: www.turningpointcranbourne.org/

Campuses also at Frankston, Hallam,
Kooweerup, Lilydale, Mansfield & Officer.

Turning Point Church is a culturally-diverse family-oriented community of people with a heart for refugees and people going through hard times. They gather every Sunday for worship and teaching, but also have small groups and a variety of activities for all ages throughout the week and on weekends, including child care, kindergartens, and youth activities. Every Friday 10am – 2.30pm Turning Point Support Centre in Cranbourne provides a connecting space with hot cooked meals, food parcels, friendship and support.

Winepress Church

A: 54-60 Intrepid Street
Berwick VIC 3806
P: (03) 9796 1006

A welcoming multicultural church for the whole community that includes Christian worship services, men's groups, women's Groups, playgroups, youth and children's activities, community meals, English classes and Op Shop.



Religious Communities – Muslim

Afghan Islamic Centre & Omar-Farooq Mosque

A: 14 Photinia Street
Doveton VIC 3177
P: (03) 9701 7300
E: naimi.hasibullah@gmail.com

Please contact mosque directly for more information and to get connected.

Albanian Islamic Centre of Dandenong

A: 10-12 Dalgety Street
Dandenong VIC 3175
P: (03) 9793 2879
P: 0413 650 803

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 Street
Dandenong VIC 3175
P: 0402 900 970
E: contact@emirsultanmosque.org
W: www.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 (IEWAD)

A: 131-133 Belgrave-Hallam Rd
Narre Warren North VIC 3804
P: (03) 9796 8539
P: 0417 709 081
E: mjanif40@hotmail.com
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.



Keysborough Turkish Islamic and Cultural Centre

A: 396 Greens Road
Keysborough VIC 3173
P: (03) 9701 5919
E: _nyildiz@mthira.vic.edu.au
W: www.facebook.com/

Our charity organises various community and social activities throughout the year, including but not limited to community festivals, hosting international visitors, hospital visits to elderly and those requiring support. Hosting and encouraging sporting activities, hosting conferences on socials and economic issues, hosting school groups to engage in dialogue with the Turkish and Islamic communities and providing ongoing support and encouragement for educational development of the Turkish community.

Westall Masjid Mosque

A: 130 Rosebank Avenue
Clayton South VIC 3169
E: westall@imcv.org.au
W: www.westall.imcv.org.au/

An Indonesian Muslim Community of spiritual and community activities, including a halal foodbank.



Settlement Support

Beginning a Life in Australia

(Revised 2016)

UPDATED



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** 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 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 \(ዋኪ ትዮድያ/አማርኛ\)](#)

[Arabic \(تبادل حياة في أستراليا\)](#)

[Assyrian \(ܐܘܪܝܝܢܐ\)](#)

[Bengali \(বাংলা\)](#)

[Burmese](#)

[Chin Hakka](#)

[Chinese \(简体中文\)](#)

[Dari \(دری\)](#)

[Dinka \(Thuɔŋjäŋ\)](#)

[Hazaragi \(ھزارگی\)](#)

[Hindi \(हिन्दी\)](#)

[Indonesian \(Indonesian\)](#)

[Karen](#)

[Kurdish Kurmanji](#)

[Kurdish Sorani \(کوردی\)](#)

[Nepali \(नेपाली\)](#)

[Afaan Oromo](#)

[Pashto \(پښتو\)](#)

[Persian/Farsi \(فارسی\)](#)

[Punjabi \(ਪੰਜਾਬੀ\)](#)

[Rohingya \(Ruáingga\)](#)

[Somali \(Soomaali\)](#)

[Spanish \(Español\)](#)

[Swahili \(Kiswahili\)](#)

[Tagalog \(Tagalog\)](#)

[Tamil \(தமிழ்\)](#)

[Tigrinya \(ትግርኛ\)](#)

[Urdu \(اردو\)](#)

An initiative of:
[Vietnamese \(Tiếng Việt\)](#)



South East Region
Refugee & Asylum Seeker
Service Directory

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 **MonashHealth**
Refugee Health and Wellbeing

Afri-Aus Care Inc.

A: 186 Foster Street East
Dandenong VIC 3175
P: (03) 9794 9195
P: 0433 526 53
E: info@afri-auscare.org
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: Building A
60 Douglas Street
Noble Park VIC 3174
P: 13 26 37
E: srssapplications@ames.net.au
W: www.ames.net.au

AMES offers a range of English and training courses, case management services, employment mentoring programs, and referrals to material aid support. They support Humanitarian Entrants and they are a Status Resolution Support Service provider (SRSS - Department of Home Affairs referrals only, but contact them through the email provided to see if you are eligible).

Australian Red Cross

A: Level 1, 280 Thomas Street
Dandenong VIC 3175
P: (03) 8327 7370 (hotline)
W: www.redcross.org.au

Emergency Relief appointments five days a week; Monday to Friday between 9.30am to 4.30pm.

If you are an asylum seeker or a migrant who can't access any other support and you are suffering financial hardship, Red Cross may be able to help:

- groceries & transport vouchers
- healthcare and essential medicines
- referrals to other support services and activities

Agencies can refer clients by calling the Hotline number to assess eligibility, and complete and email the [interagency referral form](#).

Clients must call the hotline where an Emergency Relief assessment will be done by phone.



Settlement Support

Australian Syrian Charity (ASC)

A: 287 Sydney Road
Brunswick VIC 3056
P: 0480 124 793
E: admin@australiansyriancharity.org.au
W: www.australiansyriancharity.org.au

ASC members and supporters come together to empower newly arrived Syrian refugee families, enabling them to be self-sufficient and integrate. They can provide financial assistance and social activities and support, plus English classes.

CASI Initiative (COVID-19 Community Activation and Social Isolation)

City of Greater Dandenong:

Arif Mohammad Azizi
E: Mohammad.Azizi@cgd.vic.gov.au
P: 8571 1641 M: 0400 372 184

City of Casey:

Alex Findlay
Resilience, Relief and Recovery Officer
P: (03) 9705 5741 M: 0419 318 828
E: afindlay@casey.vic.gov.au

CASI workers can help socially isolated people connect to community supports and social activities, provide practical assistance and emotional support. The service is free, funded by the Victorian Government for a limited time.

CatholicCare

A: Level 2, 33-35 Princes Highway
Dandenong VIC 3175
P: (03) 8710 9600
E: dandenong@ccam.org.au
A: 1 Roger Street
Pakenham VIC 3810
P: 1800 522 076
E: gippsland@ccam.org.au
W: www.ccam.org.au

Dandenong Branch offers services for all the community which includes:

- Alcohol and Other Drug Services
- Asylum Seeker Support including housing
- Counselling & Family Dispute Resolution
- English Conversation Program
- Job Readiness Program
- Pre Marriage Education Programs
- Family Services plus School Refusal Support
- Settlement Engagement Transition Support

Centre for Adult Education (CAE)

A: 253 Flinders Lane
Melbourne VIC 3000
C: Tanya Matheson
P: (03) 8892 1831
P: (03) 9652 0611
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 and Education
- Skills Assessment



Centre for Multicultural Youth (CMY)

A: Dandenong Office

39A Clow Street
Dandenong VIC 3175

P: (03) 8594 1550

C: Temur Rezaie

A: Dandenong Community Support
Group

199 Lonsdale Street
Dandenong VIC 3175

E: info@cmy.net.au

W: www.cmy.net.au/

CMY Envision is a program that offers free face to face and online individual and group sessions for newly arrived young people (18-25) living in South East Melbourne.

Participating in these sessions can help with:

- Making new friends
- Building confidence
- Exploring skills and aspirations
- Connecting with local opportunities and services
- Learning about Australian life
- Learning soft leadership skills

Groups and/or individual sessions are booked upon request by contacting to Temur Rezaie to the email provided.

Centrelink – Services Australia

Dandenong

A: 27/29 Robinson Street
Dandenong VIC 3175

Narre Warren

A: 71-73 Webb Street
Narre Warren VIC 3805

Springvale

A: 324-334 Springvale Road
Springvale VIC 3171

P: 13 24 68

H: Monday to Friday- 8:30am to
4:30pm

Multilingual Phone Service

P: 131 202

H: Monday-Friday 8am- 5pm

W: www.humanservices.gov.au

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.



Settlement Support

Daughters of Jerusalem – Youth and Family Support Agency

A: Co-located at SMRC
C: Garjung Kui 0402 930 732
E: gatjung2005@gmail.com
C: Nyawarga Sham 0469 546 227
E: Daughters.org@gmail.com
www.facebook.com/Daughters123/

Daughters of Jerusalem is a group of South Sudanese women volunteers in the Outer South East supporting young people who have trouble with police.

Department of Home Affairs (formerly Department of Immigration and Border Protection)

Dandenong Office is now closed.
Appointments and enquires should be made to the city office:

A: 2 Lonsdale Street
Melbourne VIC 3000
P: 1300 853 773
H: Monday to Friday 9am-4pm
W: www.homeaffairs.gov.au

If your visa is about to expire or has expired, you should go to the page [Your visa is expiring 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 your [ImmiAccount](#).

Immigration Advice and Application Assistance Scheme (IAAAS)

W: www.ssi.org.au/services/iaaas
P: 1800 932 082
W: info@ssiiaaas.org.au

The Immigration Advice and Application Assistance Scheme (IAAAS) is a national program funded by the Australian government to provide professional immigration advice and visa application assistance to individuals and families who are considering applying for a permanent protection visa (subclass 866). The client(s) must have arrived with a valid visa into Australia and meet specific eligibility criteria. Settlement Services International (SSI) manages the delivery of IAAAS across Australia. The two service types provided under the program are:

- **Immigration Advice** service provides an assessment of the merit of the client's case, information on how to apply for the visa and what to expect at interview.
- **Application Assistance** is when the migration agent completes the protection visa application with the client and supports them at interview(s) with the Department.



International Organization for Migration (IOM) – The United Nations Migration Agency

A: Unit 403, Level 4
167-169 Queen Street
Melbourne VIC 3000
P: 1300 116 986
W: www.australia.iom.int/
E: AVRMelbourne@iom.int



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. You may not want to even think about returning home, but it will not hurt to explore the option and get the facts.

Life Without Barriers (LWB)

A: Level 2, 1-7 Langhorne Street
(above Dimmey's)
Dandenong VIC 3175
P: (03) 8752 8501
W: www.lwb.org.au/

LWB provides case management services, employment mentoring programs, referrals to material aid support. It is funded to provide Status Resolution Support Service (SRSS). Department of Home Affairs referrals only, but phone for an appointment 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



New Roots – Smartphone App (No longer maintained)

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 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.

South East Community Links Inc. (SECL)

Dandenong

A: 186 Foster Street East
Dandenong VIC 3175
P: (03) 9791 8344
H: Monday to Friday- 9:30am to 4:30pm

Youth Services Noble Park

A: 60 Douglas Street
Noble Park VIC 3173
P: (03) 9547 0511
H: Monday to Friday- 9am to 5pm

Springvale

A: 5 Osborne Avenue
Springvale VIC 3171
P: (03) 9546 5255
H: Monday to Friday- 9am to 5pm

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
- Employment Club (White Card Training Included)

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)

A: 39 Clow Street
Dandenong VIC 3175
P: (03) 9767 1900
E: smrc@smrc.org.au
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 program
- Information sessions
- School holiday programs
- Complex case management
- Education and employment assistance
- Training services
- Referrals and group activities

The Welcome Dinner Project

E: hello@welcomedinnerproject.org
W: www.welcomedinnerproject.org
F: www.facebook.com/TheWelcomeDinnerProject/

The Welcome Dinner Project has been an initiative of 'Joining the Dots'. They have been holding 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.

During the pandemic dinners continued through virtual platforms. The dinners are a free event and assistance with transport is available. To get involved, register on the website.

Victorian Multicultural Commission Community Directory

M: GPO Box 4698
Melbourne VIC 3001
P: (03) 7017 8171
H: Monday to Friday- 8:30am to 5:00pm
W: www.multiculturalcommission.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.



Settlement Support

Wellsprings for Women Inc.

A: 79 Langhorne Street
Dandenong VIC 3175
P: (03) 9701 3740
E: administration@wellspringsforwomen.com
H: Monday to Friday - 9am to 5pm
W: www.wellspringsforwomen.com

Current programs

A female only service with childcare available for women in Greater Dandenong, Casey and Cardinia, with many support options such as:

Case Management to women impacted by mental health, isolation, family violence, poverty and homelessness. The services include, safety plans, risk assessment, intake assessment, emergency relief, supported referrals, material aid, support in accessing other services and home visitation.

Education to enhance the Health, Safety and Wellbeing of women. Education on human rights, gender equality, prevention of family violence, parenting, self care, respectful relationships, mental health and physical wellbeing

Plus classes on English literacy, numeracy, computer literacy and business and vocational pathway programs to suit all levels.

Women's Health in the South-East (WHISE)

A: Level 1/70 St Kilda Rd,
St Kilda VIC 3182
P: (03) 9794 8677
H: Monday to Friday- 10am to 4pm
E: whise@whise.org.au
W: www.whise.org.au

Provides settlement support to assist eligible newly arrived and refugee women residing in the Southern Region, including Greater Dandenong, Casey, Cardinia and Frankston.

Settlement 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: Suite 3, 57 Robinson Street
Dandenong VIC 3175
P: (03) 9791 6000
H: Monday to Friday- 9am to 5pm
W: www.accs.asn.au

Senior citizens groups for the elderly from Croatia and Bosnia and Hercegovina provide a range of social activities, support, networks, friendship and inclusion. The groups meet in many locations across Metropolitan Melbourne, Geelong and regional Victoria.

Brand New Day

A: 211 Foster Street East
Dandenong VIC 3175
C: Margo Hartley (Manager)
P: 0419 888 426
P: (03) 8774 3130
H: Monday to Friday- 9am to 5pm
E: office@bndvic.com

Brand New Day is a welcoming place for all and a great way to learn new skills and make new friends.

Free workshop classes and courses include:

- Basic, Intermediate & Advanced English
- Basic / Advanced Computers
- Art Class / Floral Art / Handcrafts
- Basic / Advanced Sewing / Embroidery
- First Aid Course
- Personal Budgeting
- Handyman Course / Welding course
- Health and Nutrition
- Cooking on a Budget
- Baking / Easy Cake Decorating
- Personal Makeup
- Borrow a Bike for the Day
- Clay Art Class



Social Activities and Support

Casey Cardinia Libraries

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 McMahan Blvd
Endeavour Hills VIC 3802
P: (03) 8782 3400

Hampton Park Library

A: Stuart Avenue
Hampton Park VIC 3976
P: (03) 8788 8500

Pakenham Library

A: Cnr of John & Henry Streets
Pakenham VIC 3810
P: (03) 5940 6200

E: information@cclc.vic.gov.au

W: www.cclc.vic.gov.au

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.



City of Casey

M: PO Box 1000
Narre Warren VIC 3805
A Bunjil Place
2 Patrick Northeast Drive
Narre Warren VIC 380
P: (03) 9705 5200
H: Monday to Friday- 8am to 6pm
E: caseycc@casey.vic.gov.au
W: www.casey.vic.gov.au/

Casey 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.

Centre for Multicultural Youth (CMY)

NEW LISTING

A: Dandenong Office
39A Clow Street
Dandenong VIC 3175
P: (03) 8594 1550
C: Temur Rezaie
A: Dandenong Community Support Group
199 Lonsdale Street
Dandenong VIC 3175
E: info@cmynet.au
W: www.cmy.net.au/

CMY Envision is a program that offers free face to face and online individual and group sessions for newly arrived young people (18-25) living in South East Melbourne.

Participating in these sessions can help with:

- Making new friends
- Building confidence
- Exploring skills and aspirations
- Connecting with local opportunities and services
- Learning about Australian life
- Learning soft leadership skills

Groups and/or individual sessions are booked upon request by contacting to Temur Rezaie to the email provided.

Community Parks

Greater Dandenong Park Directory:

www.greaterdandenong.vic.gov.au/

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.



Social Activities and Support

UPDATED

Cornerstone Contact Centre

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

Cornerstone Contact Centre is a not-for-profit Christian organisation in Dandenong providing a safe place, free meal, social support and a sense of belonging. For many who come from challenging backgrounds it is a source of dignity, hope and healing.

Free hot meals and connection each week:

Tuesdays: 9-12 noon

Thursdays: Dinner at 5:30pm

Friday: 9-1:00pm

Dandenong Neighbourhood Community & Learning Centre

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

Cornerstone Contact Centre is a not-for-profit Christian organisation in Dandenong providing a safe place, free meal, social support and a sense of belonging. For many who come from challenging backgrounds it is a source of dignity, hope and healing.

Free hot meals and connection each week:

Tuesdays: 9-12 noon

Thursdays: Dinner at 5:30pm

Friday: 9-1:00pm

Dandenong North Neighbourhood House

NEW LISTING

A: 41 Menzies Avenue,
Dandenong North, VIC 3175
E: admin@ndnh.org.au
P: 0448 658 354

Activities Include: Yoga Classes, Chess Club, Learn English First Step, Digital Literacy Be Connected Program, Skills for Work and Study, Factory/Warehousing & Distribution, Health Services – Work and Study Skills, Afghan Seniors Group, North Dandenong Women's Friendship Café, Arabic Women Seniors Group, Wahine Club. Also hosts Sisterworks programs.



Doveton College

A: 62 Tristania Street,
Doveton VIC 3177
P: (03) 8765 0111
W: www.dovetoncollege.vic.edu.au

Interpreters are available for programs if needed.

Doveton College is a school with a difference: it is also a welcoming place that has programs and groups and courses for adults from the community, even if your child does not attend that school. You learn new skills, make new friends and get training that might lead to employment. Services include: Playgroups, Walking Club, Craft and Sewing Groups, Adult Courses and Classes, Basic Computer Training, First Aid Course.

Doveton Neighbourhood Learning Centre (DNLC)



A: 34 Oak Avenue
Doveton VIC 3177
C: Paula Correia
P: (03) 9791 1449
E: manger@dovetonnlc.com.au
E: info@dovetonnlc.com.au
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: Building G, Level 1
45 Assembly Drive,
Dandenong South VIC 3175
P: (03) 9706 7388
W: www.ermha.org

ERMHA supports people experiencing mental health conditions, by providing assessment and support with:

Accommodation - supported independent living
Community Support:

- Community Access & Inclusion
- Day options
- Transport
- Meals/ Shopping
- Social/ Recreational support

In home support:

- In home care
- Assistance with personal activities
- Aomestic assistance
- Home maintenance/ gardening
- Personal care

ERMHA also supports professionals in the sector with:

- Coordination support
- Management plans
- Secondary consultation
- Training and workshops



Social Activities and Support

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 and overnight camping. They learn about the bush, learn new skills, build confidence and social connections.

UPDATED

Friends of Refugees

A: 1D Parsons Avenue
Springvale VIC 3171
P: (03) 9574 6291
E: email@for.org.au
W: www.friendsofrefugees.org.au

Friends of Refugees takes pride in helping people seeking asylum who have often fled their homes because of unimaginable hardships. We provide assistance for people to pick-up-the-pieces and start all over again. We offer:

- [Food and material Aid](#)
- [Education Support](#)
- [Family Literacy Classes](#)
- [Support Groups](#)
- [Friendship Outreach](#)

UPDATED

Indonesian Women's Friendship Network & Cafe

A: 39 Clow Street
Dandenong VIC 3175
P: 0452 528 287
H: Monday (School Term Only)
1am to 1pm
E: iwfn.coordinator@gmail.com
W: www.facebook.com/inwofric

Activities include **Multicultural Playgroup**: mothers and children together; singing, reading, writing, drawing, storytelling, arts and crafts. **Wellbeing group**; meditation, aerobics, Zumba, yoga, laughter therapy, relaxation and mix exercise. **Multicultural Women's Program**; group therapy, family violence workshops, parenting workshops, makeup and beauty workshop, employment work shop, discussion and networking.

NEW LISTING

Men's Sheds are safe, friendly workshops where all kinds of men can work on their own projects at their own pace, in their own time and in the company of other males. Activities can include crafts, woodwork, metalwork, repairing and restoring machinery, gardening and cooking. No experience needed – learn from others or share a skill you have. Each shed is different and they are not just for older men.

More about men's sheds in Victoria: www.vmsa.org.au

[Find a shed in Casey, Cardinia or Greater Dandenong](#)



Social Activities and Support

Monash Health Community- Refugee Health and Wellbeing

A: 122 Thomas Street
Dandenong VIC 3175
C: Rob Koch
P: 0432 439 943
E: rob.koch@monashhealth.org
W: www.monashhealth.org

'Thriving Women' multicultural activity group is currently on hold due to the pandemic.
Volunteering opportunities have resumed - make friends and get work experience while giving back to the community as a concierge or patient visitor.

Neighbourhood House and Community Learning Centres (Cardinia Shire)

Beaconsfield Neighbourhood Centre

A: 8 O'Neil Road
Beaconsfield VIC 3807
P: (03) 8768 4400
E: coordinator@bncinc.org.au
W: www.bncinc.org.au

Cockatoo Community House

A: 23 Bailey Road Cockatoo 3781
P: (03) 5968 9031
E: cch@taskforce.org.au
W: facebook.com/cockatoocommunityhouse/

Bunyip and District Community House

A: 27 Main Street
Bunyip VIC 3815
P: (03) 5629 5877
E: admin@bdch.com.au
W: www.bdch.com.au

Emerald Community House

A: 356-358 Belgrave-Gembrook Road
Emerald VIC 3782
P: (03) 5968 3881
E: emhouse@iinet.net.au
W: www.emeraldcommunityhouse.org.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. Each is different but they offer a wide range of services and support to the local community which may include:

- Diploma and certificate courses
- Computer, arts and crafts classes
- VCAL classes
- Health and Wellbeing programs
- English classes
- Home improvement classes
- Playgroups and occasional childcare
- Support Groups
- Hall hire



Social Activities and Support

MORE Neighbourhood House and Community Learning Centres (Cardinia Shire)

Lang Lang Community Centre

A: 7 Westernport Road
Lang Lang VIC 3984
P: (03) 5997 5704
E: llcc@langlang.net
W: www.langlang.net/llcc.html

Outlook Community Centre

A: 24 Toomuc Valley Road
Pakenham VIC 3810
P: (03) 5941 1535
W: www.outlookvic.org.au

Living Learning Pakenham

A: 6B Henry Street
Pakenham VIC 3810
P: (03) 5941 2389
E: admin@livinglearning.org
W: www.livinglearning.org.au

Upper Beaconsfield Community Complex

A: 10-12 Salsbury Road
Upper Beaconsfield VIC 3808
P: (03) 944 3484
E: office@ubcc.org.au
W: www.ubcc.org.au

Neighbourhood House and Community Learning Centres (City of Casey)

Balla Balla Community Centre

A: 65 Berwick-Cranbourne Road
Cranbourne East VIC 3977
P: (03) 5990 0900
E: admin@ballaballa.com.au
W: www.ballaballa.com.au

Berwick Neighbourhood Centre

A: 112 High Street Berwick VIC 3806
C: Michelle Coburn
P: (03) 9796 1970
E: bnc11@westnet.com
W: www.berwickneighbourhoodcentre.com.au

Blind Bight Community Centre

A: 33 Anchorage Drive
Blind Bight VIC
P: (03) 5998 7014
E: bbcc3980@bigpond.net.au
W: www.blindbightcommunitycentre.com.au/

Brentwood Park Neighbourhood House

A: 21A Bemersyde Drive
Berwick VIC 3806
C: Samar Mougharbel
P: (03) 8743 2297
P: 0431 332 086
E: manager@bpmh.org.au
W: www.brentwoodparkneighbourhoodhouse.com.au



Social Activities and Support

MORE Neighbourhood Houses and Community Learning Centres (City of Casey)

Cranbourne Community House

A: 49 Valepark Crescent
Cranbourne VIC 3977
P: (03) 5996 2941
E: cch@cranbournecommunityhouse.com
W: www.cranbournecommunityhouse.com

Doveton Neighbourhood Learning Centre

A: 34 Oak Avenue Doveton 3177
P: (03) 9791 1449
E: info@dovetonnlc.com.au
W: www.dovetonnlc.net.au

Endeavour Hills Neighbourhood Centre

A: 10 Raymond McMahon Blvd
Endeavour Hills VIC 3802
P: (03) 9700 3789
E: info@ehillsnc.org.au
W: www.ehillsnc.org.au

Foundation Learning Centre

A: 1 Malcolm Court
Narre Warren VIC 3805
P: (03) 9704 7388
E: enquiries@flc.vic.edu.au
W: www.foundation.vic.edu.au

Hallam Community Learning Centre

A: 56 Kays Avenue
Hallam VIC 3803
P: (03) 9703 1688
E: admin@hallamclc.com.au
W: www.hallamclc.com.au

Hampton Park Community House

A: 16-20 Stuart Avenue
Hampton Park VIC 3976
P: (03) 9799 0708
E: office@hamptonparkch.com.au
W: www.hamptonparkch.com.au

Lynbrook Community Centre

A: 2 Harris Street
Lynbrook VIC 3975
P: (03) 9792 7370
E: lynbrookcc@casey.vic.gov.au
W: www.casey.vic.gov.au/

Merinda Park Learning and Community Centre

A: 141-147 Endeavour Drive
Cranbourne North VIC 3977
P: (03) 5996 9056
E: admin@merindapark.com.au
W: www.merindapark.com.au

Oakgrove Community Centre

A: 89-101 Oakgrove Drive
Narre Warren South VIC 3805
P: (03) 9704 2781
E: office@oakgrovecc.org.au
W: www.oakgrovecc.org.au

Selandra Community Hub

A: 7-9 Selandra Boulevard
Clyde North VIC 3978
P: (03) 9709 9615
E: selandrach@casey.vic.gov.au
W: www.casey.vic.gov.au/

Social Activities and Support

Queer Refugee & Asylum Seeker Connections - Yoga Classes

C: Andi Jones
P: 0409 091 734
E: andi.jones@vt.uniting.org

Jayke Clayden
P: 0448 440 991
E: jayke.clayden@vt.uniting.org

QRAC offers 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 yoga for beginners 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.

SAIL Program: Sudanese Australian Integrated Learning Program

A: Trinity Uniting Church, Cnr
Robinson & Scott Street,
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.



Shakti Refugee and Migrant Women's Support Group

A: 11-13 Gerda Street
Scoresby Vic 3179
P: (03) 9753 432
E: counselling@shaktiaustralia.org
W: www.shakti-international.org/shakti-australia/

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.

Services provided 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.

UPDATED

SisterWorks

A: 296 Bridge Rd,
Richmond VIC 3121
P: (03) 9972 5039
E: community@sisterworks.org.au
W: www.sisterworks.org.au

Some activities are hosted by Bendigo, plus Dandenong North Neighbourhood House.
See page 178.

SisterWorks is a non-profit social enterprise that supports women of migrant, refugee and seeking asylum backgrounds to improve their confidence, mental wellbeing and sense of belonging. Our model develops women's skills through a 'learning by doing' training program, producing saleable products, improving English language and offering business and pathways mentoring. We assist women to find financial independence and to become happily settled in Australia, because 'Work empowers Women'



Southern Migrant and Refugee Centre (SMRC)

Dandenong

A: 39 Clow Street
Dandenong VIC 3175

Narre Warren

A: 48 Webb St,
Narre Warren VIC 3805
P: (03) 9767 1900
E: smrc@smrc.org.au
W: www.smrc.org.au

A variety of friendly groups and programs including:

- Conversational English
- Sewing, dance, art, and cooking classes
- Gardening Group
- Women's Basic Computer Class
- Life Skills Program
- Multicultural Women's Program
- Men's Group
- Volunteering
- Social Support Groups and outings:
 - Chinese
 - Cambodian
 - Filipino
 - Indonesian
 - Polish
 - Romanian
 - Spanish
 - Vietnamese

Springvale Neighbourhood House Inc.

A: 1/3 Lightwood Rd
Springvale VIC 3171
P: (03) 9574 6399
E: manager@snh.org.au
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) – now 'Better Futures'

A: 29B Langhorne Street Dandenong
VIC 3175
C: Caroline Hanna
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.



Storytime

A: 15 High Street
Berwick VIC 3806
P: (03) 9707 3519
E: bmi@dcsi.net.au
W: www.berwickmilibrary.org.au/

The Berwick Mechanics Institute and surrounding libraries were providing story time sessions for pre-schoolers however this has been temporarily suspended due to the pandemic.

Thai Women's Friendship Network

Springvale Rise Primary School
A: 355A Springvale Rd,
Springvale VIC 3171
C: Wan:
P: 0431 445 990
P: 0487 386 507

Linking and supporting Thai women
During school terms: Thai play group:
Tuesdays 11.00am - 1.30pm

The Freedom Club - Resurrection Parish Keysborough

A: 402 Corrigan Road,
Keysborough VIC 3173
P: (03) 9798 6696
E: info@freedomclub.org.au

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
E: info@lentarauc.org.au
W: www.unitingvictas.org.au/

The Asylum Seeker Welcome Centre (ASWC) is a drop-in centre in Brunswick. where people can come to use the computers, share a meal, ask for advice and make new friends. You can get help or help others with learning English, computers and creative arts. You can use the kitchen to prepare food and share your cultural dish. There are trips discover more of Melbourne. You can get practical support like food, housing, material aid, transport and referrals.

Social Activities and Support

Victorian Men's Shed Association (VMSA)

M: PO Box 211
Bulleen VIC 3105
C: Ric - Blackburn
P: 0408 465 228
E: vmsa@vmsa.org.au
W: www.vmsa.org.au

There are a variety of sheds across Victoria supported by the VMSA where men can get together to work on projects, learn new skills, build things, make things, fix things, teach others and share in a variety of special interests and hobbies. It's a great way to make new friends, support each other and feel part of the community. Click on the website to find a shed near you.

Victorian Immigrant & Refugee Women's Coalition (VIRWC)

A: Level 4, Victorian Trades Hall,
54 Victoria Street, Crn Lygon
Carlton South, VIC 3054
P: (03) 9654 1243
E: virwc@virwc.org.au
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 (WFC) – Hampton Park



A: River Gum Primary School
63 Fordholm Rd
Hampton Park VIC 3976
P: 0405 470 638
C: Khadija (Volunteers)
P: 0432 606 665

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.

or

C: June (Community Dev.)
Liseby Lapierre (Café leader)
P: 0434 766 680
E: w.friendship.cafe@hotmail.com
projectofficer.wfc@gmail.com
Khadija.kkr@hotmail.com

All women and children welcome.

H: Tuesdays 9am-12pm - school terms



Wellsprings for Women Inc.

A: 79 Langhorne Street
Dandenong VIC 3175
P: (03) 9701 3740
E: administration@wellspringsforwomen.com
H: Monday to Friday - 9am to 5pm
W: www.wellspringsforwomen.com

Current programs

A female only service with childcare available for women in Greater Dandenong, Casey and Cardinia, with many social activities such as:

- Afghan Women's Friendship Group
- Crafty Connections
- Art for the Love of it
- Computers General
- Gardening
- Sewing
- Choir
- Cooking Program
- Exercise Classes
- Supported Cycling
- Financial Wellbeing for Women
- Making a Difference A Program for Women
- Business Development & Support Program

Women's Friendship Café - Pakenham

NEW LISTING

A: Living Learning
6B Henry Street, Pakenham
P: (03) 5941 2389
E: admin@livinglearning.org.au
W: www.dev.livinglearning.org.au/
H: Thursdays, during school terms - 9.00am -12.00pm

- WFC aims to provide a safe welcoming environment where all women can relax, make friends and contacts, share experiences, learn new ideas and skills, and find pathways to connect to services and opportunities.
- WFC aims to foster connectedness and inclusion in the Pakenham neighbourhood.
- WFC aims to build confidence in women so they can strengthen their families and take up new challenges.

Women's Health in the South-East (WHISE)

A: Level 1/70 St Kilda Rd,
St Kilda VIC 3182
P: (03) 9794 8677
H: Monday to Friday- 10am to 4pm
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 Sports Inc.

Various venues – see Facebook page for details or call:

Abdul Razzaq

P: 0430 783 526

E: abdulgohar77@hotmail.com

E: allnationsocialcricket@gmail.com

F: [facebook.com/allnationscricketdandandong/](https://www.facebook.com/allnationscricketdandandong/)

Award-winning program to provide refugees and people seeking asylum an opportunity to play sport immediately upon arrival and connect with others.

Currently social cricket and soccer operate 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 for a local cricket or soccer club. Learn how to play OR help teach others. Their motto: "Don't Give Up – Give Back!"

Centre for Multicultural Youth (CMY)

UPDATED

C: Engala van der Klashorst

M: 0436 620 187

E: evanderklashorst@cmy.net.au

W: www.cmy.net.au

Check out the website for the latest programs.

A range of programs and opportunities for young people to connect, learn, participate and grow.

There is employment help, mentoring, leadership development, social activities, arts and sport.

Women's Sports Hubs provide weekly social games for young women aged 15-25 in Greater Dandenong and Casey. Currently the activities are:

Soccer

Tuesdays 4pm - 5.30pm

Olive Road Sports Centre, Doveton

Netball

Tuesdays 5pm – 6pm

Olive Road Sports Centre, Doveton

Ultimate Frisbee

Tuesdays 7pm – 8pm

Olive Road Sports Centre, Doveton

Badminton

Thursdays 5pm – 6.30pm

Andrew Wren Hall, Hampton Park

Fridays 5.15pm – 6.45pm

Hallam Recreation Reserve



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.

Dance Up! Australia (SMRC)

A: 39 Clow Street,
Dandenong Vic 3175
C: Angela Nguyen
P: 0407 548 372
E: angelan@smrc.org.au
W: www.smrc.org.au/

Dance Up! Australia provides the opportunity to join in learning cultural dances, meet new friends and enjoying the benefits of movement and dance. This program is conducted in 10 week terms for participants to learn a new cultural dance. Weekly attendance encourages positive mental health, social connectedness and physical activity.

- Open to all ages, abilities and cultures
- Learning new cultures through dancing
- Opportunities to showcase dance at local events

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 of the hoops. Open 7 days but availability depends on special events.



Doveton College - Men of Doveton program

A: 62 Tristania Street
Doveton VIC 3177
C: Kristyn Cornthwaite
P: (03) 5990 8600
W: kristyn.cornthwaite@ymca.org.au

Next program starting soon!

A partnership involving YMCA operates M.O.D. - 'Men of Doveton' program:

- 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
P: 1300 851 810
E: info@helpinghoops.com.au
W: www.helpinghoops.com.au/

A free multicultural basketball program for children living in Melbourne's South East.

Every Wednesday:

- 4.30-5.30pm (Beginners)
- 5.30-7pm (Advanced)

The Masala Dandenong Football Club

A: Fotheringham Reserve
4 Alexander Ave,
Dandenong VIC 3175
P: 0430 369 406
E: contactus@masalafc.com.au
www.facebook.com/Masala
www.masaladandenongfc.com

Multicultural Australian Football team (AFL) trains on Tuesdays and Thursdays 6:30pm-8:30pm with dinner at clubrooms after training. Matches on Saturdays. The club is keen to help asylum seekers and refugees play footy in a welcoming and diverse environment. New and experienced players are welcome. Masala also runs an AusKick program for boys and girls aged 5 to 9 who are keen to try footy.

OneBall Soccer Program

A: Cranbourne Secondary College
M: 0411 122 814
P: (03) 9792 8100
E: info@oneball.org.au
W: www.oneball.org.au

One Ball is a program designed for children and youth aged 12-17 years old. This program provides opportunities to all people, especially those from culturally and linguistically diverse backgrounds across Melbourne to place soccer in a social setting. The soccer-based activities are designed to improve fitness and skills, confidence, make new friends and provide a sense of belonging.



ParkRun

W: www.parkrun.com.au/
See website for runs near you, including:

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



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 and activities across the South East. A welcoming place for all ages, abilities, cultures and genders.

Click on the website to see the full program, and stay in touch through Facebook.

W: www.reclink.org/
[Facebook](#)

Current activities include:

- Basketball
 - Ballroom Dancing
 - Bocce
 - Bootcamp
 - Cricket
 - Fitness Boxing
 - Football
 - Frisbee
 - Gym
 - Pétanque
 - Skateboarding
 - Soccer
 - Swimming
 - Table Tennis
 - Tennis
 - Tenpin Bowling
 - Volleyball
 - Walking
 - Zumba
- and MORE!

[Online Interactive programs during lockdown](#)

Springvale Neighbourhood House Inc.

A: 46-50 Queens Ave, Springvale
VIC 3171
P: (03) 9548 3972
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 fitness levels.
Walking Group – all ages and fitness levels.





Southern Migrant and Refugee Centre (SMRC)

A: 39 Clow St, Dandenong,
VIC 3175
P: (03) 9797 1900
W: www.smrc.org.au
C: Jessica 0466 684 109
E: jessicac@smrc.org.au
C: Faduma 0412 132 389
E:
faduma.salahmusse@monashhealth.org

Women's Exercise Group: Come join our multicultural yoga exercise group. Get fit and healthy whilst having fun. Plus guest speakers on improving your health and exercise outings. Now on Zoom! Children welcome too.

Allied Health Positive Ageing Exercise Groups:
Warm Water Exercises - Noble Park on Mondays
Strength Training classes – Cranbourne on Monday
Warm Water Exercises – Pakenham on Tuesdays
Warm Water Exercises – Cranbourne on Thursdays
Warm Water Exercises - Bentleigh East on Thurs
Dari Women Social Group – Dandenong on Fridays

The 'Big Issue' Street Soccer

A: J C Mills Reserve
Cleeland St
Dandenong VIC 3175
(At Warriors Hockey Club
next to Dandenong Oasis Pool)
Contact: Stuart or Bess
P: (03) 9663 4533 (Head Office)
E: dandenongsoccer@bigissue.org.au
W: www.thebigissue.org.au

Players come from many walks of life making new friends in a safe environment. No skill necessary. Starts with stretching, simple fitness work, skill work before a fun match. Led by experienced and dedicated coaches and volunteers. FREE.

Tuesdays 4pm – 6pm for females only.

Wednesdays 4.00-6.00pm - males & females 16+.

World Taekwondo Centre

C: Ali Rahimi
P: 0425 229 391
E: arahimi47@yahoo.com
F: [Facebook](#)

Beginners and Advanced classes for all ages, for both male and female. Discount for asylum seekers with no income, provided they are referred by an agency.

Taekwondo is an Olympic sport that promotes:

- Fitness and Fun
- Self discipline
- Self-defence
- Strength and speed
- Self-esteem
- Confidence
- Life Skills

Coral Park Primary School

A: 145 Coral Drive
Hampton Park VIC 3976
H: Tuesday-Thursday 6.30pm- 8pm

Dandenong Sth Primary School

A: 52 Kirkham Road
Dandenong VIC 3175
Mon- Wed 6.30pm- 7.30pm



YMCA Recreation Centres: Open Doors program

The following YMCA-run centres are listed in this directory:

Casey ARC – Narre Warren
Casey RACE - Cranbourne
Dandenong Oasis Leisure Centre
Endeavour Hills Leisure Centre
Noble Park Aquatic Centre
Springers Leisure Centre – Keysb.

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 **now reopened after renovations**



A: 10 Patrick Northeast Drive
Narre Warren VIC 3805
P: (03) 9705 5000
H: Monday-Thursday 5.30am-10pm
Fridays 5.30am-8pm
Saturday-Sunday 8am-8pm
E: caseyarc@ymca.org.au
W: caseyarc.ymca.org.au

Facilities:

- 50m Indoor lap swimming
- Kids Pool
- Group Fitness Classes
- Swimming Lessons
- Gym/Health Club

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.

Women only session: Every Friday 8.15pm.

Women only- wave pool: First Friday every month.

Women only- swimming lessons: Every Friday night.



YMCA- Casey RACE

A: 65 Berwick-Cranbourne Rd
Cranbourne East VIC 3977
P: (03) 5990 8600
H: Monday- Thursday
5.30am- 10pm
Fridays 5.30am- 8pm
Saturday- Sunday 7am- 8pm

E: caseyrace@ymca.org.au
W: www.caseyrace.ymca.org.au

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. Girls plus male children under 6 welcome.

Check first as program was suspended during COVID restrictions.

YMCA - Casey Stadium

A: Unit 4, Terry Vickerman Building
65 Berwick-Cranbourne Rd
Cranbourne VIC 3977
P: (03) 5996 6052
H: Mon-Fri 9am-11pm
Sat- Sun 8am- 8pm
E: casey.stadium@ymca.org.au
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 hoops
- Gymnastics
- Indoor Cricket

Opening hours are subject to change



YMCA - Dandenong Oasis Leisure Centre

A: Cnr Heatherton Rd & Cleeland
St Dandenong VIC 3175
P: (03) 9767 3100
H: Monday- Thursday 5.30am-
9.30pm
Fridays 5.30am- 8.30pm
Saturday- Sunday 8am- 6pm
E: oasis@ymca.org.au
W: www.dandenongoasis.com.au

Facilities:

- 50m Indoor lap swimming
- Kids Pool
- Hydrotherapy Pool
- Swimming Lessons
- Gym/Health Club
- Boxing/Circuit/RPM Rooms
- Group Fitness Classes including yoga, meditation, pilates

[See group fitness timetable here](#)

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.

Women's Only - (Boys under 6 are welcome.) Sundays 6:15pm to 8:15pm

Women and girls of all ages can splash out and socialise together in this female only environment. Female only lifeguards and instructors are on duty at all times. Swimming Lessons and fitness classes are available during the program. Swimwear also available for purchase

Walk and Chat

Tuesday: 9:30am to 10:15pm

Cost: Free for members and guests

What to Bring: A bottle of water, hat and sunscreen.
An umbrella for a rainy day.

YMCA- Endeavour Hills Leisure Centre

A: 10 Raymond McMahon Blvd
Endeavour Hills VIC 3802
P: (03) 9213 1400
H: Monday-Friday 6am-9:30pm
Saturday- Sunday 8am-4pm
E: endeavourhills@ymca.org.au
W: www.ehlc.ymca.org.au

Facilities:

- Group Fitness Classes – (BYO mat)
- Gym/Health Club
- Community Hall
- Indoor Sports stadium
- Gymnastics – adults and children



Sport and Fitness

YMCA - Noble Park Aquatic Centre

A: 9 Memorial Drive
Noble Park VIC 3174
P: (03) 9546 7955
E: npac@ymca.org.au
W: nobleparkaquaticcentre.com.au

[See group fitness timetable here](#)

Facilities operate all year round:

- 50m Outdoor lap swimming
- Indoor and Outdoor splash pool
- Variety of Group Fitness Classes
- Swimming Lessons

PLUS:

Men-only swimming and lessons:

Monday 8pm-9:45pm

Women-only swimming and lessons:

Tuesday 8pm - 9:45pm

Women-only recreational swimming:

Wednesday 8:00pm - 9:45pm

Parents and guardians can bring children of other genders under the age of six to these sessions.

YMCA - Springers Leisure Centre

A: 400 Cheltenham Road
Keysborough VIC 3173
P: (03) 9701 5900
E: springers@ymca.org.au
W: springersleisurecentre.com.au

[See group fitness timetable here](#)

Two multi-purpose stadiums, with five courts for basketball, netball, and indoor soccer, along with 10 badminton courts and eight volleyball courts.

Six function spaces for hire, ideal for meetings, training sessions and celebrations. Rooms can accommodate up to 150 people, with chairs, tables and kitchens facilities also available.

Welcoming Australia – Welcome to the Game program

A: Siteworks
33 Saxon Street
Brunswick VIC 3056
W: www.welcoming.org.au/
E: info@welcoming.org.au
E: welcome@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 who have a disability 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.





Adult Migrant English Program (Melbourne AMEP)

Volunteer Tutor Scheme

T: 03 9269 1514
T: 03 9269 8474 (volunteering)
W: www.melbourneamep.com.au/
E: amepvts@melbournepolytechnic.edu.au

Volunteers urgently needed!
[Details](#)

The Volunteer Tutor Scheme offers newly arrived migrants and refugees the opportunity to practice English language communication skills with a trained volunteer and learn about life in Australia, one to one, for one or two hours a week for a minimum of six months, currently remotely via digital platforms. Our volunteers receive FREE training and on-going support through-out this period and will be part of a wide network of volunteers in the South East. This is a great way to connect and contribute meaningfully to build greater social cohesion in this time of increased social isolation.

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. You will be trained to empower refugees to build confidence and engage the community independently.

Asylum Seeker Resource Centre (ASRC)

OPENING SOON:
Dandenong Centre:
A: 205 Thomas Street,
Dandenong VIC 3175
P: (03) 8772 1380
W: www.asrc.org.au/

Footscray Centre:
214-218 Nicholson Street
Footscray
P: 1300 692 772
E: volunteer@asrc.org.au
W: www.asrc.org.au/

ASRC is one of the largest organisations in Australia working with people seeking asylum. There are a variety of opportunities to volunteer onsite and remotely, and the commitment is usually 12 months. As a volunteer, you are joining a movement of supporters and advocates who strengthen the organisation while creating positive change for people seeking asylum.

Roles include:

- Intake / Welfare Support / Social Work
- Office / Admin / Program Support
- Marketing / Events
- Community Food Program
- Coaches / Facilitators / Educators
- Research / Monitoring & Evaluation
- Nursing and other health roles
- Human Rights Law



Volunteering

Australian Syrian Charity (ASC)

A: 287 Sydney Road, Brunswick
VIC 3056
P: 0468 488 446

W:
www.australiansyriancharity.org.au
E:
admin@australiansyriancharity.org.au

ASC relies on the help of volunteers and are currently looking for more organisations, administrators and parishioners who can help with advertising, tuition, friendship and support to refugees and migrants from Syria. Also needed are more sites to run programs, including Tullamarine, Gladstone Park, Mill Park, Epping and Craigieburn. Other interesting volunteering and job opportunities, so please get in touch or visit the website.

Casey Learning Ambassador Program

C: Rovel Shackleford
E:
Rovel.shackleford@chisholm.edu.au
M: 0400 893 796
C: Jenni Flew
E: Jennifer.flew@chisholm.edu.au
M: 0414 005 903
W: www.facebook.com/Casey-Job-Club/

Casey Learning Ambassadors commit to volunteering for 6 months and will:

- Develop their knowledge of learning and employment pathways in the City of Casey;
- Receive free training and mentoring to develop community engagement skills;
- Share their knowledge with individuals and groups in their own community;
- Receive a certificate of participation, a reference, and resume writing support.

Cornerstone Contact Centre

A: Dandenong Baptist Church
25- 27 James Street Dandenong
P: 0481 186 323
E: admin@cornerstonecentre.com.au
W: www.cornerstonecentre.com.au

Volunteer service where individuals can help the less-fortunate by assisting in providing community meals, food parcels and material aid, pastoral care, referrals and community support.

NEW LISTING



Friends of Refugees



A: 1D Parsons Avenue, Springvale
VIC 3171
P: (03) 9574 6291
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. Current volunteer roles required:

- Volunteer Coordinator
- Sewing Instructors
- Childcare Volunteer
- Admin/reception
- Material Aid/Food Aid Coordinator
- Events Coordinator
- Volunteer English/Maths/Science Tutors
- Fundraiser
- Grants Writer

Garden Renewal Asylum Seeker Program (GRASP)



P: (03) 8571 1000
H: Monday-Friday 8am-5.30pm

[View video](#)

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.



Volunteering

Link Health and Community

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/

Link Health and Community offers several volunteer opportunities in a range of roles such as:

- Administration
- LinkPETS
- Group activities
- Specific projects and events

PLUS:

- Transport drivers

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.

Community Visitors

Enrich the lives of isolated residents living in aged care. Volunteers are matched to a resident who shares a similar interest. Make a difference to their life and to your own.

Monash Health Refugee Health and Wellbeing

UPDATED

A: Monash Health Community
122 Thomas Street
Dandenong VIC 3175

C: Rob Koch

P: 0432 439 943

E: rob.koch@monashhealth.org

W: www.monashhealth.org/

Offers volunteering positions to refugees and asylum seekers aged 18+ to develop work readiness.

Current roles include:

- Concierges (Guides)
- Dialysis Patient Visitors
- Group Program Assistants
- Administration Assistants
- Packing Assistants
- Patient Surveyors

PLUS – Employment Mentors are needed to assist volunteers to get job-ready, apply for jobs and retain employment.



Melbourne AMEP Volunteer Tutor Scheme

A: Chisholm Institute
P: (03) 9269 1514
E: amepvts@melbournepolytechnic.edu.au
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. AMEP provides distance learning at a time that suits you through skype or telephone. 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
P: (03) 8822 8327
0448 308 052
E: amills@linkhc.org.au
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

- Provides a matching service to connect organisations to volunteers and volunteers to organisations.
- Recruits and trains volunteers for their services and for placement at hundreds of other community organisations.
- Delivers training to volunteers, volunteer managers and organisations who work with volunteers so that volunteers receive strong and competent support.
- Phone to arrange an interview to become a volunteer or to be matched to an organisation.

The Welcome Group

E:
sharethemusic@thewelcomegroup.org

W: www.thewelcomegroup.org

FB: www.facebook.com/

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, TVs, sewing machines and kitchen packs (bowls, plates, kettles, cutlery etc.)
- Sort through donations
- Grow seeds at home for refugees
- Teach school students about refugees
- Start a school group to support refugees



Volunteering

Volunteer Matcher – City of Casey

W: www.volunteermatcher.com.au

Volunteer Matcher is a one-stop portal for volunteering in the City of Casey. Find positions in your local area. Organisations in the City of Casey you can post an advertisement for volunteers.

Wellsprings for Women

A: 79 Langhorne Street
Dandenong VIC 3175
P: (03) 9701 3740
H: Monday – Friday 9am–5pm
C: Robyn Erwin
E: robyn@wellspringsforwomen.com
W:
www.wellspringsforwomen.com/

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.

Female only service



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.

Bounce Back - South Sudanese Australian Youth United (SSAYU)

NEW LISTING

A: Doveton College Gymnasium
62 Tristania Street, Doveton
P: 0413 771 280 (Deng Yong Deng)
E: dengyong@ssayu.org.au
W: www.ssayu.org.au

Bounce Back is the key program run in this region. It is a hub where South Sudanese young people aged 13-25 gather weekly to socialise, play sports and foster healthy relationships. Each person is connected to a suitable mentor, then can move into the leadership program and camp. (See page 48)

Blue Light Victoria

A: 16 Phoenix Street
Maldon, Victoria 3463
P: 0421 992 532
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 Camp
- 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.
Events bookings: <http://tinyurl.com/cclcevents>

Book Group for Teens

Borrow, read and chat about books. Join us in reading and discussing the selected book.



Youth Services

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

P: (03) 9793 2155

E: youthservices@cgd.vic.gov.au

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



Melbourne Youth Ride Inc

A: 7 Ganton Court
Mount Waverley VIC 3149
C: Geoff Webb (CEO)
M: 0402 105 508
E: melbourneyouthride@gmail.com

Melbourne Youth Ride Inc provides a free taxi service for disadvantaged refugee and asylum seeker youth in SE Melbourne region.

Transport includes to and from:

- jobs and interviews
- medical and community appointments
- sporting and recreation clubs so disadvantaged youth can connect with their peers doing what moves them.
- We also partner with clubs to reduce their membership fees, and to help young people crowd fund the difference.

Monash Health: Youth Drug & Alcohol Service

A: 314-326 Thomas St, Suite
1A, Dandenong VIC 3175
P: (03) 9556 5255
E: sdds@monashhealth.org
W: www.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 (option 4)
Sara Edwards (Manager)
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.

[Latest brochure](#)

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.



Youth Services

Monash Health Youth Health Hub

A: 122 Thomas Street
Dandenong VIC 3175
P: 0434 601 200
E: youthtriage@monashhealth.org
W: www.monashhealth.org/

[Latest brochure](#)

The Monash Health, Youth and Family team runs an innovative after-school hours 'Youth Health Hub' at the Monash Health Community site – 122 Thomas Street, Dandenong.

The program is held Tuesdays and Thursdays (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 and Exercise Physiology.

Individual appointments are available for counselling, speech pathology, exercise physiology, 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 Triage to arrange a tour or to refer.



Youth Services

My Place Youth facility

A: 5-7 Main Street, Pakenham
P: 1800 496 884
H: 1.00pm - 5.15pm
E: myplace@Cardinia.vic.gov.au

'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

City of Greater Dandenong
P: (03) 9793 2155

Cardinia Shire
P: 18004 YOUTH

City of Casey
P: (03) 9705 5200

E:
positivepathways@cardinia.vic.gov.au

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.

Share the Music - The Welcome Group

E:
sharethemusic@thewelcomegroup.org
W: www.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.





Southern Migrant and Refugee Centre- (SMRC)

A: 39 Clow St
Dandenong VIC 3175
(next to Dandenong market)

C: Anwar Afzali
M: 0448 327 192
P: (03) 9767 1900
E: smrc@smrc.org.au
anwara@smrc.org.au

W: www.smrc.org.au

For young people aged 15-25 years who have been in Australia less than 5 years.

School Holiday Programs: During school holidays. Enjoy a range of fun activities including sport, excursions and workshops.

STAR Club - Homework Support Program: Includes social support, games, friendship, homework tutoring. Available for high school students who arrived in Australia in the last five years. Monday- Wednesday 3.30pm- 6pm.

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 Services

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
H: Monday – Friday: 9am-5pm
E: info@www.secl.org.au
W: www.secl.org.au/youth-links

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
E: contact@ysas.org.au
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.



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Get the facts
here in your
own language.



BE COVIDSAFE

COVID-19
VACCINATION
Safe. Effective. Free.

Monash Health and the new South East Public Health Unit (SEPHU) has a dedicated website for people in the Outer-South East region to keep the whole community informed of the COVID-19 Vaccination Program, including the latest news, opportunities and resources in a variety of languages.

You can check it out now, bookmark it on your internet browser, or add it to the Home Screen on your smartphone:

www.sephu.org/covid-vaccination

At this website (and from some of the links in this site) you can:

- SEE where the **local vaccination centres** at Cranbourne and Sandown are [here](#), available in 20 languages.
- SEE where all of **Victoria's vaccination centres** are [here](#), including waiting times.
- CHECK if you are eligible to be vaccinated today by going to the COVID-19 **Vaccine Eligibility Checker** [here](#).
- READ about **Australia's vaccination program** [here](#), available in over 60 languages.
- **FIND answers** to lots of questions about COVID vaccines and vaccinations [here](#), available in over 60 languages.
- **SEE animated videos** about getting vaccinated [here](#), available in 30 languages.
- **GET updates, information and videos** on COVID-19 in over 60 languages from [SBS](#).
- LEARN how to use the **QR Code check-in** service needed at when you visit venues [here](#).

If you want to get vaccinated see your GP, or [book online](#) or call the **Department of Health COVID hotline on 1800 675 398**, press option 1, then option 1, then option 1. It is open 8.00am to 10.00pm, 7 days per week. (TIP: Quieter times are between 2pm – 4pm and after 7.30pm!) [Read this](#) before you come.

Vaccination is safe, effective and free. It is one important way you can protect yourself and those you care about. It is how we can get back to the way of life we know and cherish.



Use your camera to access the latest...

Overview of financial support for people of refugee backgrounds during COVID-19

- Options sorted by visa category in plain English
- Federal, State and Local payments and supports summarised
- Extra links to accommodation, employment and finance and food

OR click on the picture below

Version 4.0 June 10 2021

Visa Status	Sub-classes included (but not limited to)	Federal										State							Local			
		Job Keeper	Job Seeker	COVID-19 Disaster Payment	Some social security benefits & concessions	Special Benefit	Emergency Relief Payment via Red Cross	Pandemic Leave Disaster Payment	Household Relief Loan	Early Release of Superannuation	Status Resolution Support Service (SRSS)	Repatriation Grant	Business Costs Assistance Program	Extreme Hardship Support via Red Cross	Get Active Kids Voucher Program	Homelessness Hotels and other supports	Isolation and Recovery Facilities	COVID-19 Emergency relief package	COVID-19 Test Isolation Payment	Work off Fines (WDF)	Utility bills relief, grants and assistance	Maternal Aid & Meals
NOTE: There are other eligibility requirements so check the attached notes and follow the links.		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
Permanent Residency	Family-stream	x	✓	✓	✓	x	✓	✓	✓	x	x	x	✓	x	✓	x	✓	✓	✓	✓	✓	✓
	Work-stream																					
	Business-stream Refugee-stream: 866, 200-204																					
Temporary Protection	060 - Bridging visa F																					
	070 - Bridging (Removal Pending)																					
	449 - Humanitarian Stay	x	x	✓	x	✓	✓	✓	✓	x	x	x	✓	✓	x	✓	✓	✓	✓	✓	✓	✓
	785 - Temporary Protection 786 - Temp Humanitarian Concern 790 - Safe Haven Enterprise	x	x	✓	x	✓	✓	✓	✓	x	x	x	✓	✓	x	✓	✓	✓	✓	✓	✓	✓
Bridging Visa	010 - Bridging visa A																					
	020 - Bridging visa B	x	x	✓	x	✓	✓	✓	x	✓	x	✓	✓	✓	x	✓	✓	✓	✓	✓	✓	✓
	030 - Bridging visa C																					
	050-051 - Bridging visa E	x	x	✓	x	✓	✓	✓	x	✓	x	✓	✓	✓	x	✓	✓	✓	✓	✓	✓	✓
Expired Visa	Tourist, Student, Business, Asylum	x	x	x	x	x	✓	x	x	x	x	x	✓	✓	x	✓	✓	✓	✓	✓	✓	✓