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

Editor:
Rob Koch

Researchers Version 8.0
Christy Nguyen
Lynda Varghese

Advisors:
PSAARD Taskforce

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

DISCLAIMER:
The information and links in this Directory are provided to inform service providers and consumers of potential options and does not imply endorsement of these services and organisations. Monash Health reserves the right to make any changes and improvements to the Directory at any time without notice.

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

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

TIS 13 14 50

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
<table>
<thead>
<tr>
<th>Emergency Numbers and Health Care</th>
<th>5-7</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accommodation</td>
<td>8-12</td>
</tr>
<tr>
<td>Addiction services</td>
<td>13-18</td>
</tr>
<tr>
<td>Advocacy and Support</td>
<td>19-21</td>
</tr>
<tr>
<td>Cultural organisations: Afghan</td>
<td>22-24</td>
</tr>
<tr>
<td>African</td>
<td>25</td>
</tr>
<tr>
<td>Assyrian</td>
<td>26</td>
</tr>
<tr>
<td>Burmese</td>
<td>27-29</td>
</tr>
<tr>
<td>Cambodian</td>
<td>30-31</td>
</tr>
<tr>
<td>Chin</td>
<td>32</td>
</tr>
<tr>
<td>Chinese</td>
<td>33-34</td>
</tr>
<tr>
<td>Hazara</td>
<td>35</td>
</tr>
<tr>
<td>Iranian</td>
<td>36-37</td>
</tr>
<tr>
<td>Oromo</td>
<td>38-39</td>
</tr>
<tr>
<td>Sudanese</td>
<td>40-45</td>
</tr>
<tr>
<td>Tamil</td>
<td>46-47</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>48-50</td>
</tr>
<tr>
<td>Employment</td>
<td>51-65</td>
</tr>
<tr>
<td>English and Education</td>
<td>68-81</td>
</tr>
<tr>
<td>Family Services</td>
<td>82-92</td>
</tr>
</tbody>
</table>

/continued
<table>
<thead>
<tr>
<th>Section</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Help</td>
<td>93-96</td>
</tr>
<tr>
<td>Food and Material Aid</td>
<td>97-104</td>
</tr>
<tr>
<td>Health Services</td>
<td>105-113</td>
</tr>
<tr>
<td>Legal</td>
<td>114-118</td>
</tr>
<tr>
<td>Mental Health Services</td>
<td>119-123</td>
</tr>
<tr>
<td>Networks</td>
<td>124-127</td>
</tr>
<tr>
<td>Religious communities</td>
<td>128-135</td>
</tr>
<tr>
<td>Settlement services</td>
<td>136-144</td>
</tr>
<tr>
<td>Social Activities and Support</td>
<td>145-158</td>
</tr>
<tr>
<td>Sport and Fitness</td>
<td>159-168</td>
</tr>
<tr>
<td>Volunteering</td>
<td>169-172</td>
</tr>
<tr>
<td>Youth Services</td>
<td>173-179</td>
</tr>
<tr>
<td>INDEX of services &amp; keywords</td>
<td>180-184</td>
</tr>
<tr>
<td>Service</td>
<td>Number</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>----------------</td>
</tr>
<tr>
<td><strong>Emergency Numbers and Health Care</strong></td>
<td></td>
</tr>
<tr>
<td>Police, Fire, Ambulance</td>
<td>000</td>
</tr>
<tr>
<td>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.</td>
<td></td>
</tr>
<tr>
<td><strong>Accommodation – Crisis Contact Centre</strong></td>
<td>1800 627 727</td>
</tr>
<tr>
<td>24/7 crisis line operated by The Salvation Army, offering crisis support, information and referrals to people in difficult situations including homelessness.</td>
<td></td>
</tr>
<tr>
<td><strong>Accommodation - Opening Doors</strong></td>
<td>1800 825 955</td>
</tr>
<tr>
<td>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.</td>
<td></td>
</tr>
<tr>
<td><strong>Australian Federal Police (AFP)</strong></td>
<td>131 237</td>
</tr>
<tr>
<td>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 <a href="http://www.afp.gov.au">www.afp.gov.au/</a></td>
<td></td>
</tr>
<tr>
<td><strong>Child Protection</strong></td>
<td>1300 655 795</td>
</tr>
<tr>
<td>After hours: 13 12 78</td>
<td></td>
</tr>
<tr>
<td>For concerns about the immediate safety, stability or development of a child or young person.</td>
<td></td>
</tr>
<tr>
<td><strong>Directline</strong></td>
<td>1800 888 236</td>
</tr>
<tr>
<td>24-hour telephone counselling, information and referral service for anyone in Victoria wishing to discuss an alcohol or drug-related issue.</td>
<td></td>
</tr>
<tr>
<td><strong>Kids Helpline</strong></td>
<td>1800 551 800</td>
</tr>
<tr>
<td>24/7 counselling and support for kids and young people aged 5-25. Free, confidential.</td>
<td></td>
</tr>
<tr>
<td><strong>Lifeline Australia</strong></td>
<td>13 11 14</td>
</tr>
<tr>
<td>24/7 confidential telephone crisis support service (free from a mobile). Anyone across Australia experiencing a personal crisis or thinking about suicide can contact Lifeline. Regardless of age, gender, ethnicity, religion or sexual orientation trained volunteers are ready to listen, provide support and referrals.</td>
<td></td>
</tr>
<tr>
<td>Service</td>
<td>Contact Information</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>-----------------------------</td>
</tr>
<tr>
<td><strong>GP Helpline</strong></td>
<td>1800 022 222</td>
</tr>
<tr>
<td>When your GP is not available and you have</td>
<td></td>
</tr>
<tr>
<td>a health concern, call your GP clinic for</td>
<td></td>
</tr>
<tr>
<td>any after hours instructions about a GP</td>
<td></td>
</tr>
<tr>
<td>visiting you at home. Mon – Fri: 11pm –</td>
<td></td>
</tr>
<tr>
<td>7:30am Saturday: 6pm onward</td>
<td></td>
</tr>
<tr>
<td>Sunday &amp; Public Holidays: All Day</td>
<td></td>
</tr>
<tr>
<td><strong>Nurse-on-call</strong></td>
<td>1300 606 024</td>
</tr>
<tr>
<td>24/7 free, confidential help line providing</td>
<td></td>
</tr>
<tr>
<td>immediate health advice from a registered</td>
<td></td>
</tr>
<tr>
<td>nurse.</td>
<td></td>
</tr>
<tr>
<td><strong>Psychiatric Triage Service (CAT Team)</strong></td>
<td>1300 369 012</td>
</tr>
<tr>
<td>24/7 free crisis assessment and treatment for</td>
<td></td>
</tr>
<tr>
<td>people in this region experiencing a mental</td>
<td></td>
</tr>
<tr>
<td>health crisis.</td>
<td></td>
</tr>
<tr>
<td><strong>Parentline</strong></td>
<td>1300 30 1300</td>
</tr>
<tr>
<td>Experienced and trained counsellors can offer</td>
<td></td>
</tr>
<tr>
<td>advice on ways to manage your children</td>
<td></td>
</tr>
<tr>
<td>and yourself more effectively. Everyday:</td>
<td></td>
</tr>
<tr>
<td>Between 8am and 10pm</td>
<td></td>
</tr>
<tr>
<td><strong>Sexual Assault Crisis Line</strong></td>
<td>1800 806 292</td>
</tr>
<tr>
<td>A state-wide, after-hours, confidential,</td>
<td></td>
</tr>
<tr>
<td>telephone crisis counselling service for</td>
<td></td>
</tr>
<tr>
<td>victims or survivors of both past and recent</td>
<td></td>
</tr>
<tr>
<td>sexual assault. (Charges are applicable from</td>
<td></td>
</tr>
<tr>
<td>mobiles - Ask the counsellor call back.)</td>
<td></td>
</tr>
<tr>
<td>Mon-Fri: 5pm – 9am. Weekend &amp; public holidays:</td>
<td></td>
</tr>
<tr>
<td>All Day</td>
<td></td>
</tr>
<tr>
<td><strong>SES Victoria State Emergency Service</strong></td>
<td>132 500</td>
</tr>
<tr>
<td>The Victoria State Emergency Service (VICSES)</td>
<td></td>
</tr>
<tr>
<td>is the control agency for flood, storm,</td>
<td></td>
</tr>
<tr>
<td>tsunami and earthquake in Victoria, managing</td>
<td></td>
</tr>
<tr>
<td>responses to these emergencies and helping</td>
<td></td>
</tr>
<tr>
<td>communities to prepare through planning and</td>
<td></td>
</tr>
<tr>
<td>education.</td>
<td></td>
</tr>
<tr>
<td><strong>SuicideLine Victoria</strong></td>
<td>1300 651 251</td>
</tr>
<tr>
<td>24/7 telephone counselling service offering</td>
<td></td>
</tr>
<tr>
<td>professional support to people at risk of</td>
<td></td>
</tr>
<tr>
<td>suicide or concerned about someone else’s</td>
<td></td>
</tr>
<tr>
<td>risk of suicide, and people bereaved by</td>
<td></td>
</tr>
<tr>
<td>suicide.</td>
<td></td>
</tr>
<tr>
<td><strong>Telephone Interpreter Service</strong></td>
<td>13 14 50</td>
</tr>
<tr>
<td>24/7 Translating and Interpreting Service (TIS</td>
<td></td>
</tr>
<tr>
<td>National).</td>
<td></td>
</tr>
<tr>
<td><strong>Victorian Poisons Information Centre</strong></td>
<td>13 11 26</td>
</tr>
<tr>
<td>24/7 advice on what to do if a person has</td>
<td></td>
</tr>
<tr>
<td>been poisoned, has overdosed, has made a</td>
<td></td>
</tr>
</tbody>
</table>
| mistake with medicines or has been bitten/stung by a snake, spider, bee, wasp etc.
1. General Practice

A General Practice is often the first place for healthcare

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

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

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

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

2. Monash Health – Refugee Health & Wellbeing

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

At the clinic you can get free help from:
- Doctors (GPs)
- Refugee Health Nurses
- Other health workers including counsellors and physiotherapists

Interpreters are used for all appointments.

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

To learn more about this service, phone the nurse: 9792 8100

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

3. Public hospital - Emergency Departments

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

To find out more, phone the Refugee Health Nurse: 9554 9776 or 0420 301 634

After hours health care:
“After hours” is the time when your doctor is closed

A doctor can still help you after hours by:
- Visiting you at home, or
- Speaking with you on the telephone.

To get this help phone the free GP Helpline: 1800 022 222
Accommodation 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

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

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.
Baptcare Sanctuary Program

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

Baptcare Sanctuary provides supported transitional accommodation in Melbourne for people seeking asylum who have experienced homelessness while awaiting the outcome of their application for a Protection visa or Humanitarian claim. Sanctuary’s transitional accommodation and related support services are provided to help empower homeless people seeking asylum to live an independent life in the Australian community.

Referrals for housing are made by our referral partners:
ASRC, Red Cross, AMES and Life Without Barriers.

Brigidine Asylum Seekers Project (BASP)

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

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

CatholicCare

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

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

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

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

Crisis and emergency accommodation

P: 1800 825 955
Free 24 hour phone line offering support and help to those that are homeless or at risk of homelessness.

Launch Housing (formerly Hanover)

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

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

Showers operate 9am–9pm daily, towels and soap are provided. No booking is required. While waiting in the foyer our clients are welcome to use one of the three computers.

Orange Sky Laundry

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

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

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

Pets of the Homeless

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

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

RISE - Refugees Survivors and Ex-detainees

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

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

E: admin@refugeeswelcome.org.au  
P: 0490 759 323  
W: refugeeswelcome.org.au  

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

Uniting Lentara Asylum Seeker Project (ASP)

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

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

WAYSS

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

WAYSS offers a range of programs such as:

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

DirectLine

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

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

Family Drug Helpline

P: 1300 660 068

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

Gambler's Help

P: 1800 858 858

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

Gambler’s Help Southern

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

Gambler’s Help Southern are a free service providing in person therapeutic and financial counselling to anyone in the community who has a gambling problem or is affected by someone else’s gambling. Telephone and onsite interpreting services are available upon request.
Link Health and Community’s Youth Outreach is a specialised alcohol and drugs counselling program available to young people aged 12 -21 years who live, work or study in the eastern metropolitan region. Services are free and confidential for young people and families concerned about substance use. We work with you and support you to:

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

Link Health and Community - Youth Outreach

P: 1300 552 509

W: www.monashlink.org.au/

Locations:

Batesford Reserve
94 Batesford Rd
Chadstone Vic 3148

First Floor
9-15 Cooke St
Clayton Vic 3168

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

8-10 Johnson St
Oakleigh Vic 3166
Monash Health Drug and Alcohol Services

FROM 15th October 2018:

A: Monash Health Community
   Level 2
   122 Thomas Street
   Dandenong
   VIC 3175
P: 03 9792 7620 or
   03 9792 7630 or
   03 9792 8100

The Needle Syringe Program (NSP)
NSP provide free and sterile injecting equipment for people who inject drugs. NSP Outreach services are also available.

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

Southern Dual Diagnosis Service (SDSS)
The SDSS aims to improve treatment outcomes for individuals with co-existing mental health and substance use issues.

Monash Health Youth Drug and Alcohol Service

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

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

Muslim Youth, Adult & Families (MYAF) Program

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

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

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

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

SECADA

FROM 15th October 2018:

A: Monash Health Community
   Level 2
   122 Thomas Street
   Dandenong
   VIC 3175
P: 1800 142 536

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

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

Self Help Addiction Resource Centre (SHARC)

A: 140 Grange Road Carnegie
   VIC 3163
P: 1300 660 068

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

InFocus

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

BreakThrough

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

For more information contact Vicki:

P: 0414 262 573
E: vicki.hawke@windana.org.au
A: Suite 3 50-54 Robinson St, Dandenong VIC 3175

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 Outdoor Experience – Jesuit Social Services

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

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

The Salvation Army

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

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

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

Positive Lifestyle
Groups and individual counselling conducted by staff and chaplains. Interpreters can be arranged for individual consultations.
The START Community is a distinctive program that is the starting point for people who are seeking treatment for alcohol, drug and other addictive behaviour issues.

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

Youth Support and Advocacy Service (YSAS)

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)

W: www.asrc.org.au/
Dandenong:
E: dandenong@asrc.org.au
P: 03 8772 1380
Footscray:
E: admin@asrc.org.au
P: 03 9326 6066

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

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

Bayside Refugee Advocacy and Support Association (BRASA)

W: baysiderefugeesupport.com/

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

Befriend a Child in Detention

W: www.befriendachildindetention.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

W: www.doctors4refugees.org/
E: doctors4refugees@gmail.com

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

Grandmothers Against Detention of Refugee Children

W: www.gadrc.org/

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

Kindred Kindness

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

Kindred Kindness works with and for people seeking asylum held in detention centres and living in the community. Besides offering friendship Kindred has a big focus on community engagement through material aid collections, fundraising events, vigils and more.

Kindred endeavours to:

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

Refugee Council of Australia

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

RCOA are a peak body advocating on behalf of refugees and asylum seekers, to the Australian Government and international including UNHCR. RCOA also empower individuals by providing them with opportunities to advocate on their own behalf. They provide Fact Sheets to aid understanding.
RISE: Refugees, Survivors and Ex-detainees

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

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

Rural Australians for Refugees

W: www.australiansforrefugees.org.au/

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

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

#AustraliaSaysWelcome  #FairGoForFamilies  #RightTrack
#BringThemHere     #IamWithYou     #Roof Over My Head
#Evacuatenow       #ICameByBoat
Afghan Australia Philanthropic Association Inc.

E: aschna1@hotmail.com
M: PO Box 321
   Endeavour Hills VIC 3802
P: (03) 9706 2787
   0409 553 304 (DM Aschna)
W: www.aapa.org.au

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

Sporting groups for young men.

Pashtu Language school for Afghan children.

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

Various social & cultural celebrations.

Afghan Australian Association of Victoria Inc.

A: 105 Haversham Ave, Wheelers Hill VIC 3150
E: a_k_fazal@yahoo.com.au
P: 0401 784 699 (Khaliq Fazal)

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

Afghan Australian Development Organisation (AADO) Inc.

C: Nouria Salehi
E: nouria.salehi@mh.org.au
M: PO Box 8, Fitzroy VIC 3065
P: (03) 9342 7265
W: www.aado.org.au

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

Afghan Australian Welfare Association (AAWA) Inc.

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

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

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

Afghan-Australian Women & Youth Association (AAWYA)

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

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

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

Afghan Youth Foundation for Unity (AYFUN) Inc.

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

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

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

Southern Migrant and Refugee Centre

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

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

Afghan Girls Guide Program

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

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

Aims to help Afghan refugees and migrants with settlement needs.

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

### Victorian Afghan Associations Network (VAAN)

E: vaan.network@gmail.com  
W: facebook: VAAN.network

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.
### Carers of Africa Inc.

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

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

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

### Eastern and Central African Communities of Victoria Inc.

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

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

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

### The Drum African Family Centre for all African Australians

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

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

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

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

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

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

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

Victorian Arabic Social Services (VASS)

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

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

Victorian Assyrian Community Inc.

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

Aims to:

• Promote, encourage and maintain cultural activities within the Assyrian community.

• Encourage understanding of Australian cultural institutions, customs and conventions in order to assist integration of Assyrians into the Australian community.

• Promote harmony between Assyrians and Australians.
Arkan Rohingya Community of Australia (ARCA)

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.

A: 1/9 Carson St
Dandenong VIC 3175
E: abro.aus@gmail.com
M: 0406 310 077 Habib
0411456 400 Mohammad Amin
0416 161 846 Shafiqul Islam
W: www.abro.org.au

Australian Burmese Rohingya Organisation Inc. (ABRO)

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.

A: 1/9 Carson St
Dandenong VIC 3175
E: abro.aus@gmail.com
M: 0406 310 077 Habib
0411456 400 Mohammad Amin
0416 161 846 Shafiqul Islam
W: www.abro.org.au

Australia Burma Society Victoria Inc.

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

A: 13 McCormick Court
Oakleigh South VIC 3167
E: info@australiaburmasociety.org.au
P: (03) 8521 3303
W: australiaburmasociety.org.au

Works in collaboration with government departments and agencies, service-providers and local communities.
Burmese Muslim Organisation Inc.

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

Provides settlement services to Burmese refugees in Victoria regardless of their race, religion, colour and sex.  
Provides support, welfare activities and services for Burmese migrants in Victoria.  
Provides educational, social and cultural programs in Burmese Communities of Victoria.  

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

Burmese-Australian Women Organisation Inc.

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

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

Promotes strategies to avoid family violence and increase knowledge of women’s rights.
Burmese Women’s Alliance

A: Noble Park Community Centre, Memorial Drive, Noble Park VIC 3174
H: Thursday 12pm-2pm
P: 0432 021 888 (Chaw)
    0487 649 401 (SanDar)
    0425 611 907 (TinZar)
    0423 590 853 (Hei Mu Na)

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

Activities include:
• Physical exercises for women’s health and fitness
• Morning teas
• News and information sessions to keep up to date within the Burmese community
• Knitting for adults and children during school holidays

All women and children welcome!

Victorian Myanmar Muslim Community Inc.

A: 33 Hope St
    Springvale VIC 3171
C: Mas Mai
E: Masmai73@gmail.com
P: 0430 302 663

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

A: 52 Queens Avenue, Springvale, VIC 3171
P: (03) 9546 3466
W: www.cambodianassociation.com.au

E: leangvuorch@ cav.net.au

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

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

Cambodian Buddhist Association of Victoria Inc.

A: 159 Clarke Road, Springvale South VIC 3172
P: (03) 9546 2432
W: www.cbav.org
E: thancambo@gmail.com

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

Cambodian Community Welfare Inc.

A: 186 Foster Street East, Dandenong, VIC 3175
P: (03) 9791 8344
E: ccwcinc@optusnet.com.au

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

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

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

Chin Community of Victoria

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

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

### Chinese Association of Victoria

A: 320 Wantirna Road, Wantirna
VIC 3152  
P: (03) 9800 3388

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

### Chinese Community Social Services Centre Inc.

A: 14 Livingstone Close, Burwood
VIC 3125  
P: (03) 9888 8671

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

Their Community Services program aims at providing responsive effective services while catering for the ever changing needs of the Chinese-speaking community in Victoria. They also offer migrant settlement services, carer support for families with children of special needs, mental health education and support groups.

### Fitzroy Chinese Residents Association

A: PO Box 1586 Collingwood, VIC 3066  
C: Suzan Chow  
P: (03) 9090 7161

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

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

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

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

**Hazaras in Australia**

**Hazaras in Australia**

**Hazara Australian Community Association of Victoria**

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

Assists the Hazara community with:
• Connecting to social and community services
• Completing forms
• Social functions

Hazaragi/ Dari classes for children and youth

**The Australian Hazara Women’s Friendship Network**

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

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

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

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

Works mostly with newly arrived and older women who are isolated and a lack of connection with the broader community.
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
0468 460 698
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.

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

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

App also available for smartphones.
Iranian Bushwalkers

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

First bushwalking group for Iranian residents of Victoria; other nationalities are also welcome.

The objective is to provide weekly day walks (within 1 to 1.5 hours drive from Melbourne) to members and visitors who enjoy the environment and physical exercise.

Weekend or longer type trips intra & interstate are also offered. Whilst most of the walks are held on Saturdays, we also have camps on weekends or long weekends. Our activities also include climbing. Our activities have a strong social element, both on walks and social activities. Membership is open to all.
Advocacy for Oromia Association in Victoria Inc.

A: 39 Clow St, Dandenong VIC 3175
P: P O Box 150, Noble Park VIC 3174
E: info@advocacy4oromia.org
P: 0466 521 524
W: https://advocacy4oromia.org

Established to enable and empower disadvantaged Oromo people in Victoria by:
• Providing assistance
• Improving the settlement process
• Advancing the wellbeing of Australian-Oromo’s.

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

Australian Oromo Community in Victoria

A: City Village, 225 Bourke Street
   Melbourne VIC 3000
C: Yadata Saba (President)
E: ocaustralia@gmail.com
M: P.O.BOX 2123
   Footscray VIC 3011
P: 0412 795 909
W: www.oromocommunity.org.au

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

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

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

Oromia Support Group in Australia Inc.

A: 2/18 Forster St
   Noble Park VIC 3174
E: humrightosga@yahoo.com
C: Marama Kufi:
P: (03) 9547 4525
W: www.osgaustralia.com

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

Aims to advance the Oromo-Australian language, social and cultural development; and strengthen healthy family life and community well-being.
Oromo Women Association in Australia South Pacific Region Inc.

C: Likyelesh Gossa:  
E: likkeegossa@hotmail.com  
M: PO Box 7208  
Dandenong VIC 3175  
P: (03) 9796 4575  
0402 757 391  
Provides social support, welfare assistance and settlement support.  
Provides Oromo language teaching and interpreting for all Oromo women in Australia & the South Pacific.

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

C: Dereje  
E: dfayisa11@gmail.com  
M: PO Box 7028  
Dandenong VIC 3175  
P: (03) 9704 0049  
0406 270 312  
Programs include:  
• Forming health programs to assist members  
• Primary health education  
• Assisting new refugees with settlement through the Migrant Resource Centre.  
• Educating members  
• Building a youth association  
• Women's association
Acholi Community Association in Australia Inc.

A: 2 Newman Avenue, Noble park VIC 3174
C: James Ochan
E: jamesotto@y7mail.com
P: 0413 084 431

Offers support and help to newly arrived Acholi speaking Sudanese migrants.
Assesses the needs of the individual and provides and directs services accordingly.
Provides training to migrants and English classes.

Australian Chollo Community Inc

C: Oyem Ayik Amaylek
E: aoyem@hotmail.com
P: 0432 298 398

Organisation of Chollo people from South Sudan with separate groups for women and youth.
Activities include: meetings, cultural celebrations, a football team, training and seminars especially for youth.

Bor Youth Association in Victoria

A: 1/62 Fintonia Road Noble Park VIC 3174
C: James Ding Deng
E: diingdeng@yahoo.com
M: 46 Danfield Drive Tarneit VIC 3129
P: 0431 199 660

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

A: 199 Lonsdale Street, Dandenong VIC 3175
Project Coordinator: Kenyatta Dei Wal
P: (03) 8594 1561
E: kdeiwal@cmynet.au

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

Programs and services:

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

Federation of South Sudanese Associations in Victoria Inc.

A: Office 1, No 31, Level 1, Hub Arcade, 15–23 Langhorne St, Dandenong, Vic 3175
E: fssav15@gmail.com
P: 0478 189 638

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

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

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

Korok Women’s Association Inc.

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

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

Liech Nuer Community Association Inc.

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

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

Lopit Community Association of Australia Inc.

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

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

<table>
<thead>
<tr>
<th>Role</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chairperson</td>
<td>Tuach T Kuoth</td>
</tr>
<tr>
<td>M#</td>
<td>PO Box 7156 Dandenong VIC 3175</td>
</tr>
<tr>
<td>P#</td>
<td>0401 592 543</td>
</tr>
<tr>
<td>Association of</td>
<td>Nasir people from South Sudan; part of the Nuer community. Celebrate</td>
</tr>
<tr>
<td></td>
<td>with community events and festivals, join the women's group and youth</td>
</tr>
<tr>
<td></td>
<td>group, who also run separate activities, or the developing Elders group.</td>
</tr>
</tbody>
</table>

### Nuer Community in Victoria Inc.

<table>
<thead>
<tr>
<th>Role</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chairperson</td>
<td>Joseph Luak</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:josephluak@hotmail.com">josephluak@hotmail.com</a></td>
</tr>
<tr>
<td>M#</td>
<td>18 Redstone Court Whittington VIC 3219</td>
</tr>
<tr>
<td>P#</td>
<td>0432 154 015</td>
</tr>
<tr>
<td>Arranges community functions</td>
<td>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.</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Role</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Director</td>
<td>Gatwech Kulang</td>
</tr>
<tr>
<td>Address</td>
<td>Room 14, 3rd Floor Ross House, 247-251 Flinders Lane Melbourne VIC 3000</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:info@ssuda.org.au">info@ssuda.org.au</a></td>
</tr>
<tr>
<td>P#</td>
<td>(03) 9653 3692 0421 982 037</td>
</tr>
<tr>
<td>Aims to develop and deliver</td>
<td>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.</td>
</tr>
</tbody>
</table>

### South Sudan Equatorians Association Inc. (SOSEA)

| Email                       | sossea.inc@gmail.com                                                    |
| M#                          | PO Box 2264 Dandenong North VIC 3175                                   |
| P#                          | 0450 119 016                                                            |
| W                          | www.sosea.org.au                                                        |
| Community association for   | people from equatorial South Sudan. Includes a range of sub-groups (e.g. women, youth, language or tribe-specific) who also organise separate activities. SOSEA meets monthly and oversees sub-groups. Activities include community celebrations, outings, consultations with community leaders, and sporting teams for young men and women including soccer and volleyball.|

---

*See also Africa pages.*
South Sudanese Australian Youth United (SSAYU)

A: 16 Ivanhoe Parade, Ivanhoe VIC 3079
C: Yong Deng:
E: yong.d@ssayu.org.au or deng.yongdeng@monashhealth.org
P: 0434 220 595
W: www.ssayu.org.au

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

South Sudanese Council of Australia Inc.

C: Saturnino Onyala (Acting Pres.)
E: ny_j@hotmail.com
solaa51@yahoo.com
M: 0421 929 899
0422 187 446
0423 207 440
W: www.scoaa.org.au

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

Sudanese Australian Integrated Learning Program (SAIL)

A: Trinity Uniting Church, Cnr Robinson and Scott streets, Dandenong VIC 3175
E: info@sailprogram.org.au
W: www.sailprogram.org.au

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

Terap Alliance for Advocacy and Peace Inc.

E: teraapalliance@gmail.com
P: 0402 236 916
W: www.teraap.org

Vision:
• To promote peace, human rights, values and dignity for all Southern Sudanese inside and outside Australia, in particular in Southern Sudan
• To educate the public about what is happening in Southern Sudan and on settlement issues facing newcomers in Australia.
Union of Greater Upper Niles States (UGUNS)

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

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

Services offered include:
• Settlement services
• Traditional mediating
• Capacity building training
• Peace building training and workshops
• Job search techniques
• Internships placement coordination
• Referrals
• Community events facilitation
• Workshops and conferences

* See also Africa pages.
### Cultural Organisations – Tamil

**Australian Tamil Academy**

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

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

E: info@australianAMILacademy.org  
P: 0434 013 993  
W: www.australianAMILacademy.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. Please contact for more information about membership.

**Justice and Freedom for Ceylon Tamils Inc.**

E: tamilcultureaus@gmail.com  
wickiram@hotmail.com  
P: (03) 9794 7942  
0404 059 231

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

**Sanganatham Tamil Broadcasting Group**

N R Wicki Wickiramasingham:  
E: wickiram@hotmail.com  
P: (03) 9794 7942  
0404 059 231  
W: www.sanganatham.net.au

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

A: Oakleigh Hall
   Drummond St
   Oakleigh VIC
E: amanuelpillai@optusnet.com.au
P: (03) 9354 6169

Promotes the general health and well-being of its members.
Provides a forum for members to socialise, exchange ideas and discuss relevant cultural and social issues.

Valluvar Foundation

P: 0434 013 993
W: www.valluvarfoundation.org

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

Activities include:
• Pongal Celebrations
• Tamil New Year
• Annual Tamil Literary Festival
• Fine Arts & Traditional Sports (Silambam).

All members of the public are welcome.

Victorian Tamil Cultural Association

A: 34 James Street
   Dandenong VIC 3175
C: Wicki Wickiramasingham
E: tamilcultureaus@gmail.com
   wickiram@hotmail.com
P: (03) 9794 7942
   0404 059 231
W: www.sanganatham.net.au

• Promotes Tamil Culture in Australia
• Operates a languages and cultural school
• Offers dance classes
• Organises events
• Assists newly arrived migrants with their settlement needs
Australian Vietnamese Women’s Association Inc.

E: info@avwa.org.au  
W: www.aei.gov.au

Richmond  
A: 30-32 Lennox St, Richmond  
VIC 3121  
H: Monday-Friday 9am-5pm  
P: (03) 9428 9078

Braybrook  
A: 7/6 South Rd, Braybrook VIC 3019  
H: Monday-Friday 9am-5pm  
P: (03) 9396 1922

Springvale  
A: 19/134 Springvale Rd,  
Springvale VIC 3171  
H: Monday-Friday 9am-5pm  
P: (03) 9546 2699

South Eastern Melbourne Vietnamese Association Council (SEMVAC Helps)  
A: Level 1/292 Springvale Rd,  
Springvale VIC 3171  
P: (03) 8510 0481  
E: info@semvac.org.au  
W: www.semvac.org.au/  
H: Monday-Friday 9:30am-4:30pm  
Saturday: 9:30am-2pm

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.

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,
Springvale Indochinese Mutual Assistance Association Inc. (SICMAA)

A: 11-13 Morwell Pde, Springvale
   VIC 3171
C: My Dung
P: (03) 9547 6161
E: sicmaa.bh@bigpond.com
W: www.sicmaa.com

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

Vietnamese Catholic Families Mutual Association Network

A: Springvale Neighbourhood House
   46-50 Queens Ave, Springvale
   VIC 3171
P: (03) 9548 3972
W: www.snh.org.au/

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

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

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

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

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

Vietnamese Welfare Resource Centre - Jesuit Social Services

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

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

Services include information referrals, counselling and community groups for young people, families and the aged.
The National coordinating body on overseas skills assessments and recognition provides information, advice and assistance in relation to the recognition of overseas qualifications and skills. Encourages improved international arrangements for the recognition of qualifications and skills.

AMES Australia

A: Levels 2-5, 280 Thomas St Dandenong VIC 3175
C: Mandy Ratcliffe:
P: (03) 879 124 00
M: 0400 667 731
E: ratclifl fem@ames.net.au
W: www.ames.net.au

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

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

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

Asylum Seeker Language and Literacy Program
This program provides pre-accredited language and literacy programs that are customised to meet specific English language and literacy needs of asylum seekers to help them improve their capability to undertake further education and training or employment.
Asylum Seeker Resource Centre (ASRC)

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

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

Avocare Community Connect (Avocare)

A: 27-29 Zilla Court  
Dandenong South VIC 3175  
H: Monday–Thursday 9am-5pm  
Fridays 9am-4pm  
P: (03) 9793 9766  
W: www.avocare.org.au

Registered Training Organisation delivering a variety of Nationally Accredited Qualifications, and short courses. Permanent Residency required for subsidised training, but asylum seekers should contact Avocare to discuss options.

Brand New Day

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

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

$5 First Aid Courses (booking essential)

Help with:
- Filling out forms
- Applying for rental properties
- Writing resumes and cover letters
- Preparing for interviews
Brotherhood of St Laurence - Stepping Stones

A: Epping Community Services Hub, 713 High Street
Epping, Vic 3076
Contact Kaye Bishop
P: (03) 9422 5650
OR: 0490 440 263
E: kaye.bishop@bsl.org.au
W: www.bsl.org.au/refugees

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

Please contact organisation if interested in becoming a mentor.

Brotherhood of St Laurence - Given the Chance

A: Level 2, 1-7 Langhorne Street
Dandenong VIC 3175
(above Dimmey’s at LWB)
P: (03) 8752 8552
W: www.giventhechance.org.au

Given The Chance Jobs Victoria Program aims to provide employment services for a broad group of disadvantaged job seekers including asylum seekers and refugees living in the Metro South Eastern and Metro Northern areas of Melbourne.
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: Dandenong AMES, Level 4
280 Thomas Street,
Dandenong VIC 3175
C: Paulette d’Argent
   (Foundation House) or
Namatullah Qasmi
   (AMES Australia)
P:0457 900 184 (Paulette) or
0419 443 244 (Namatullah)
E: info@cmynet.au
W: www.cmynet.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

See some videos here
CMY Pathways to Employment

The Pathways to Employment 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 Pathways program is able to assist you to look for work, write a job application, and practice your interview skills.

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

Pathways to Opportunity

- 18 – 24 years old
- Currently living in the northern or western suburbs of Melbourne, of African or Pasifika background
- Looking for work, a traineeship or an apprenticeship

Pathways to Work

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

Pathways from University

- 18 – 24 years old
- Across Melbourne, of refugee or migrant background
- Currently studying at university, interested in securing a work placement or internship

E: info@cmynet.au
W: www.cmynet.au/
Application form: www.cmynet.au/employment-application-form
Driver Education Centre of Australia (DECA)

E: talk2us@deca.com.au
P: 1300 365 400

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

Concessions for permanent residents with Centrelink concession card.

DVJS Employment Solutions (Dandenong Valley Job Support)

A:

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

Cranbourne:
Level 1, 15 Childers Street, 3977

Narre Warren:
64 on Victor, Ground Floor Suites
3 & 4, 64 Victor Crescent, 3805

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

E: dvjs@dvjs.com.au
P: (03) 9792 3666
1300 385 738
0407 764 991 (SMS)

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

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

To be eligible to come on the program, the job seeker must:
a) be an Australian resident, or a Temporary Protection Visa (TPV) /Safe Haven Enterprise Visas (SHEV) holder
b) not currently receiving services from another DES Provider or Employment Service Provider
c) have a disability, injury or health condition
d) be aged between 14 and 65 years

ECHO Australia

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

Specialist employment services directly assisting job seekers with disabilities and disadvantage. Permanent residency and referral from Centrelink required.
A free and dedicated career guidance service for people (including some asylum seekers) living in Dandenong or Doveton (postcodes 3175 and 3177).

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

What is available?

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

Who can I contact?

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

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

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

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

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

Homegirls

W: www.homegirls.club/

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

Migration Support Programs
Australian Red Cross:
E: SocialCohesion@redcross.org.au
W: www.redcross.org.au/InWork

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

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

Jesuran Wellness Centre

A: Block D, 60 Douglas St
Noble Park VIC 3174
C: Hilda Samuel (Pastor/Director)
E: h.a.samuel@optusnet.com.au
OR
  Jesuranwellness.centre@yahoo.com
P: 0407 125 649
   (03) 8707 4972
W: www.jesuranwellness.com.au

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

Empowering Burmese Ladies Program:
• Business loan opportunities
• Work related skills
• Conversational English
• Handmade/ home-based workshops

Trauma Counselling for people affected by violence.

Eligible clients:
• Anyone aged between 10 years and 60 years
• Migrant men or women
• Long term unemployed
• Employed or under employed workers
• Asylum seekers and refugees
MEGT (formerly Melbourne East Group Training)

H: Monday-Friday 9am–5pm
P: 13 69 63 (General Enquiries)
  13 63 48 (Apprentice Enquiries)

Recruitment & group training of apprentices and trainees
Lookup jobs and advertise your interest for free.
Open to refugees. Permanent residency required.

Mission Australia

A: 29b Langhorne St
   Dandenong VIC 3175
P: 1800 796 757

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

Refugee Talent

W: www.refugeetalent.com
E: info@refugeetalent.com

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

RISE: Refugees Survivors and Ex-detainees

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

Employment & Resume Clinic provides:
• Pathways to employment for refugees by providing training, job search support, and assistance with resume and interview preparation
• RISE works directly with employment providers
SisterWorks

A: 393 Swan Street, Richmond
   VIC 3121
E: info@sisterworks.org.au
P: (03) 9972 5039
W: www.sisterworks.org.au

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

Skilling Employment and Aid Enterprises Australia (SEAEA) Inc.

P: 0432 182 280
W: www.skillingemployment.org.au

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

SkillsPlus

A: 44-48 Robinson Street
   Dandenong VIC 3175
E: dandenong@skillsplus.com.au
P: (03) 9767 6900
A: Cnr Boulton St & Springvale Rd, Springvale VIC 3171
E: springvale@skillsplus.com.au
P: (03) 9548 0066
A: 6/418 Princes Highway,
   Narre Warren VIC 3805
E: narrewarren@skillsplus.com.au
P: (03) 9784 0400
A: Shops 3 & 4, 75-89 High St,
   Cranbourne VIC 3977
E: cranbourne@skillsplus.com.au
P: (03) 9784 0400

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

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

Must be a Permanent Resident or a holder of a Nominated Visa such as a Temporary Protection Visa or Safe Haven Visa.
SEBN is the premier networking facility of Greater Dandenong and the South East region. 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)

Assists in:

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

Eligible clients should be aware that this is not a job search program.
### The Bridge Employment

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

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

### Try Australia

A: Suite 3, Building 2, 1st Floor  
88 Ricketts Road,  
Mount Waverley VIC 3149  
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

Coburg  
A: Suite 201-202/ 398 Sydney Rd,  
Coburg VIC 3058  
P: (03) 9353 5811  
W: www.vicsegnewfutures.org.au

Enquiries about courses and enrolments:  
E: nft@vicsegnewfutures.org.au

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

Government funding is available, please contact the organisation or visit the website for more information.
Walk Beside Me - Mentoring Program

E: eliza.arnold@bbbsau.org
P: 0475 148 912
W: www.bluelight.org.au

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

Wellsprings for Women

A: 79 Langhorne Street
   Dandenong VIC 3175
E: administration@wellspringsforwomen.com
P: (03) 9701 3740
W: www.wellspringsforwomen.com
H: Monday–Thursday 9am–4pm
   Fridays 9am–2pm
Female only service

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

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

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

Transition to Formal Study: Wellsprings' new 8 week course (3 hours per week) to define vocational education, help you develop independent study skills, set goals, manage time and more. A great first step to finding a career path through higher education.
Work Local Greater Dandenong is a NEW online job search service which allows people seeking work to view all job vacancies around the Greater Dandenong region. It lets you narrow your search to specific industries, and the distance you are prepared to travel. Once you click on a job you can view a further description of the role, key responsibilities, benefits, and a link to the application process. Employers can post vacancies on the site too.
DO YOU WANT TO LEARN ENGLISH?...

or get assistance with:
• food and phone bills
• clothing
• household goods?

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

Follow these simple steps:

1. Go to the App Store or Play Store.

1. Search for “EAS Network”.

1. Download and Open

1. Click on More and select your language.

1. Start navigating!

For more information email:
easnetwork2@gmail.com
Adult Migrant English Program (AMEP)

A: Chisholm Institute  
P: 1300 517 459  
OR  
Melbourne AMEP  
P: 1300 062 314  
E: melbourneamep@melbournepolytechnic.edu.au  
W: www.melbourneamep.com.au

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

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

Day, evening and weekend classes are available.

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

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

W: www.ames.net.au  
P: 13 26 37

Box Hill  
A: 30-32 Prospect St, Box Hill  
VIC 3128  
H: Monday-Friday 9am-5pm

Flagstaff  
A: 255 William Street Melbourne  
E: eduflagstaff@ames.net.au  
H: Monday-Friday 8:30am-5pm

St Albans  
A: 16 Victoria Square, Victoria Crescent, St Albans VIC 3021  
H: Monday-Friday 8:30am-5pm

Werribee:  
A: Level 2 79/75 Watton St, Werribee VIC 3030  
H: Monday-Friday 8:30am-5pm

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

The second program being a Skilled Professional Migrants Program (SPMP). It is an intensive 4 week style course that will prepare and equip you with the skills and knowledge to gain future employment.
The AMES SEE Program will give you access to training especially designed for young people. The course includes many of the following learning activities.

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

**Box Hill**  
A: 30-32 Prospect St, Box Hill VIC 3128  
H: Monday-Friday (8:30am-5pm)

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

**Flagstaff**  
A: 255 William Street, Melbourne 3000  
H: Monday-Friday (8:30am-5pm)

**Noble Park**  
A: 60 Douglas Street, Noble Park 3174  
H: Monday-Friday 8:30am-5pm
The AMES 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 Resource Centre (ASRC)

Dandenong
A: 179 Lonsdale Street Dandenong
   VIC 3175
E: dandenong@asrc.org.au
P: (03) 8772 1380

Footscray
A: 214-218 Nicholson Street
   Footscray VIC 3011
E: home_english@asrc.org.au
P: (03) 8537 9500
W: www.asrc.org.au

The Reconnect Program helps eligible asylum seekers, refugees and citizens with learning support, based on your needs and career goals. If needed, you will be assisted in finding an English course or training course to improve work skills, and accredited courses to help move on to further training or employment.
Brand New Day
A: 211 Foster Street
   East Dandenong VIC 3175
E: office@bndvic.com
P: (03) 8774 3130
W: www.brandnewdayvic.com.au
Brand New Day operates a variety of free classes including cooking, sewing, basic, intermediate, and advanced English, as well as rental accommodation classes.
Some child minding is provided.

Brotherhood of St Laurence – Reconnect
A: Level 2, 1-7 Langhorne Street,
   Dandenong VIC 3175
E: BSLReconnectDandenong@bsl.org.au
P: 0491 050 614 (Beata) or 0491 050 613 (Janette)
W: www.training.bsl.org.au/
The Reconnect Program helps eligible asylum seekers, refugees and citizens with learning support, based on your needs and career goals. If needed, you will be assisted in finding an English course or training course to improve work skills, and accredited courses to help move on to further training or employment.

Bunjil Place Library
A: Bunjil Place Library,
   Patrick Northeast Drive,
   Narre Warren, 3805
   (near Westfield Fountain Gate)
P: (03) 8782 3300
Both men and women are welcome to relax with a tea or coffee, whilst practicing speaking English in a friendly environment.
H: Thursdays 10am – 12pm
Conversation clubs are also running at:
• Endeavour Hills Library- Thursdays 10am-12pm
• Pakenham Library- Fridays 12.30pm-2.30pm

CatholicCare
A: Level 2, 33 Princes Hwy
   Dandenong VIC 3175
E: catholiccare@ccam.org.au
P: (03) 8710 9600
W: www.ccam.org.au
Multicultural Women's Beginner, Advanced free English classes plus sewing and knitting classes.
Across Victoria, Learning Beyond the Bell supports over 250 out-of-school-hours learning support programs. These programs provide high quality tuition and learning support to children and young people from migrant and refugee backgrounds and their families. They also assist families to better support their children’s learning at home. To find a club near you visit the website.
Cornerstone Contact Centre

A: Dandenong Church of Christ
   139 David Street,
   Dandenong VIC 3175
E: projects@dandenongnh.org.au
P: (03) 9792 5298

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

Dandenong Neighbourhood House

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

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

Dandenong Primary School

A: 174-182 Foster St, Dandenong
   VIC 3175
P: (03) 9792 2743

Dandenong Primary School offers:
- English for Parents: Mondays 9-10.30am.
- AMES English Class for Parents: Wednesdays 9-11am
Children are welcome to attend with their parent/carer or grandparents.

Dandenong West Primary School

A: 32 Birdwood Avenue
   Dandenong VIC 3175
P: (03) 9792 2868

Aims to build meaningful relationships between parents, children and school communities.
Free classes include:
- Healthy cooking workshops
- English for the Australian Workplace
- Computer skills
Deakin University Sanctuary Scholarships

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

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

Doveton Baptist Church

A: 127 Kidds Road, Doveton VIC 3177
P: (03) 9706 9081

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

Doveton College

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

Level 1 and Level 2 Accredited EAL E English classes for people who either have Permanent Residency, Bridging Visa Class E (BE), Safe Haven Visa (SHV) or Temporary Protection Visa (TPV). Also learn about Australian culture, and how to use a computer. Costs:
- $90 with concession
- $200-$250 without concession
Classes run each day, for 4 hours, and only run in during school hours and during school terms.
Childcare available at a cost of $20 per term. Limited to one child per student.

Doveton Neighbourhood Learning Centre (DNLC)

A: 34 Oak Avenue Doveton VIC 3177
E: info@dovetonnic.com.au
P: (03) 9791 1449
W: www.dovetonnic.com.au

Learn how to listen, speak, read and write in English. Gain skills to help you participate in the Australian community, progress in your job or do further study in a welcoming environment.
Cost: $20
Outcome: Certificate of Attendance
Enrolment Information: Bookings essential
H: Mondays 9.30am-12.30am
Eastern Inclusion

E: easterninclusion@cae.edu.au
P: (03) 8892 2831
W: www.cae.edu.au/

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

Eligible Asylum Seekers are those holding the following visas:
• Bridging Visa subclass E (BE)
• Safe Haven Enterprise (SHEV)
• Temporary Protection (TPV)
• Australian Red Cross Victims of Human Trafficking Program.

Endeavour Hills Neighbourhood Centre

A: 10 Raymond McMahon Blvd
Endeavour Hills VIC 3802
E: info@ehillsnc.org.au
P: (03) 9700 9789
W: www.ehillsnc.org.au/

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

Friends of Refugees

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

All classes are free and include:
• English for Employment pathways
• English conversation
• Children’s education support and help with homework

Hampton Park Library

A: 25 Stuart Ave, Hampton Park
VIC 3976
P: (03) 8788 8500

Very popular Conversational English Classes

Wednesdays 10am – 12pm
Keysborough Learning Centre (KLC)

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

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

Living and Learning Libraries

A: **Dandenong Library**
Harmony Square
225 Lonsdale St
Dandenong VIC 3175 and

**Springvale Library**
411 Springvale Road
Springvale VIC 3177

Sessions and services include
English classes, day and night sessions
• Referrals to further appropriate English language and literacy courses
• Advice for further, computer assisted language learning, courses
• Job search help and resume writing

Living and Learning Inc. Pakenham

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

Services aim to empower newly arrived Australians through quality education, and support in order to achieve high levels of employment and social connectedness. Services include:
• Computer and Administration courses
• First Aid courses
• English language classes
• Introduction to family day care info sessions

Mercy Connect

A: Dandenong Library, 225 Lonsdale St, Dandenong VIC 3175
P: 1300 630 920
W: www.mercyconnect.com/

Runs free English tutoring classes aimed at asylum seekers and refugees, in order to help improve reading, writing, speaking and listening skills. No booking required.

H: Fridays 9am-11am
Multicultural Women's Group

A: Dandenong Baptist Church
   25-27 James St, Dandenong
C: Andrea
E: ben.hadlos@yahoo.com.au
P: (03) 9546 5255

Offers free English and sewing classes for women and children.
H: Wednesdays 10am-12pm

Noble Park Youth Links (SECL)

NEW ADDRESS:
A: 60 Douglas St, Noble Park
   (in AMES complex)
P: (03) 9547 0511
E: info@secl.org.au

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/

Offers free to low cost programs including:
• Computer skills
• Cooking classes
• Professional training
• Health and wellbeing education
• Living well as we get older program (60 years+)

RMIT People Seeking Asylum Scholarship

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

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

Sudanese Australian Integrated Learning

A: Trinity Uniting Church  
Cnr Robinson & Scott Streets  
Dandenong VIC 3175  
E: info@sailprogram.org.au  
W: www.sailprogram.org.au

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

Southern Melbourne Area - Navigator Program

P: (03) 8765 5645  
C: Louise Palalagi (Co-ordinator)  
E: palalagi.lousie.r@edumail.gov.au

Online referral application:  
www.survey.surveymanager.net.au/

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

The navigator program is available to young people who:

- Are 12 to 17 years of age  
- Live or study in the City of Greater Dandenong, City Casey or Cardinia Shire  
- Attended 30% or less of the past school term.
Southern Migrant & Refugee Centre (SMRC)

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

P: (03) 9767 1900
W: www.smrc.org.au

The Australian Hazara Women’s Friendship Network: Providing English classes on Fridays 10am-12pm. Conversational English classes: Wednesdays and Thursdays 10am-12pm.

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

Education and Employment Pathways: Wednesdays 12pm-2pm.

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

Springvale Neighbourhood House Inc.

A: 1/3 Lightwood Road
Springvale VIC 3171

P: (03) 9548 3972
(03) 9574 6399
W: www.snh.org.au
H: Monday- Friday 9am- 5pm

English classes at Dandenong and Springvale for persons with Australian citizenship and/or permanent residency, refugees, asylum seekers and overseas visitor visa holders.
• Certificate English classes - $50 per year fee
• English for Work classes
• English for Parents classes


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

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)
### St Mary's Parish

<table>
<thead>
<tr>
<th>Address</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
| A: St Mary's Parish Centre  
Room 1 & 2, 160 Foster St  
Dandenong VIC 317 | C: Colin Maslen  
E: colinm3@bigpond.com  
P: (03) 9763 4862 |

Free program for Improving English  
Term 3 begins on 23rd July 2018.  
Includes starters, low, medium and advanced classes  
H: 4 days a week, 9:30am to 12:30pm

### We Care Community Service

<table>
<thead>
<tr>
<th>Address</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
| A: 307 Gladstone Road,  
Dandenong North VIC 3178 | E: info@wecare.services  
P: (03) 8791 5255  
1300 762 522  
W: www.wecare.services  
H: Every Thursday 10am-12pm, during the school term |

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

### Wellsprings for Women

<table>
<thead>
<tr>
<th>Address</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
| A: 79 Langhorne Street  
Dandenong VIC 3175 | E: administration@wellspringsforwomen.com  
P: (03) 9701 3740  
W: www.wellspringsforwomen.com |

Women-only English classes most days of the week and childminding for pre-school aged children is available in most of the classes.  
Plus Learning, Living, Belonging Workshop:  
Tuesdays 10am – 12pm
Women's Health In the South East (WHISE)

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

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

Priority areas include:
• Sexual and reproductive health
• Prevention of violence against women
• Australian violence against women
• Regional family violence

H: Monday to Friday 10am-4pm
Anglicare ParentZone

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

'Parenting in Australia' topics:
• Dealing with anger, stress and emotions
• Strategies around children’s school care
• Strategies around responding to behaviour
• Sharing experiences and ideas with others

'Dads Do Matter' program*
C: Sue Devlin
P: (03) 8752 8521
E: sue.devlin@lwb.org.au

*interpreters may be available upon request

Bestchance - Family Support Program

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

'Parenting in Australia'

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

'Dads Do Matter' is held at Life Without Barriers:
• Increasing confidence in being a dad
• Building closeness with your children
• Learning new skills
• Overcoming conflicts

Beyond the Violence

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

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

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

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

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

Child FIRST

A: 50 Lonsdale Street
   Melbourne, VIC 3000
P: 1300 650 172
W: www.services.dhhs.vic.gov.au/

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

A matter should be referred to Child FIRST if it involves:
• Significant parenting problems that may be affecting the child’s development
• Serious family conflict, including family breakdown
• Families under pressure due to a family member’s physical or mental illness, substance abuse, disability or bereavement
• Young, isolated and/or unsupported families
• Significant social or economic disadvantage that may adversely impact on a child’s care or development.

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

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

• Maternal & Child Health
• Playgroups
• Kindergarten & Child Care
• Family Day Care
• Family Support & Counselling and After Hours Help and Advice
City of Greater Dandenong Counselling & Family Support Services

P: (03) 9793 2155
W: www.greaterdandenong.com/

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

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

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

Educational, recreational, social and therapeutic group programs.

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

Connections UnitingCare

A: 51 Princes Highway, Dandenong VIC 3175
E: enquiries@unitingconnections.org.au
P: (03) 8792 8999 Dandenong
(03) 9705 3939 Narre Warren
W: https://www.unitingconnections.org.au/
H: Monday - Friday 9am-5pm

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

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

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

Cranbourne Community House

A: 49 Valepark Crescent, Cranbourne VIC 3977
E: cch@cranbournecommunityhouse.com
P: (03) 5996 2941
W: www.cranbournecommunityhouse.com

Cranbourne Community House offers many programs and activities including:

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

A: 709 Highbury Road
   Burwood East VIC 3151
E: lifecare@crosswaylifecare.org.au
P: (03) 9886 3899
W: crosswaylifecare.org.au

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

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

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

CyberParent

www.amf.net.au/cyberparent

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

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

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

Parents Beyond Breakup
P: HELPLINE:
   (02) 6652 8113
W: www.parentsbeyondbreakup.com/

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

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

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

Save the Children Playgroups:
Free early Childhood and parenting programs for children and families. For children 0-5 years and their families.

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

Paint the Town REaD:
Early literacy community scheme.

For Parents

www.education.vic.gov.au/parents/ ‘For Parents’ is a Australian official website on practical information around the following:
• Parenting
• Child health/development
• Childcare services and primary schools
• Feeding and nutrition
• Services for parents
• Learning and play information

Friends of Refugees

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

Homework Support Program helps primary and high school students from asylum seeker and refugee backgrounds with ongoing homework support in a friendly, welcoming and supportive atmosphere.
GIHCC empowers culturally and linguistically diverse communities (CALD) by providing carers with information, education, training, advocacy, counselling and other culturally responsive support services that may assist them in their caring role. Our service supports diverse families and individuals with a wide range of physical, social and intellectual abilities at all stages of life.

GREAT In Home and Community Care (GIHCC)

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

InTouch - Motivation for Change Program for Men

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

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

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

InTouch - Multicultural Centre Against Family Violence

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

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

Maternal and Child Health Line (MCH)

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

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

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

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

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

Monash Health Child & Family Services

The Child and Family Team at Monash Health Community (MHC) provide allied health assessments and services to children including:
- Occupational Therapy
- Physiotherapy
- Podiatry
- Speech Pathology
- Nutrition and Dietetics

Also individual or group sessions including:
- Counselling
- Children's Groups
- Antenatal Groups

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

Monash Health Community:
A: 122 Thomas St
Dandenong VIC 3175

Rowan Park House
A: 148 Kidds Road,
Doveton VIC 3177

Cranbourne Integrated Care Centre
A: 140-154 Sladen St
Cranbourne VIC 3977

Henry Family Children's Centre
A: 145 Henry Rd
Pakenham VIC 3810
**My Blue Sky**

E: help@mybluesky.org.au
P: (02) 9514 8115 or SMS: 0481 070 844
W: www.mybluesky.org.au

Check out: [Your Tomorrow Video](#)

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
E: communitycentre@outlookvic.org.au
P: (03) 5941 1535
W: www.outlookvic.org.au
H: Wednesdays 10am-12pm

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

**Parentline**

P: 132 289
H: Everyday 8am- 12midnight
W: www.parentline.com.au

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

**Parenting in a New Culture**

E: information@acys.utas.edu.au
W: www.acys.info/

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

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.

SHINE: Support Help Information Networks and Education

Topics include:

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

Southern Migrant and Refugee Centre (SMRC)

SMRC provides case work for families and young people, services for aged and disability clients such as flexible respite care, social support and community care packages.
The Federal Government Department for Forced Marriages

A useful Federal Government site that demonstrates this nation’s commitment to protect people's human rights in the areas of Families and Marriage.

Useful Resources:  
Your Tomorrow Video

If you are concerned about being in a forced marriage this website has many resources aimed at putting an end to this slavery-like practice, a form of gender-based violence and an abuse of human rights.

The Freedom Partnership - The Salvation Army

Information resources:  
E: endslavery@aue.salvationarmy.org  

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

Early and Forced Marriage Resources

The Australian Muslim Women’s Centre for Human Rights

E: reception@muslimwomenscentre.org.au  
P: (03) 9481 3000  
W: www.ausmuslimwomenscentre.org.au

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

Coburg
A: Suite 201-202/ 398 Sydney Rd,
Coburg, VIC 3058
P: (03) 9353 5811
W: vicsegnewfutures.org.au/

Enquiries about Family Day
Care: E: familydaycare@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
E: advice@yodaa.org.au
P: (03) 9701 3488
W: www.yasas.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.

Queen Elizabeth Centre (QEC)

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

Variety of programs for families with children from birth to age 4, including programs for Afghan families and Sudanese families. Residential and outreach services assist with sleep & settling and other issues. Self or agency referral. Medicare Card required.

1800RESPECT

P: 1800 737 732
W: www.1800respect.org.au

Confidential information and counselling providing 24/7 support to people impacted by sexual assault, domestic or family violence and abuse. Translating and interpreting services are available. Information is also accessible online and translated into 28 languages.
Also operates ‘Daisy’, an app designed to connect users with local services, including those specific to women from migrant and refugee communities.
Casey North Community Information and Support Service (CNCISS)

A: Suite 1, 90-92 Victor Crescent
   Narre Warren VIC 3805
P: (03) 9705 6699
H: Monday, Tuesday, Thursday & Friday: 9:30am-4:40pm
   Wednesday: 12pm-7pm (after 5pm apt only)

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

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

EastWeb - Grants

E: eastwebadmin@gmail.com

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

Lifeline Financial Counselling

A: Level 7, 280 Thomas St
   Dandenong VIC 3175
E: financial.counselling@wesley.org.au
P: (03) 9794 3000
   (ask for the financial counsellor)

Financial counsellors are able to assist people and the community in a number of ways:
- Negotiating with creditors
- Providing information
- Assistance with bankruptcy
- Help with fines and Centrelink issues
- Education on money management
## The Salvation Army – Financial Counselling

W: [www.salvos.org.au](http://www.salvos.org.au)

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

### MoneyHelp

H: Monday-Friday 9:30am - 5pm  
W: [www.moneyhelp.org.au](http://www.moneyhelp.org.au)

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](http://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](http://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.

### Red Cross

A: Level 4, 311 Lonsdale Street  
   Dandenong VIC 3175  
P: (03) 8327 7370  
W: [www.redcross.org.au](http://www.redcross.org.au)

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

RentRight - Smartphone App
W: www.consumervic.gov.au
RentRight is a smartphone app that allows landlords and renters to manage their activities.
Landlords can:
- Send template emails to renters about issues, upcoming inspections and general property-related matters.
- Generate and complete electronic reports e.g. condition reports and inspection reports
- Get information about their rights and responsibilities
- Set reminders about property related activities e.g. pay rent; end of lease etc.

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

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

South East Community Links employs financial counsellors who provide information, support, and advocacy to people in financial difficulty. Financial counselling services are free, independent and confidential.
Financial counsellors can assist you in:
- Understanding your personal financial priorities (such as health, abuse, employment etc.).
- Supporting you through developing a money plan to manage your daily expenses.
- Advocating and negotiating payments with creditors, access grants, or concessions, access to dispute resolution schemes.

To talk to a financial counsellor or to learn more about this service please contact the intake line on (03) 9549 5288 or email; fcs@secl.org.au
South East Water offers payment assistance for water and sewerage bills. They work with individuals and families to tailor payment solutions that suit 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.

WISE - SMRC

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

Money Management Program

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

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

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

Provision of food for an indefinite period for Asylum Seekers without work rights who reside in Greater Dandenong or suburbs South-East to CGD.  
Provision of books, clothing, computers, cutlery, linen and toys to asylum seekers and refugees from any area of Melbourne.  
Food distributed on Wednesdays and Thursdays only.

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

Asylum Seeker Resource Centre (ASRC - Footscray)

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

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

Avocare Community Connect (Avocare)

A: 27-29 Zilla Court  
   Dandenong South VIC 3175  
H: Monday–Thursday 9am-5pm  
   Fridays 9am-4pm  
P: (03) 9793 9766  
W: www.avocare.org.au

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

Cornerstone Contact Centre

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

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

Page | 97  
Edition 8.0  
Current January 2019  
An initiative of:
Casey North Community Information and Support Service (CNCISS)

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

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

Cranbourne Information and Support Services (CISS)

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

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

Dandenong Benevolent Society

P: (03) 9212 1100  
E: benev@bigpond.net.au  
Address given at referral

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

Dovetont Neighbourhood Learning Centre- Emergency Food Aid

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

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

Enjoy Church

A: 2263 Princes Hwy,  
Mulgrave VIC 3170  
P: (03) 9240 6000  
E: front.desk@enjoy.church  
W: www.enjoy.church/

- Free Food Pantry & café with hot meals  
- Clothing boutique with clothes at a minimum cost.  
- Drop-ins welcome.  
- H: Fridays from 10.00am
### FreeCycle Network

| W: www.freecycle.org | 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

| A: 1D Parsons Avenue, Springvale VIC 3171 | The new Op Shop sells directly to the public, but asylum seekers without income may shop at subsidised rate. Provides a variety of material aid including household furniture, whitegoods, etc. Delivery possible. Provides food aid including fresh and canned foods, and Asian groceries. |
| E: email@for.org.au | |
| P: (03) 9711 1895 | |
| W: www.for.org.au | |

### Joey's Van

| A: Palm Plaza (Clow St end), Dandenong VIC 3175 | A partner agency of Foodbank, and striving to meet the immediate needs of families and individuals to receive adequate daily nutrition |
| E: marg_mill@bigpond.com | H: Mondays and Fridays 6.30-8.30pm |

### Jesuran Wellness Centre

| A: Block D, 60 Douglas St Noble Park VIC 3174 | • Food hampers with dry goods |
| E: jesuranwellness_centre@yahoo.com | • Fresh food |
| P: 0407 125 649 (03) 8707 4972 | • Clothing |
| W: www.jesuranwellness.com.au | Drop-ins welcome |
| | H: Wednesdays and Thursdays 12pm-3pm |
Keysborough Learning Centre (KLC)

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

Provides food parcels  
Wednesday and Friday 9.30am–12pm  
Only for residents of Greater Dandenong.  
Drop-in, no referral required.  
Centrelink card or IMMI card required.

Myuna Farm

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

The event occurs every second Saturday, every month.

Myuna Farm in Doveton hosts a produce swap where residents can swap their excess home-grown produce 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 and no bookings are required.

Public Transport Victoria (PTV)

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

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

To get a PTV Asylum Seeker ID you must:
• Be aged 17 years or older,  
• Hold or be applying for a bridging visa  
• Be receiving case management from a PTV approved asylum seeker assistance provider  
• Not hold any other valid public transport concession card.
Project Hope - Salvation Army Community Support Services

Dandenong
A: Shop 6/7, 147-151 Foster St
   Dandenong VIC 3175
P: (03) 9794 3500
   for appointments
H: Everyday 0930 to 3:30pm

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

Salvos Legal
Appointment essential
P: (03) 9313 2600 or
E: enquiries@salvoslegal.com.au

Doveton
A: 1a Frawley Road Doveton
   VIC 3177
www.salvationarmy.org.au/doveton

Thrift Centre: Drop In Centre
and limited Emergency Relief
available: 9:30am to 3:30pm
   Monday to Friday.

Full Emergency Relief Services
Wednesday: 9:30am – 3:30pm
P: (03) 9794 3500
   for appointments

Thrift Shop & Community Centre-Noble Park
A: 14-16 Buckley Street,
   Noble Park 3174 VIC
H: Tuesday to Friday 10:00am to 2:30pm
P: (03) 9547 8629

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

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

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

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

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

Financial Counselling Services with two financial counsellors.

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

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

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

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

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

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

Salvation Army (Cranbourne) Community Support Services

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

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

Southeast Community Links Inc. (SECL)

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

Dandenong:
A: 186 Foster Street East
   Dandenong VIC 3175

Noble Park:
A: 49 Douglas Street
   Noble Park VIC 3174
P: (03) 9547 0511
E: info@secl.org.au
W: www.secl.org.au/

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

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

General assistance and referral advice is also provided.

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

Restore - Enjoy Church

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

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

An initiative of:
Springvale Benevolent Society

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

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

St Vincent De Paul Society

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

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

The Clothing Exchange

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

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

Urban Neighbours of Hope (UNOH)*

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

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

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

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

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

We Care Community Service

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

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

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

### Australian Croatian Community Services

**Address:** 3/57 Robinson St, Dandenong VIC 3175  
**Contact:** (03) 9791 6000  
**Website:** [www.accs.asn.au](http://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

**Address:** Toomah Community Centre  
18 Golden Green Street, Pakenham VIC 3810  
**Email:** [learn@redcross.org.au](mailto:learn@redcross.org.au)  
**Phone:** 1300 367 428  
**Website:** [www.redcross.org/](http://www.redcross.org/)  

Australian Red Cross provides CPR learning courses that provides basic first aid skills and knowledge. Please contact for more information and other locations. Pakenham is currently the closest.

### City of Greater Dandenong Immunisation Service

**Address:** City of Greater Dandenong  
225 Lonsdale St, Dandenong VIC 3175  
**Contact:** (03) 8571 1000  
**Website:** [greaterdandenong.com/](http://greaterdandenong.com/)  

A free service providing immunisation for families at various venues around the municipality. Plus a dedicated weekly session for refugee and asylum seeker families, providing catch up immunisation and advice.

### Enliven

**Address:** Suite 4/31 Robinson Street, Dandenong VIC 3175  
**Contact:** Mitchell Bowden  
**Email:** [info@enliven.org.au](mailto:info@enliven.org.au)  
**Website:** [www.enliven.org.au](http://www.enliven.org.au)  

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

GREAT In Home and Community Care (GIHCC)

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

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

Monash Health Hospitals and Emergency Departments

_Dandenong Hospital_

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

_Hospital emergency departments and emergency ambulance services are for medical emergencies only._

This means that:
- Someone’s life is at risk
- Their long term health is at risk or,
- They are seriously injured

Anyone can go to the public hospital at any time if they need emergency care. Hospitals have interpreters on staff or can organise one to come.

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

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

_Casey Hospital_

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

_Monash Medical Centre - Clayton_

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

W: [www.monashhealth.org/](http://www.monashhealth.org/)
A variety of allied health and community health services accessible to refugees and asylum seekers including:

- Acquired language difficulties support
- Counselling
- Dental
- Financial counselling
- Home care packages
- Massage
- Optometry
- Physiotherapy
- Sexual and reproductive health services
- Women’s health and wellbeing service
- Youth services
- Social activities and programs

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

PLUS Community Rehabilitation
(Intranet only)

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

Monash Health Community
A: 55 Buckingham Avenue
   Springvale VIC 3171
P: 1300 3 iCARE (1300 342 273)
W: www.monashhealth.org/
A variety of allied health and community health services accessible to refugees and asylum seekers including:

- Acquired language difficulties support
- Counselling
- Dental
- Exercise
- Doctors
- Interpreters
- Physiotherapy
- Youth services
- Social activities and programs
- Drugs support

Please call locations or search online for details on services provided by each centre, services provided may vary.
Monash Health Refugee Health and Wellbeing

A: 122 Thomas Street, Dandenong VIC 3175
W: www.monashhealth.org/

Refugee Triage Nurse
P: (03) 9792 8100

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

Primary Care Services
• Refugee Health Nursing and GP
• Counselling
• Physiotherapy
• Women’s Health
• Immunisation
• Complex case management
• Social inclusion programs & volunteering

Other Services:
• Infectious diseases
• Paediatrics
• Psychiatry
• Refugee Health Nurse Liaison
• Access to onsite pharmacy and pathology

Optometry Australia

E: national@optometry.org.au
P: (03) 9668 8500
W: www.optometry.org.au

An online Optometrist service directory enabling location and language specific searches.
Supercare Pharmacies

Locations:

**Parkmore Pharmacy4Less**
A: Shop J01, 317 Cheltenham Rd, Keysborough
P: 9798 1936

**Cranbourne North Chemist Warehouse**
A: 180S William Thwaites Blvd, Cranbourne North,
P: (03) 8391 9509

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

Supercare Pharmacies offer 24-hour access to a pharmacist for advice, supply of medicines and dispensing of prescriptions.

A registered nurse is available for consultation every night between 6pm and 10pm. The nurse can provide:

- support and advice for minor illness and injury
- some immunisations, including for influenza and whooping cough
- health screening, assessment and advice for illness prevention, including blood pressure checks, blood sugar testing and weight management
- sexual health advice
- basic psychological wellbeing review
- referral information to a range of local health services.
People from refugee and asylum seeker backgrounds can be referred by a welfare or social support agency to the Australian College of Optometry Clinic for low cost optometry services and subsidised glasses. The patient’s refugee or asylum seeker status needs to be confirmed by a letter from such an agency. A Medicare card is not required if the patient has a letter confirming their status. Status approval is not required if they have a Pensioner Concession Card or Health Care Card. No consultation fee is payable by the patient; if glasses are needed, they may be provided at a subsidised rate (starting from $30 – $50).

 Interpreter services available if required. The waiting list for patients who require an interpreter may be longer, clients will be contacted once an appointment can be confirmed.

The Health Translations Directory

Online webpages, documents and videos about navigating the Victorian Health System, translated in many different languages. The Health Translations Directory is a Victorian Government initiative, maintained by the Centre for Culture Ethnicity and Health.

The Maternal and Child Health Smartphone App

Includes:

- Personalised content for your child’s age and development stages
- Reminds you of upcoming maternal child health appointments
- You can ask questions to the “virtual MCH nurse”
- Includes fact sheets and advise related to maternal and child health
- Available in 10 languages and is free of charge
The Water Well Project

The Water Well Project is a health promotion charity which aims to improve the health literacy and overall health and wellbeing of migrants, refugees and asylum seekers.

The Water Well Project runs free, interactive health education sessions around Melbourne, delivered by volunteer healthcare professionals.

Popular topics include:
- Navigating the Australian Healthcare System
- Nutrition advice
- Mental health information
- Men’s, women’s and children’s health topics
Asylum Seeker Resource Centre (ASRC)

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

The ASRC head office provides a free legal service for asylum seekers and assists them with their applications, at any stage, primarily on a limited assistance basis.

Coming soon to Dandenong

Other legal services listed by ASRC

Carina Ford Immigration Lawyers

A: Level 5, 1 McNab Avenue Footscray VIC 3011
E: office@carinafordlawyers.com
P: (03) 9396 0207
W: www.carinafordlawyers.com

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

- Making or renewing visas
- Cancellation appeal cases
- Expressions of interest
- Skill assessment applications
- State or family sponsorships
- Criminal matters e.g. Visa holders and migration-related offences.
- Legal advice

Casey Cardinia Community Legal Service Inc.

A: 42 Claredale Road Dandenong VIC 3175
P: (03) 9793 1993

Provides legal assistance in:

- Family law
- Criminal law
- Traffic offences
- Fines
- Intervention orders
- Motor vehicle accidents
- Problems with creditors
- Bankruptcy
- Budgets/managing money
Dandenong Visa Office is now closed

If you have been asked to attend an appointment go to the city:
A: Level 6, 2 Lonsdale Street
   Melbourne VIC 3000
H: Monday to Friday: 9am to 4pm
P: 13 18 81
W: www.border.gov.au

If your visa is about to expire or has expired, you should go to the My visa is about to expire or has expired webpage. It is the fastest and easiest way to resolve your immigration matter.

Immigration and citizenship applications can be lodged and managed online through ImmiAccount.

If you cannot lodge your application online, complete the relevant paper application form and lodge it in accordance with the instructions on the form.

Progress of your application can be checked online through ImmiAccount.

Global visa and citizenship processing times are available online

FineFixer

W: www.finefixer.org.au

he 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

PLAYFAIR Visa & Migration Services

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

Provides visa and migration advice and professional services. Specialised in refugee and asylum seeker matters. Services include:
- Temporary Protection Visa (TPV)
- Safe Haven Enterprise Visa (SHEV)
- Permanent Protection Visa (PPV)
- Australian Citizenship
- Family Visas (Parent, Child, Partner)
- Skilled (Employer) visas
- Business Talent Visas
- Temporary Skilled Visas
- Business Innovation & Investor Visas
## Police Stations

<table>
<thead>
<tr>
<th><strong>Police Stations</strong></th>
<th><strong>Services include:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EMERGENCY 000</strong></td>
<td>• Responding to calls for assistance in matters of personal and public safety, emergencies and serious incidents.</td>
</tr>
<tr>
<td>W: <a href="http://www.police.vic.gov.au">www.police.vic.gov.au</a></td>
<td>• Preventing crime through a range of proactive community safety programs.</td>
</tr>
<tr>
<td><strong>Dandenong Police Station</strong></td>
<td>• Detecting and investigating offences, and bringing to justice those responsible for committing them.</td>
</tr>
<tr>
<td>A: 50 Langhorne St</td>
<td>• 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.</td>
</tr>
<tr>
<td>Dandenong VIC 3175</td>
<td>• Promoting safe road-user behaviour.</td>
</tr>
<tr>
<td>P: (03) 9767 7444</td>
<td></td>
</tr>
<tr>
<td><strong>Springvale Police Station</strong></td>
<td></td>
</tr>
<tr>
<td>A: 314 Springvale Road, Springvale VIC 3171</td>
<td></td>
</tr>
<tr>
<td>P: (03) 8558 8600</td>
<td></td>
</tr>
<tr>
<td><strong>Endeavour Hills Police Station</strong></td>
<td></td>
</tr>
<tr>
<td>A: 80 Heatherton Rd</td>
<td></td>
</tr>
<tr>
<td>Endeavour Hills VIC</td>
<td></td>
</tr>
<tr>
<td>P: (03) 9709 7666</td>
<td></td>
</tr>
<tr>
<td><strong>Narre Warren Police Station</strong></td>
<td></td>
</tr>
<tr>
<td>A: 8 Coventry Rd</td>
<td></td>
</tr>
<tr>
<td>Narre Warren VIC 3805</td>
<td></td>
</tr>
<tr>
<td>P: (03) 9767 7510</td>
<td></td>
</tr>
<tr>
<td><strong>Cranbourne Police Station</strong></td>
<td></td>
</tr>
<tr>
<td>A: 168 Sladen St</td>
<td></td>
</tr>
<tr>
<td>Cranbourne VIC 3977</td>
<td></td>
</tr>
<tr>
<td>P: (03) 5991 0600</td>
<td></td>
</tr>
</tbody>
</table>

**Police Stations:**

**Southern Metro Region Multicultural Advisory Unit Victoria Police**

E: multicultural.advisory.office@police.vic.gov.au
P: (03) 9767 7510

Multicultural Liaison Officers consult with various communities and agencies on issues of mutual interest and liaise with other government and non-government service providers at the local level. They also actively promote police recruitment within the communities and participate in many forums relevant to multicultural policing.
Refugee Legal (formerly Refugee and Immigration Legal Centre - RILC)

A: Level 6, 20 Otter St  
   Collingwood VIC 3066  
E: 
   refugeelegal@refugeelegal.org.au  
P: (03) 9413 0101 (reception)  
   (03) 9413 0100 (advice line)  
W: www.refugeelegal.org.au  

Services include:  
- Telephone advice line (wed & Fri 10am - 2pm)  
- Evening advice service (by appointment only)  
- Temporary Protection Visa (TPV) Clinics  
- Full application casework/legal representation service  
- Advocacy and law reform program  
- Substantial volunteer program involving both legal and non-legal volunteers.

Springvale Monash Legal Service

A: 5 Osborne Avenue  
   Springvale VIC 3171  
E: info@smls.org.au  
P: (03) 9545 7400  
W: www.smls.org.au  

Outreach service at Monash Health clinics (By appointment or drop in):  
**Monash Health Community Services Hub:**  
122 Thomas Street, Dandenong  
Wednesday: 9am - 1pm

**Cranbourne Integrated Health Care Centre:**  
140-154 Sladen Street, Cranbourne: Thursday: 9am-1pm  
Can also deliver Community Legal Education to agencies and community groups upon request on a range of tailor-made topics.

Drop in sessions:  
- Monday: 6pm-7:30pm  
- Tuesday, Wednesday & Friday: (9:30am-12:30pm)  
- Tuesday, Wednesday & Thursday: (7pm-8:30pm)  

Free and confidential Legal Advice  
- Employment  
- Tenancy  
- Motor Vehicle accidents  
- Family law  
- Child support  
- Wills and power of attorney  
- Credit, debt and much more.

Our employment law service currently operates every Monday morning from 9:30 am to 12:30 pm. May be able to help with:  
- Unfair treatment or dismissal  
- Workplace bullying and discrimination  
- Disputes regarding unpaid wages, unpaid leave and other entitlements.  
- Preparing application to the Fair Work Commission  
- Negotiating a settlement with employers.
Victoria Legal Aid

A: 14 Mason Street, Dandenong
P: 1300 792 387
H: Monday- Friday
   8:45am-5:15pm

A service that provides free information and advice about the law and how they can help with your issue, or make referrals to assist with situations they have no control over.

Some of their services are available to everyone, while other, intensive services are offered to people who need it most.

Contact for more information to check eligibility

WLW Migration Lawyers

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

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.
BeyondBlue

P: 1300 224 636
W: www.beyondblue.org.au

BeyondBlueConnect
A: Life Without Barriers office
   Level 2, 1-7 Langhorne St
   Dandenong VIC 3175
   (Above Dimmey’s)
E: beyondblueconnect@beyondblue.org.au
P: 1300 036 418
W: www.beyondblue.org.au/

BeyondBlue works to raise awareness of depression, anxiety and suicide prevention, reduce the stigma surrounding these issues and to encourage people to seek support when they need it. Online chat and phone call.

BeyondBlueConnect:
A peer support program focusing on support for emotional, social and economic wellbeing for residents, employees and students in the Greater Dandenong region.
The service offers telephone and face-to-face support to assist people to settle emotionally while they are receiving settlement service support for living in Australia.
BeyondBlue Connect also offers low intensity mental health support for a range of concerns affecting people with worry, anxiety and stress.

Casey North Community Information and Support Service (CNCISS)

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

Counselling, general assistance and referral advice.
Agency, Centrelink and self-referral.
Centrelink or IMMI Card showing current Casey North address required.

Cranbourne Information and Support Services (CISS)

A: 156 Sladen Street Cranbourne
   VIC 3977
E: ciss@cranbourneiss.org.au
P: (03) 5996 3333
W: www.cranbourneiss.org.au
H: Monday-Friday:9.30am- 4pm
   (3.00pm close on Thursday)

Crisis support, referrals, advocacy, counselling and financial counselling are also provided.
Centrelink or IMMI Card showing current Casey South address required.
EACH Social & Community Health

P: 1300 785 358
H: Monday-Friday 9am-5pm.
W: www.each.com.au

EACH provides an integrated range of health, disability, and counselling and community mental health services across Australia.

Intake Service provides centralised access for people with a severe and enduring psychiatric condition, their Carers, families and any person aged 16 -64 wishing to refer for a Mental Health Community Support Service including bed based services and Individual outreach support.

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

Head Office:
A: 4 Gardiner Street, Brunswick, 3056
P: 03 9389 8900
E: info@foundationhouse.org.au

Foundation House provides services to advance the health, wellbeing and human rights of people of refugee backgrounds in Victoria who have experienced torture and other traumatic events in their country of origin or while fleeing those countries.

Dandenong Office:
A: 155 Foster Street, Dandenong, 3175
P: (03) 9389 8888
W: www.foundationhouse.org.au/
F: 9277 7871

Clients receive a wide range of services including:

- Individual and family counselling
- Referral services, advocacy,
- Group programs,
- Complementary therapies and specialist mental health clinic services.

Grow - Mental Health Program

A: Berwick Neighbourhood Centre: 112 High Street, Berwick VIC 3806
P: 1800 558 268
W: www.grow.org.au

Grow offers a 12 step recovery focussed program (every Wednesday 10am) to those who are suffering from stress, anxiety, depression and other emotional difficulties.

Gold coin donation appreciated on arrival.
HeadSpace

A: 211 Thomas Street, Dandenong VIC 3175
P: 1800 367 968
F: (03) 9793 4992
H: Tuesday- Friday 11am- 7pm
Saturday 9.30am- 2.30pm
W: www.headspace.org.au

HeadSpace is the National Youth Mental Health Foundation providing early intervention mental health services to 12-25 year olds.
Promoting young people’s’ mental health, physical health, work and study support. Information and services for young people, their families and friends as well as health professionals.
Clinical Support Services:
• Counselling
• GP
• Consultant Psychiatrist
• Alcohol & Other Drug Support

Non Clinical Services:
• Talks, training, resources, event support
• Volunteer & Placement opportunities

Head to Health


Head to Health (H2H) is an Australian Department of Health provided online service aimed to help find information, resources, and services to suit most mental health needs.

Head to Health can point you to great online mental health resources.

Mensline Australia

E: talkitover@mensline.org.au
H: 24/7
P: 1300 78 99 78
W: www.mensline.org.au

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

H: Monday-Friday 9am-9pm
P: (03) 9428 2899
     1800 065 973
     (free call within Victoria)
W: www.mrs.org.au

Provides a telephone referral and advice service. All calls are anonymous and confidential.
- Men who might be using controlling or violent behaviour towards a partner or family member;
- Men who have been victimised by a partner or family member;
- Women seeking information about male family violence;
- Friends, family or colleagues of people who are using or experiencing family violence;
- Professionals wishing to support a client using or experiencing family violence.

Mind Australia

A: Level 1 345 Lonsdale street
   Dandenong VIC 3175
E: info@mindaustralia.org.au
P: 1300 286 463
W: www.mindaustralia.org.au

Intake: 1800 862 363
South Eastern Melbourne Primary Health Network (SEMPHN) mental health intake team.

- Aims to provide increased opportunities for recovery for peoples whose lives are severely affected by mental illness.
- Assists people aged 16 years and over whose ability to manage their daily activities and to live independently in the community is impacted because of severe mental illness.
- Offers a family and carers program with respite options.
- Provides support to carers of loved ones with a mental illness.
SalvoCare Eastern - (formerly Positive Lifestyle Centre)

A: Shops 6&7, 147-151 Foster Street, Dandenong VIC 3175
H: Monday, Tuesday & Friday 9am-5pm
       Wednesday & Thursday 9am-8pm
P: (03) 9794 3500
W: www.salvationarmy.org.au

- Counselling for mental and relational health
- Anger Management
- Addiction
- Positive Lifestyle Program
- Recovery for victims of sexual abuse
- Men’s Life Skills Program
- Parenting Program
- Family counselling program
- Relationships counselling for couples
- Interpreters available. Agency or self-referral.

Victorian Transcultural Mental Health (VTMH)

P: (03) 9231 3300
W: www.vtmh.org.au

Victorian Transcultural Mental Health aims to assist in developing a culturally responsive mental health workforce.

Provides evidence for mental health policies and practice through high quality mental health research and evaluation.
Asylum Seeker and Refugee Advisory Committee Dandenong

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


The Asylum Seeker and Refugee Communities Advisory Committee has been established to provide advice to the City of Greater Dandenong Council on planning, decision making and strengthening support for refugee and asylum seeker communities. The establishment of this Committee provides a solid foundation for effective community engagement to implement, enhance, monitor and evaluate the plan.

Community Strengthening Taskgroup

C: Mitchell (Convenor) Enliven
P: (03) 9791 1768
E: mitchell@enliven.org.au

A subgroup of the South Eastern Melbourne Refugee and Asylum Seeker Health Alliance. This Community of Practice aims to support its members, as well as other service providers, who are delivering community development, community strengthening and health promotion projects with people of refugee and migrant backgrounds. It focuses on sharing learnings and jointly developing solutions to complex problems.

Cardinia Shire Culturally and Linguistically Diverse (CALD) Network

C: Glenda George
P: (03) 5945 4418
P: 1300 787 624
E: mail@cardinia.vic.gov.au
W: www.cardinia.vic.gov.au

The network is a group of community service organisations, community health services and Victorian and Australian government family supported agencies. The network meets bi-monthly to share information and promote partnership opportunities.

Employment and Education Working Group

C: Cr Matthew Kirwan (CGD)
M: 0403 072 295
E: matthew.kirwan@cgd.vic.gov.au

English And Support for Refugees & Asylum Seekers (EAS)

C: Andrea Kenny  
E: easnetwork2@gmail.com  
Coordinating local content on smartphone app. 
Developing strategies for distribution and promotion of 
the app and English classes.

Ethnic Communities Council of Victoria

P: (03) 9354 9555  
E: eccv@eccv.org.au  
W: www.eccv.org.au  
Works to empower people from culturally diverse 
backgrounds. They aim to give voice to multicultural 
Victoria and strive to advocate for human rights, 
freedom, respect, equality and dignity for ethnic and 
multicultural communities and in building a socially 
cohesive and inclusive Victorian community.

Interfaith Network

C: Helen Heath  
P: (03) 8774 7662 or 0421 829 563  
M: interfaithofficer@interfaithnetwork.org.au  
Diverse cultural & religious faiths & spiritual 
organisations who work in equal but independent 
partnership with the City of Greater Dandenong 
Council to promote peace and harmony within the 
municipality.

Migrant Settlement Committee (MSC)

C: Secretary: 0434 080 977  
C: President: 0432 975 558  
E: chair.msc@gmail.com  
MSC aims to assist service providers to achieve 
better outcomes for migrants and refugees during 
their initial and long-term settlement as well as 
addressing issues and gaps in services. MSC 
provides a forum in which workers from local 
settlement service agencies (and related agencies) 
can discuss settlement service issues. They aim to 
courage settlement service agencies to work 
collaboratively by proposing strategies, and to plan for 
effective service improvements.

Multicultural Advisory Committee

City of Greater Dandenong  
M: PO Box 200  
Dandenong VIC 3175  
P: (03) 8571 1000  
E: council@cgd.vic.gov.au  
Established to strengthen community relationships 
and to increase collaboration with multicultural 
communities. The efforts of this committee will 
contribute to community wellbeing, harmony and 
prosperity of Greater Dandenong.
### People Seeking Asylum At Risk of Destitution (PSAARD) Taskforce

<table>
<thead>
<tr>
<th>C: Rob Koch (Chair)</th>
<th>This taskforce is a meeting between councils, agencies, businesses, community groups, cultural organisations, and community members focusing on coordination and collaboration. The taskforce meets monthly to address the needs of asylum seekers at risk of or already experiencing destitution.</th>
</tr>
</thead>
<tbody>
<tr>
<td>P: 0432 439 943</td>
<td></td>
</tr>
<tr>
<td>E: <a href="mailto:rob.koch@monashhealth.org">rob.koch@monashhealth.org</a></td>
<td></td>
</tr>
</tbody>
</table>

### Multicultural Youth Action Group (MYAG)

<table>
<thead>
<tr>
<th>C: Peter Jarret</th>
<th>A general meeting for service providers to give updates on current plans/activities, discuss case studies, and have topical or specific SP presentations.</th>
</tr>
</thead>
<tbody>
<tr>
<td>E: <a href="mailto:Peterj@smrc.org.au">Peterj@smrc.org.au</a></td>
<td></td>
</tr>
</tbody>
</table>

### Network of Asylum Seeker Agencies in Victoria (NASAVic)

<table>
<thead>
<tr>
<th>Asylum Seeker Resource Centre</th>
<th>Region Network of Asylum Seeker Agencies in Victoria.</th>
</tr>
</thead>
<tbody>
<tr>
<td>P: (03) 9326 6066</td>
<td></td>
</tr>
</tbody>
</table>

### Refugee Council of Australia

<table>
<thead>
<tr>
<th>A: Level 6, Otter Street, Collingwood VIC 3066</th>
<th>A non-profit, non-government organisation, RCOA is the national umbrella body for refugees and the organisations and individuals who support them.</th>
</tr>
</thead>
<tbody>
<tr>
<td>P: (03) 9600 3302</td>
<td>Research &amp; Policy Analysis, Advocacy &amp; Representation, and Community awareness.</td>
</tr>
<tr>
<td>E: <a href="mailto:admin@refugeecouncil.org.au">admin@refugeecouncil.org.au</a></td>
<td></td>
</tr>
</tbody>
</table>

### Refugee Week/One World Festival working group

<table>
<thead>
<tr>
<th>C: Sharon Smith</th>
<th>A collaboration of agencies working together to organise the festival and tournament, under lead agency SMRC.</th>
</tr>
</thead>
<tbody>
<tr>
<td>P: (03) 9767 1914</td>
<td></td>
</tr>
<tr>
<td>E: <a href="mailto:SharonS@smrc.org.au">SharonS@smrc.org.au</a></td>
<td></td>
</tr>
</tbody>
</table>

### Refugee Women into Sport working group

<table>
<thead>
<tr>
<th>C: (Vacant) Centre for Multicultural Youth</th>
<th>Addresses barriers to young refugee women accessing sport in the South East. Developing initiatives, programs and strategies of engagement.</th>
</tr>
</thead>
<tbody>
<tr>
<td>P: (03) 9340 3757</td>
<td></td>
</tr>
</tbody>
</table>
Networks

South Eastern Child and Family CALD Services Network

C: Rick Comfort
   Centrelink
C: Anna Brazier
   Enliven
P: (03) 9791 1768
E: anna@enliven.org.au

A general meeting for service providers to give updates on current plans/activities, discuss case studies, and have topical or specific service provider presentations.

South East Asylum Seeker and Refugee Health Alliance

To meet to coordinate effort, strengthen partnerships and share information on issues relating to the physical, mental and social health of people of refugee and asylum seeker background with a focus on the City of Greater Dandenong, City of Casey and Cardinia Shire. To develop and progress a collaborative work plan of priority issues.

Suicide Prevention Taskgroup

C: Alison Asche
   South East Melbourne
   Primary Health Network
   E: alison.asche@semphn.org.au

A subgroup of the above alliance focuses on the needs of a range of refugee and people seeking asylum: sharing resources, identifying gaps in service provision, developing initiatives and models of practice to address issues, barriers and stressors.

Supporting Primary Care Taskgroup

C: Angela Yerolemou
   South East Melbourne
   Primary Health Network
   E: angela.yerolemou@semphn.org.au

A subgroup of the South East Asylum Seeker and Refugee Health Alliance. Supporting Primary Care with the capacity building for whole of General Practice. It is about exploring new ways to support General Practice when working with Refugee and Asylum Seeker clients.

Volunteers Services Network

C: Melissa Mahoney
   E: m.mahoney@sev.org.au
   W: info@gdvrs.org.au

Volunteer coordinators and managers in the region come together for mutual support and advice, discussion on issues, training and promoting volunteer opportunities.
Dhamma Sukha Meditation Centre

A: 69 Glendale Road, Springvale VIC 3171
E: enquiry@dhammasukha.org.au
P: (03) 9512 5333

- The Dhamma Sukha Meditation Centre (DSMC) Australia is an urban-based meditation centre for the practice of Vipassana or Insight meditation.
- Provides Buddhist teaching for the moral development of devotees and children.
- DSMC aims to provide facilities for educating and training of Buddhist monks.
- DSMC offers a broad range of practice and community activities. This includes a weekly schedule of meditation sessions, Dhamma talks (talks on Buddhist teaching and practice), classes, group discussions, and a variety of meditation and study retreats.

Ka Bar Aye Buddhist Monastery and Youth Welfare Association of Victoria

A: 21 Rich Street, Noble Park VIC 3174
P: (03) 9548 4525

Temple - has weekly Sunday school, monthly meditation sessions, various special events throughout the year.
Tradition: Theravada, Burmese

Panditarama Melbourne Meditation Centre - Burmese Buddhist Meditation Centre and Monastery

A: 51 Hope Street, Springvale VIC 3171
P: (03) 9574 1816

The purpose of the centre is to foster the need to practice, spread the Dhamma (The teaching of the Buddha), preserve the Theravada Buddhism and provide the facilities for training and education in regard to Buddhism within the community in Australia. PMMC is the one of the Buddhist meditation institutions in Melbourne and open all year round. It is a non-profit organization and run by donations basis.
<table>
<thead>
<tr>
<th>Religious Communities - Christian</th>
</tr>
</thead>
</table>

**Bethel Bible-Presbyterian Church**

A: 4-10 Downing Street  
Oakleigh VIC 3166  
E: office@bethelbpc.com.au  
P: (03) 9568 4526  
W: www.bethelbpc.com.au

Provides services such as:  
- Worship  
- Camps and retreats  
- Bible school  
- Elderly outreaches  
- Social groups

**Crossway Baptist Church**

A: 2 Vision Drive  
Burwood East VIC 3151  
P: (03) 9886 3700  
W: www.crossway.org.au

Crossway Baptist Church is a large church that is refugee-friendly, aiming to present the ageless truth of the Bible in a compelling and practical way. Crossway offers courses and counselling that tackle issues such as:  
- Money  
- Marriage, divorce  
- Women’s issues  
- Health  
- Parenting

**Dandenong Baptist Church**

A: 25-27 James Street  
Dandenong VIC 3175  
E: ben.hadlos@yahoo.com.au  
P: (03) 9792 3204  
0407 367 422

A place for peace, prayer and practical help, particularly focused on supporting refugees and other new arrivals.

**Divine Restoration Church**

A: 24-26 Autumn Place  
Doveton VIC 3177  
E: info@divinerestorationchurch.org  
P: (03) 8759 1256  
0422 039 087 (Decal Nono)  
W: www.divinerestorationchurch.org

Divine Restoration Church focuses on grace, mercy, forgiveness, and family.  
Church service every Sunday morning at 11am, and Wednesday at 6pm in Doveton.  
Free fruit, vegetables and food for the community.
## Enjoy Church

**Address:** 2263 Princes Hwy, Mulgrave VIC 3170  
**Phone:** (03) 9240 6000  
**Email:** front.desk@enjoy.church  
**Website:** www.enjoy.church/

Vibrant passionate worship and teaching from the Bible. Enjoy a coffee before the service and get to meet some of our people. Whatever your background we welcome you. We are a Multi-National Church!

## Faith! Christian Church - Assemblies of God

**Address:** 307 Gladstone Road, Dandenong North VIC 3175  
**Phone:** 1300 762 126  
**Email:** info@faithcc.com.au  
**Website:** 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

**Address:** 85/83-87 Willesden Road, Oakleigh VIC 3166  
**Email:** archmel@greekorthodox.org.au  
**Website:** www.greekorthodox.org.au

The Greek Orthodox Archdiocese of Australia is connected with a Resource Centre, Bookshop, Liturgical Texts, Calendar Events and more.

**Phone:** (03) 9569 6874  
**Website:** www.greekorthodox.org.au

## Jesus House

**Address:** Level 1, Hub Arcade  
15-23 Langhorne St  
Dandenong VIC 3175  
**Email:** sdcooke18@gmail.com  
**Phone:** 0423 623 885  
0414 522 484

A Christian ministry offering community and a range of humanitarian services open to everyone regardless of race or religion.

## LifeGate Church of Christ

**Address:** 758 Waverley Road, Glen Waverley VIC 3150  
**Email:** info@lifegatechurch.org.au  
**Website:** www.lifegatechurch.org.au  
**Phone:** (03) 9562 0686  
**Website:** www.lifegatechurch.org.au

Services include:  
- Alight Kidz  
- Cell groups  
- Outreach  
- Sunday Services  
- Youth Alight and more.
<table>
<thead>
<tr>
<th>Religious Communities - Christian</th>
</tr>
</thead>
</table>

**Narrehills Family Church**

A: 86 Hallam North Road, Narre Warren North VIC 3804  
E: narrehills@gmail.com  
W: www.nhfc.org.au  

An independent evangelical congregation with family orientated services, providing worship & ministry, kids club and prayer & bible study.

**New Hope Baptist Church**

A: 3 Springfield Road  
Blackburn North VIC 3130  
C: Sam Farbod (Persian Pastor)  
E: info@newhope.net.au  
P: (03) 9890 7999  
W: newhope.net.au/Persian

New Hope has a growing congregation reaching out to the Persian community in our region.  
Persian Worship Service: Sundays 1pm-3pm

**Presbyterian Church Dandenong**

A: 51 Potter Street  
Dandenong VIC 3175  
E: john.kocsis2@bigpond.com  
P: (03) 9792 4252  
W: www.dandipc.org.au

A Church family with a rich mixture of people from many different nations, cultural backgrounds and ages. Together they worship God with the desire to bring glory and honour to Him through Christ.

**Springvale Uniting Church**

A: 47 Balmoral Ave, Springvale VIC 3171  
E: springvaleunitingchurch@gmail.com  
P: (03) 9548 2799  
W: www.springvaleunitingchurch.com.au

Friendly, caring and welcoming multicultural community with:  
- Worship sessions every Sunday  
- Communion every 1st Sunday of the Month  
- A native garden with BBQ and Pizza oven  
- Op shop and garage sale events  
- An artist that documents surrounding  
- Environments
St James’ Anglican Church

A: 7 Wilson Street
Dandenong VIC 3175
P: (03) 9793 3898
W: www.stjamesdandenong.com

A friendly and uplifting Christian community that offers:
- Mothers’ Union
- Monday Meals
- Pastoral Care
- Accredited Literacy Classes
- AA Meetings and more

St Mary’s Catholic Church

A: 160 Foster St
Dandenong VIC 3175
C: Fr Declan O’Brien
(Parish Priest)
E: dandenong@cam.org.au
P: (03) 9791 4611
W: stmarysdandenong.org

There are many opportunities to participate in the life of the parish, serving the needs of others. Areas include:
- Major Committees
- Sacramental and Liturgy Groups
- Service Groups
- Social Groups
- English classes

St Mina and St Marina Coptic Orthodox Church

A: 41-59 Saffron Drive,
Hallam VIC 3803
E: abanouba@gmail.com
P: 0402 491 491
W: www.hallamcopts.org.au

The St Mina and St Marina Coptic Orthodox Church offers various services such as:
- Primary, high school and university youth services
- Family meetings and services
- Bible, language and other study courses
- Music and prayer services/lessons
- Girl Guides and Boy Scouts

St Gerard’s Catholic Church

A: 71 Gladstone Road,
Dandenong North VIC 3175
C: Fr Brendan Arthur (Priest)
E: dandenongnorth@cam.org.au
P: (03) 9792 4422
W: www.stgerards.org.au

A place for mass proceedings, sacramental services social events such as special guests and speakers.
The Salvation Army

**Noble Park Corps:**
A: 18 Buckley Street, Noble Park VIC 3174  
P: (03) 9547 8629  
W: salvationarmy.org.au/noblepark

**Dandenong Corps:**
A: 55 James Street, Dandenong VIC 3175  
P: (03) 9707 9366  
W: salvationarmy.org.au/dandenong

**Noble Park:**
There are various services at this centre such as: free drop-in centre for tea, coffee & a chat, thrift shop, volunteering opportunities

**Dandenong:**
There are various services at this community church such as: Christian Worship services, Men's groups, Women's Groups, Playgroups, Youth and children's activities, community meals, volunteering opportunities

Winepress Church

**Winepress Church**
A: Hope Centre  
   40 Intrepid St  
   Berwick VIC 3806  
P: (03) 9796 1006  
W: www.winepress.org.au

- Worship Services on Sunday morning
- English as a Second Language (ESL) classes Sunday 12.30pm
- Base Camp food drive 1st and 3rd Saturdays of the month.
- Op shop-Open Thursday, Friday & Saturday
- Music Group
- Playgroup
### Afghan Mosque

A: 14 Photinia Street  
Doveton VIC 3177  
P: (03) 9701 7300  
W: [Facebook: Afghan-Mosque-Doveton](#)  

Please contact for more information and to get connected.

### Albanian Sakie Islamic Society & Mosque

A: 10-12 Dalgety Street  
Dandenong VIC 3175  
P: (03) 9793 2879  
W: [Facebook: AlbanianMosqueDandenong](#)  

A Mosque that promotes peace and harmony with various efforts in local and overseas charity work.  
Please contact for more information.

### Emir Sultan Mosque

A: 139 Cleeland St.  
Dandenong VIC 3175  
E: melbemirsultan@hotmail.com  
P: 0402 900 970  
W: emirsultanmosque.com.au  

Emir Sultan Mosque provides Muslim families living in the area a place of worship, and conducts classes to educate children with Islamic essentials. It offers services to Muslims and wider communities, runs programs for the youth, and provides a space where social events can be held.

### Islamic Education and Welfare Association of Dandenong Inc. (IEWAD)

A: 131-133 Belgrave-Hallam Rd  
Narre Warren North VIC 3804  
E: info@iewad.org.au  
P: (03) 9796 8539  
W: [www.iewad.org.au](#)  

IEWAD is a not-for-profit, registered Muslim Religious Body that aims to propagate Islam and teach through the Holy Quran and Sunnah of the Prophet Mohammed. The community holds various events, classes, social gatherings, language and prayer services. Please contact for more detail - they offer a 24 hour response.
Westall Mosque

A: 130 Rosebank Ave.
   Clayton South VIC 3169
E: westall@imcv.org.au
W: westall.imcv.org.au/

An Indonesian Muslim Community of spiritual and community activities.
The *Beginning a Life in Australia* (BaLIA) booklet provides helpful settlement information and links to other websites and resources for newly arrived migrants, humanitarian entrants, and their sponsors and service providers. The BaLIA booklet is best viewed on a computer or other device so that you can follow the many links.

**Beginning Life in Australia.pdf (ENGLISH)**

This resource is in a variety of languages. Only some of them are listed here.

Go to this [website](#) to view in another language:
Afri-Aus Care Inc.

A: 186 Foster Street East
Dandenong VIC 3175
E: info@afri-auscare.org
P: (03) 9791 8344
W: www.afri-auscare.org

Afri-Aus Care are a group of diverse professionals who provide support services to migrant youth from African and other CALD backgrounds, and their families who are at risk or experiencing mental health issues, family and intergenerational conflict or are in the court system due to offences arising from these circumstances. Services offered relate to:

- Mental Health
- Drug and Alcohol misuse
- Legal Support
- Youth Support
- Education and Training
- Black Rhinos Basketball Team

AMES Australia

A: Level 2-5, 280 Thomas Street
Dandenong VIC 3175
P: 13 26 37
W: www.ames.net.au

While AMES offers a range of English and training courses, settlement services and case management are for Department of immigration referrals only.

CatholicCare - Pakenham

A: 1 Rogers Street
Pakenham VIC 3810
E: gippsland@ccam.org.au
H: Monday-Friday 9am- 5pm
P: 1800 522 076
W: www.ccam.org.au

Our Refugee settlement support includes:

- Information and orientation to Australian life (eg Justice Education program)
- Information forums for individuals and families
- Language and Budgeting lessons (including English conversation groups)
- Social support for adults (including women’s activity groups such as sewing, cooking, knitting etc)
- Job search and training support
- Referral to other services

Our Asylum Seeker support includes

- Supported housing, which is often enabled by local parishes and volunteers
- Advocacy for families seeking asylum
- Links to local communities
- Links to support services for families
CatholicCare - Dandenong

A: Level 2, 33-35 Princes Highway, Dandenong VIC 3175
E: dandenong@ccam.org.au
P: (03) 8710 9600
W: www.ccam.org.au

Dandenong Branch offers other services for all the community which includes
- Counselling Services
- Family Dispute Resolution
- Integrated Family Services
- School Refusal Support

H: Monday & Friday 9am- 5pm
Tuesday & Thursday 9am-8pm
Wednesday 9am- 6pm

Centre for Multicultural Youth (CMY)

A: 39a Clow Street
Dandenong VIC 3175
E: info@cmy.net.au
P: (03) 8571 1647
W: www.cmy.net.au

Reconnect program provides support for young persons (12-21 years old) who are newly arrived (up to 5 years), from a refugee background and are at risk of being homeless from Casey and Dandenong areas.
- Personal support/casework
- Practical help-filling in forms, enrolling in study, assistance with housing, getting to appointments or looking for work
- Pathways to resolving conflict with family, friends, or school and access mediation

Interpreter available. Please call for referral.

Centre for Adult Education (CAE)

A: 253 Flinders Lane
Melbourne VIC 3000
E: easterninclusion@cae.edu.au
P: (03) 9652 0611
C: Tanya Matheson:
(03) 8892 1831
W: www.cae.edu.au

CAE created the program Eastern Inclusion for asylum seekers in Eastern and Outer Eastern Melbourne. It provides support through 38 hours of pathways planning to become familiar with Victoria’s vocational education and training system and develop suitable pathways into it such as:
- Community Orientation
- Education
- Skills Assessment
- VET pathways planning
Centrelink - Department of Human Services

W: www.humanservices.gov.au

**Dandenong**
A: 27-29 Robinson St
    Dandenong VIC 3175
H: Monday-Friday 8.30am-4.30pm
P: 13 23 07

**Narre Warren**
A: 73 Webb St
    Narre Warren VIC 3805
H: Monday-Friday 8.30am-4.30pm
P: 13 62 40

**Springvale**
A: 324-334 Springvale Road
    Springvale VIC 3171
H: Monday-Friday 8.30am-4.30pm
P: 13 62 40

**Multilingual Phone Service**
H: Monday-Friday 8am- 5pm
P: 131 202

Payments and services available to help people who have recently arrived in Australia with a refugee or Humanitarian Visa, Temporary Protection Visa (TPV), Safe Haven Enterprise Visa (SHEV) or people who have been granted a Permanent Protection Visa in Australia.

Waiting periods and other conditions may apply.

Health Care Card/ Concession Card Claims
Online Service Directory
Free Interpreter Service
Multilingual phone service and resources available
Status Resolution Support Services Payment.

Please contact for more information.

Department of Home Affairs (formerly Department of Immigration and Border Protection)

*Dandenong Visa Office is now closed*: If you have been asked to attend an appointment go to the city:

A: Level 6, 2 Lonsdale Street
    Melbourne VIC 3000
H: 9 am to 4 pm Monday to Friday
P: 13 18 81
W: www.homeaffairs.gov.au

If your visa is about to expire or has expired, you should go to the [My visa is about to expire or has expired](https://www.immi.gov.au/about/services/immigration/citizenship/my-visa-is-about-to-expire-or-has-expired). It is the fastest and easiest way to resolve your immigration matter.

Immigration and citizenship applications can be lodged and managed online through [ImmiAccount](https://www.immi.gov.au/). Progress of your application can be checked online through [ImmiAccount](https://www.immi.gov.au/).
Drummond Street Services

A: Carlton Office
   100 Drummond Street,
   Carlton VIC 3053
E: enquiries@ds.org.au
P: (03) 9663 6733
W: www.ds.org.au

Drummond Street Services provides free programs and services for all community members. They aim to connect with communities experiencing challenges in their day to day lives, including refugees and families adapting to life in Australia.

International Organization for Migration (IOM)

A: Unit 403, Level 4
   167-169 Queen St
   Melbourne VIC 3000
E: AVRaustralia@iom.int
P: (03) 9670 4939
W: www.thinkingofhome.org

Thinking of going home?

IOM will work with you to plan and perhaps pay for your return home (or to a country where you have right of residency). Once you have decided to return home, IOM can help you get travel documents, arrange your flights and provide post-arrival assistance. Once you reach your home country, IOM case workers can meet you at the airport, arrange transport to your final destination and provide initial accommodation or other support to help you get settled.

Life Without Barriers (LWB)

A: Level 2, 1-7 Langhorne St
   Dandenong VIC 3175
   (Above Dimmeys)

P: (03) 8752 8500
W: www.lwb.org.au

Provides case management services.
Department of Home Affairs referrals only, but drop in to see if you are eligible.
New Hope Foundation delivers programs that support migrants and refugees across different life stages in the settlement and migration journey. We provide services to assist newly arrived migrants and refugees settle in their new homeland and we support elderly migrants with culturally responsive aged care services.

- Settlement casework services
- Case management services for settlement and complex case support
- Community education and advocacy
- Community development and capacity building
- Information and referral

Useful links:
1. [Community Based Social Support](#) for seniors
2. [Volunteer](#) coordination across settlement and aged care programs

New Roots App

The New Roots app was developed to support and build the health and wellbeing of men, aged 18-45, from Arabic, Farsi and Tamil-speaking backgrounds, who have recently arrived in Australia, and to help them overcome the daily challenges as they start a new life. But it is relevant for females and families also. The app is available in Arabic, English, Farsi and Tamil for iPhone and Android devices.
Red Cross have scaled down their service in the region but will continue to support a smaller number of clients, including people who have been trafficked and people seeking asylum with complex needs who are ineligible for SRSS.

Those seeking assistance must call first to make an appointment.

Southeast Community Links Inc. (SECL)

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

Dandenong:
A: 186 Foster Street East
Dandenong VIC 3175
P: (03) 9791 8344

Noble Park:
A: 60 Douglas Street
Noble Park VIC 3174
P: (03) 9547 0511

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

South East community links offers a wide range of settlement services for people who have come to Australia as migrants or refugees. Our settlement services are designed to help newcomers settle successfully in their new home through one on one assistance, group based community education sessions, referrals and advice.

We can help with:

- Housing problems
- Finding the right services
- Understanding Australian systems
- Finding right information
- Family, Money or School problems
- Understanding Visa conditions
- Felling lonely
- Personal Problems
- Linking with your community in Australia
- Information for your community

Settlement services are delivered at each of the three listed office locations; Springvale, Dandenong and Noble park between 9am-5pm
Southern Migrant and Refugee Centre (SMRC)

Dandenong
A: 39 Clow St
   Dandenong VIC 3175 and

Narre Warren
A: 48 Webb St
   Narre Warren VIC 3805

E: smrc@smrc.org.au
P: (03) 9767 1900
W: www.smrc.org.au

Provides support services for migrants and refugees in South East Melbourne, including aged care, driver education, homework support for students, settlement services, complex case management, referrals and group activities.

Driver Education: support for refugees getting their learners and their license. Registration is essential. Please contact the Driver Education worker on 9767 1962.

Child care service available.

The Welcome Dinner Project

W: www.joiningthedots.org
E: dandenong@joiningthedots.org or
   vic@joiningthedots.org

The Welcome Dinner Project is an initiative of ‘Joining the Dots’ that hold welcome dinners in local homes for people who are new to Australia. Both established Australians and newly arrived people are invited to host or attend, and everyone brings a dish to share.

The dinners are a free event and assistance with transport is available. To get involved, register on the website.

Victorian Multicultural Commission Community Directory

E: info@vmc.vic.gov.au
P: (03) 9651 0651
W: www.multicultural.vic.gov.au

This directory is intended to be a convenient and useful online guide to local community associations and organisations in Victoria. Includes listings relating to settlement services and other multicultural services.
Women’s Health in the South-East (WHISE)

A: 2/31 Princes Hwy
    Dandenong VIC 3175
H: Monday–Friday 10am–4pm
P: (03) 9794 8677
W: www.whise.org.au

C: Marian Salvage
    msalvage@whise.org.au
Or Shehani Cramer
    scramer@whise.org.au

Provides settlement services to assist eligible newly arrived and refugee women residing in the areas of Greater Dandenong, Casey, Cardinia and Frankston.

Settlement service programs and information sessions on:
- Forms and application assistance
- Referrals to other organisations
- Understanding Australian culture
- Making and attending appointments
- Personal care and wellness

Services include a Volunteer Home Visitation Program, casework and group information sessions. Telephone and onsite interpreters are available.
Australian Croatian Community Services

A: 3/57 Robinson St, Dandenong VIC 3175
P: (03) 9791 6000
W: www.accs.asn.au

Providing social support group activities to people from Croatian, Bosnian and similar cultural backgrounds. Activities include arts, crafts, woodwork, card-playing, gentle exercise, bocce and community outings. Also offering volunteer opportunities.

Berwick Springs Parkrun

A: Berwick Springs Promenade, Narre Warren South VIC 3805
E: berwickspringsoffice@parkrun.com
W: www.parkrun.com.au

This free event runs every Saturday at 8am. Participants run a 5km timed race to get active and for their own enjoyment.

Brand New Day

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

For more information on classes times contact the office.

Free Classes Include:
• Basic, Intermediate & Advanced English
• Basic/ Advanced Computers
• First Aid Course
• Personal Budgeting and Accommodation Advice
• Health, cooking and Nutrition
• Basic / Advanced Sewing and Handcrafts
• Embroidery and Knitting
• Welding and Floral Art
• Borrow a Bike for the Day
• Swimming Classes
• Panel Beating

New Class Added 'Healthy Eating for Healthy Life':
A six-week workshop offers education around healthy eating in order to lead a healthy life. Some of the topics to be covered include the five food groups, label reading, and healthy eating for Diabetes.
H: Tuesdays 10am- 12 noon
Casey Cardinia Libraries

E: information@cclc.vic.gov.au  
P: (03) 5990 0100  
W: www.cclc.vic.gov.au  
Events Contact: www.cclc.vic.gov.au/events

Bunjil Place Library  
A: Patrick Northeast Drive,  
    Fountain Gate VIC 3805  
P: (03) 8782 3300

Cranbourne Library  
A: Casey Complex,  
    65 Berwick-Cranbourne Rd,  
    Cranbourne VIC 3977  
P: (03) 5990 0150

Cardinia Mobile Library  
P: (03) 5940 6200

Doveton Library  
A: Autumn Place  
    Doveton VIC 3177  
P: (03) 9792 9497

Emerald Library  
A: 400B Belgrave-Gembrook Rd,  
    Emerald VIC 3782  
P: (03) 5949 4600

Endeavour Hills Library  
A: Raymond McMahon Blvd  
    Endeavour Hills VIC 3802  
P: (03) 8782 3400

Hampton Park Library  
A: Stuart Avenue  
    Hampton Park VIC 3976  
P: (03) 8788 8500

Pakenham Library  
A: Cnr of John & Henry Streets  
    Pakenham VIC 3810  
P: (03) 5940 6200

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

A: Civic Centre
Magid Drive (off Princes Highway, near Fountain Gate Shopping Centre)
Narre Warren VIC 3805
E: caseycc@casey.vic.gov.au
H: Monday-Friday 8am-6pm

Council has made a commitment in spirit to welcoming refugees into the community, upholding the human rights of refugees, demonstrating compassion for refugees and enhancing cultural and religious diversity in the community. The City of Casey develops and works in partnership with other organisations on projects that help refugees reconnect with their community.

Community Parks

Greater Dandenong
Park Directory: www.greaterdandenong.com/

City of Casey

Cardinia Shire

The City of Greater Dandenong, the City of Casey and Cardinia Shire offer hundreds of parks, sports reserves and playgrounds, as well as bushland areas and open space corridors. Owned and managed by Council, these open spaces offer a wide range of activities and things to see and do, including bushwalking, playgrounds, cycling, recreational and sporting areas, picnic and BBQ areas, local flora and fauna and more.

Cornerstone Contact Centre

A: Dandenong Church of Christ
139 David Street,
Dandenong VIC 3175
C: Lexie Sheard
E: admin@cornerstonecentre.com.au
P: (03) 9794 5654
0481 186 323
W: cornerstonecentre.com.au

Meet people while enjoying free hot meals. We are open Wednesdays and Fridays from 9.00 - 12.30 for hot coffee, toasties, conversation, and encouragement. We offer:
• Fresh hot lunches served at 11.45
• Food and material aid available upon request
• Medical Services available on Wednesdays through our community partners (Monash Health and Australian College of optometry).
### Dandy Makers Market

- **A:** Dandenong Market, Clow St & Cleeland Street, Dandenong VIC 3175
- **W:** Every second Sunday, 10am-4pm

Supports migrants and refugee women to become financially independent through making and selling handmade crafts and artisan foods. Stalls are available to those who register, or come by and support local business.

To register:
- **E:** dandymakers@smrc.org.au
- **P:** 03 9767 1900

### Dandenong Neighbourhood House

- **A:** 34 King Street, Dandenong VIC 3175
- **E:** admin@dandenongnh.org.au
- **P:** (03) 9792 5298
- **W:** [www.dandenongnh.org.au](http://www.dandenongnh.org.au)

Bridging visa/asylum seeker programs aiming to increase the life opportunities for people through the development of self-help and mutual support activities; social interaction and participation. Programs include:
- Commercial Cooking Class
- Woodwork
- English Class
- Community Morning Tea

### Doveton College

- **A:** 62 Tristania Street, Doveton VIC 3177
- **P:** (03) 8765 0111
- **W:** [www.dovetoncollege.vic.edu.au](http://www.dovetoncollege.vic.edu.au)

Services include:
- Sit and Sew Multicultural Program
- Playgroups- Save the Children
- Walking Club
- Craft Sewing Group
- Adult Courses and Classes
- Basic Computer Training
- First Aid Course
- Men of Doveton Program

Interpreters are available for programs if needed. Child care available. Dari interpreter available.
Doveton Neighbourhood Learning Centre (DNLC)

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

Open Access
Open Access is a room containing computers that are available to anyone in the community who needs to use a computer for research, looking for work, sending Emails, etc.
FREE service
Tuesday-Friday during school term or all week during school holidays.
DNLC also offer various admin services (FAX, Photocopying, Laminating and Binding) at a low cost.

ERMHA

A: 1st floor Building G
   45 Assembly Drive,
   Dandenong South VIC 3175
E: l.encarta@ermha.org or reception@ermha.org
P: (03) 9706 7388
W: www.ermha.org

- Culturally-specific projects & events
- Tamil Women’s Group – download flyer
- English classes
- Physical health programs

Provides support to improve or manage mental health. Agency referral required.

First Hike Project

C: Neil McCulloch
E: Neil@firsthikeproject.com.au
W: www.firsthikeproject.com.au

Aims to help young refugees and asylum seekers to feel more at home in Australia, and develop a deeper connection and understanding to their new country. This is done by taking these individuals on free hiking tours. They learn about the bush, learn new skills, build confidence and social connections.
Duration: 15km, with overnight camping

Friends of Refugees

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

A place to relax, make friends, join classes, practice English, learn new ideas, develop skills, keep busy, share experiences, get connected and contribute through volunteering.
### Indonesian Women's Friendship Network

**A:** 39 Clow Street Dandenong  
(every Monday)  
OR  
41 Menzies Ave Dandenong Nth  
(every Friday)  
**C:** Nika Suwarsih  
**E:** [info.iwfn@gmail.com](mailto:info.iwfn@gmail.com)  
**P:** 0452 528 287  
**H:** Monday & Friday  
11am-1pm  
(school term only)

Activities include Multicultural Playgroup: mothers and children together; singing, reading, writing, drawing, storytelling, arts and crafts.  
Wellbeing group for Multicultural Women; meditation, aerobics, Zumba, yoga, laughter therapy, relaxation and mix exercise.  
Multicultural Women's Program; group counselling, family violence workshops, parenting workshops, makeup and beauty workshop employment workshop, discussion and networking.

FREE but Bookings are essential

### Mission Australia - Disability Management Service

**A:** 41/43 Ringwood St, Ringwood  
VIC 3134  
**P:** 1300 883 067  
**H:** Monday-Friday (9am-5pm)

They aim to help vulnerable people with disability, such as depression, anxiety or other physical limitations and any additions such as drug and alcohol, to get their life back on track through education, case management, financial assistance, employment opportunities and ongoing support.

Direct Referrals are welcome

### Monash Health - Refugee Health and Wellbeing

**A:** 122 Thomas Street Dandenong  
VIC 3175  
**C:** Rob Koch  
**E:** [rob.koch@monashhealth.org](mailto:rob.koch@monashhealth.org)  
**P:** 0432 439 943  
**W:** [www.monashhealth.org](http://www.monashhealth.org)

Free activities for asylum seekers and refugees  
‘Shared Meals’ program - monthly evening communal meals with “Aussies.”  
‘Thriving Women’ multicultural activity group learning arts & craft, English and making friends.  
Volunteer opportunities - make friends through working as a concierge or patient visitor.
Neighbourhood House and Community Learning Centres (City of Casey)

W: www.casey.vic.gov.au

Balla Balla Community Centre
A: 65 Berwick-Cranbourne Rd.
   Cranbourne East VIC 3977
E: admin@ballaballa.com.au
P: (03) 5990 0900
W: www.ballaballa.com.au

Neighbourhood Houses and Community Learning Centres offer a friendly environment where you can get together with friends, meet new people and learn new skills. Neighbourhood Houses and Community Learning centres offer a wide range of services and support to the local community including:

- Diploma and certificate courses.
- Computer and Art and craft course
- VCAL classes
- Health and Wellbeing programs
- English as a second language
- Home improvement classes
- Playgroups and occasional childcare
- Support Groups and hall hire
MORE Neighbourhood Houses and Community Learning Centres (City of Casey)

Berwick Neighbourhood Centre  
A: 112 High Street  
   Berwick VIC 3806  
E: bnc10@westnet.com.au  
P: (03) 9796 1970  
W: www.berwickneighbourhoodcentre.com.au

Brentwood Park Neighbourhood House  
A: 21A Bemersyde Drive  
   Berwick VIC 3806  
E: manager@bpnh.org.au  
P: (03) 8786 7022  
W: www.brentwoodparkneighbourhoodhouse.com.au

Cranbourne Community House  
A: 49 Valepark Crescent  
   Cranbourne VIC 3977  
E: cch@cranbournecommunityhouse.com  
P: (03) 5996 2941  
W: www.cranbournecommunityhouse.com

Doveton Neighbourhood Learning Centre  
A: Oak Avenue  
   Doveton VIC 3177  
E: info@dovetonnlc.com.au  
P: (03) 9791 1449  
W: www.dovetonnlc.net.au

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

Hallam Community Learning Centre  
A: 56 Kays Avenue  
   Hallam VIC 3803  
E: admin@hallamclc.com.au  
P: (03) 9703 1688  
W: www.hallamclc.com.au

Hampton Park Community House  
A: 16-20 Stuart Avenue  
   Hampton Park VIC  
E: office@hamptonparkch.com.au  
P: (03) 9799 0708  
W: www.hamptonparkch.com.au

Merinda Park Learning and Community Centre  
A: 141-147 Endeavour Drive  
   Cranbourne VIC 3977  
E: admin@merindapark.com.au  
P: (03) 5996 9056  
W: www.merindapark.com.au

Narre Warren Community Learning Centre  
A: 1 Malcolm Court  
   Narre Warren VIC 3805  
E: enquiries@nlc.vic.edu.au  
P: (03) 9704 7388  
W: www.narreclc.net.au
MORE Neighbourhood Houses and Community Learning Centres (City of Casey)

Oakgrove Community Centre
A: 89-101 Oakgrove Drive
   Narre Warren South VIC 3805
E: office@oakgrovecc.org
P: (03) 9704 2781
W: www.oakgrovecc.org.au

Selandra Community Hub
A: 7-9 Selandra Boulevard
   Clyde North VIC 3978
E: selandrach@casey.vic.gov.au
P: (03) 9709 9615
W: www.casey.vic.gov.au

SAIL Program: Sudanese Australian Integrated Learning
A: Cnr Robinson and Scott Streets
   Dandenong VIC 3175
E: info@sailprogram.org.au
W: www.sailprogram.org.au

A volunteer-run, non-profit, secular organisation which provides free English support and community services to the Sudanese Australian community. The bulk of the activities operated by the SAIL Program run every Saturday morning, from mid-February until late-December. SAIL welcomes all participants, including both refugees and asylum seekers.
Shakti Refugee and Migrant Women’s Support Group

P: (03) 9753 4324  
W: https://shakti-international.org/shakti-australia/  
E: info@shaktiaustralia.org.au

The goal of Shakti Migrant & Refugee Women’s Support Group Melbourne is to promote the well-being, safety and human rights of women of Asian, African and Middle Eastern backgrounds. The services we provide include:

- 24-hour multilingual Crisis Call service for women in violent and or abusive situations
- Drop-in services in South-East Melbourne, and extending to surrounding metropolitan region
- Regional campaigns and advocacy on immigrant women of colour issues
- Case Management & Advocacy services
- Safety planning including temporary safe accommodation for victims of violence and their children (Link to member organisation)
- Outreach work with women and youth
- Support group activities including English conversational group sessions, Women’s Day events, The Global Kitchen
- Working with Schools
- Awareness and training programmes/workshops for Community Advocates/ Volunteers.

SisterWorks

A: 393 Swan Street  
Richmond VIC 3121  
E: info@sisterworks.org.au  
W: www.sisterworks.org.au

SisterWorks is a social enterprise based in greater Melbourne that supports women with asylum seeker, refugee or migrant backgrounds to gain independence and become integrated into Australian society.

Please contact for more information.
Southern Migrant and Refugee Centre (SMRC)

Dandenong
A: 39 Clow Street
Dandenong VIC 3175

Narre Warren
A: 48 Webb St,
Narre Warren VIC 3805

E: smrc@smrc.org.au
P: (03) 9767 1900
W: www.smrc.org.au

Conversational English:
Wednesdays and Thursdays 10am-12pm at 39 Clow St Dandenong
Sewing Class:
Wednesdays 11am-2pm Thursdays 11am-1pm at 39 Clow St Dandenong
Women’s Basic Computer Class:
Fridays 1pm at 48 Webb St Dandenong. Run by AHWFN
Dance, Art & Life Skills Program:
Wednesdays 4:30pm-6:30pm at SMRC Training Room, 39 Clow St Dandenong
Indonesian Women’s Friendship Network:
Mondays 11am-1pm, during school terms
E: nikasuwarsih@gmail.com
Multicultural Women’s Program:
Wellbeing, group counselling, parenting, relationship workshops, yoga, aerobics and dance. Mondays 11am-1pm. Run by the Indonesian Women’s Friendship Network.

Springvale Neighbourhood House Inc.

A: 1/3 Lightwood Rd
Springvale VIC 3171
E: manager@snh.org.au
P: (03) 9574 6399
W: www.snh.org.au/

A variety of social programs open to all people regardless of their visa or residency status, including:
• Multicultural Women’s Sewing Group (gold coin donation)
• Little Hobby Group (gold coin donation)
• Try It Club – exercise for all ages and all fitness levels
• Walking Group – all ages and fitness levels
• Colouring class – relaxation and mindfulness

Springboard Southern Metro - (Mission Australia)

A: 29B Langhorne Street
Dandenong VIC 3175
P: 1800 335 108

The program provides intensive support for young people transitioning from residential out-of-home care who are not engaged in education, training or employment.
Thai Women’s Friendship Network

A: 355A Springvale Rd, Springvale VIC 3171
C: Wan: P: 0431 445 990

Linking and supporting Thai women
During school terms: Thai play group:
Tuesdays 10.00am - 1.30pm.

The Freedom Club - Resurrection Parish Keysborough

A: 402 Corrigan Road, Keysborough VIC 3173
E: keysborough@cam.org.au
P: (03) 9701 5899

Resurrection Parish Keysborough holds a social group known as ‘The Freedom Club’ that originated from the desire of a small group of mothers within the parish. The group can be described as a pre-school children’s facility that allows children to play together and young mothers in the area to meet each other.

Uniting Lentara Asylum Seeker Welcome Centre (ASWC)

A: 212 Sydney Road
Brunswick VIC 3032
H: Monday, Wednesday, & Thursday: 10am- 5pm
Tuesday 1pm- 8pm
Saturday 11am- 4pm
P: (03) 9388 2459
W: www.lentarauc.org.au/

The Asylum Seeker Welcome Centre (ASWC) is a drop-in centre in Brunswick, where clients can come to use the computers, share a meal, attend an excursion, ask for advice or just hang around and socialise, knowing they're in a safe space.

Urban Neighbours of Hope (UNOH)*

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

Free weekly dinner on Friday and Sunday Nights
* UNOH no longer operating In this region, but dinner is still being held at Dandenong Baptist Church.
Victorian Men’s Shed Association (VMSA)

Aims to promote and publicise the importance of the Men’s Shed concept and Men’s Sheds as individual organisations within the Victorian community.

To provide a forum for Victorian Community Men’s Sheds to exchange ideas, share experiences, network and find support.

Victorian Immigrant & Refugee Women’s Coalition (VIRWC)

VIRWC is a peak body representing immigrant refugee women’s organisations across Victoria. The coalition provides representation, capacity building support and advice for a range of organisations whose priority is the development and support of refugee women. Also offering:

• Free family day camps
• Women’s Employment Essentials (Mentoring Program)
• Training program: multicultural women for local government

Women’s Friendship Cafe (WFCHP)

WFC aims to empower women with what they need at the stage in life where they find themselves. A skills workshop is provided by WFC and other venues with a diverse range of activities and programs to their stated needs, such as parenting, legal matters, women’s rights issues, education, health, safety, employment, driving, Centrelink and citizenship.

All women and children welcome.

H: Tuesdays 9am-12pm - school terms
Wellsprings Mentor and Home Visitation Program aims to connect isolated women residing in the City of Casey and City of Greater Dandenong into the wider community. These programs focus on building connections and leadership qualities and enhancing awareness among the isolated women as we provide them with career guidance and support. This program also provides access to information, create pathways to further education hence break the cycle of social isolation, and empowering women to live their lives more fully. These programs are delivered and supported by our diverse and well-trained Volunteers, who have excellent experience of the CALD communities.

Female only service:

Social Activities:
- Afghan Women’s Friendship Group
- Crafty Connections
- Art for the Love of it
- Computers General
- Gardening
- Line Dancing
- Sewing
- Choir
- Meal gatherings

Childcare available.

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.
All Nations Social Cricket (and now - soccer too!)

Various venues – see Facebook page for details or call:

Abdul Razzaq
P: 0430 783 526
E: abdulgohar77@hotmail.com
F: facebook.com/allnationscricketdandenong/

Award-winning program to provide refugees and people seeking asylum an opportunity to play immediately upon arrival and connect with others.

Social Cricket all year round, even in the Winter plus some weekend matches and indoor and outdoor tournaments.

All equipment supplied. This is a first step to playing club cricket. Learn how to play OR help teach others. Their motto: “Don’t Give Up – Give Back!”

Centre for Multicultural Youth (CMY)- Women's Sporting Hub

Keysborough College (Banksia Campus)
A: 8-20 Janine Rd,
Springvale South VIC 3172

Greater Dandenong Warriors Hockey Club
A: JC Mills Reserve
174 Cleeeland St,
Dandenong VIC 3175
(Opposite Dandenong Oasis)

Dandenong High School
A: 92-106 Princes Highway
Dandenong VIC 3175

The CMY is running girls only sport sessions of Volleyball and Soccer. The program is free for all young women aged 15-30 years of age to play sport. Coaching to learn/practice skills and match play to apply these skills.

Keysborough College (Banskiya Campus)
• Volleyball- Mondays 3.30-5.30pm

Greater Dandenong Warriors Hockey Club:
• Badminton- Mondays 6-7pm

Dandenong High School:
• Soccer- Tuesdays 3.30-5pm
Community Parks

**Greater Dandenong**  
Park Directory:  

**City of Casey**  
Park Directory:  

**Cardinia Shire**  
Park Directory:  

See also **Parks Victoria**  

Dandenong Stadium

A: 270 Stud Rd  
Dandenong VIC 3175  
P: (03) 9794 7192  

Basketball and Volleyball Facilities for a fee, plus casual shooting  
H: Monday-Friday 9am-11pm  
Saturday and Sunday 8am-7.30pm  
*(varies depending on special events)*

Doveton College - Men of Doveton program

A: 62 Tristania Street  
Doveton VIC 3177  
C: Alan McCarthy  
P: (03) 8765 0111  
W: [dovetoncollege.vic.edu.au](http://dovetoncollege.vic.edu.au)

A partnership involving YMCA operates M.O.D. - ‘Men of Doveton’ program 2-3 times per year:  
- Sport and recreation activities  
- Health seminars  
- Leadership and skill development  
- Friendship and support  
- Open to men over 18 years  
- Registration essential

Helping Hoops Dandenong

**Noble Park Community Centre**  
A: 75 Memorial Drive,  
Noble Park VIC 3174  
C: Adam McKay  
E: adam@helpinghoops.com.au  
P: 0433 857 875  

A free multicultural basketball program for kids living in Melbourne’s south east.  
Program times:  
Every Wednesday:  
- 4.30-5.30pm (Beginners)  
- 5.30-7pm (Advanced)
### Hemmings Park

A: Princes Highway  
Dandenong VIC 3175  
(Melway 90 C6)  

Hemmings Park is a large park in central Dandenong, with a youth focus. It has a district sized adventure playground, BMX tracks, skate ramps and a flying fox. The significant remnant River Red Gums throughout the park create pleasant shady areas for picnics and BBQ’s, alongside a large oval for sporting activities.

### Life Saving Victoria (LSV)

A: 200 The Boulevard,  
Port Melbourne VIC 3207  
E: [multicultural@lvs.com.au](mailto:multicultural@lvs.com.au)  
P: (03) 9676 6973  

Life Saving Victoria’s Multicultural Projects department provides water safety education, training programs and swimming lessons to Victoria’s varied Culturally and Linguistically Diverse (CALD) population. The website also provides multilingual resources.

### Masala Football Club

A: Fotheringham Reserve  
4 Alexander Ave,  
Dandenong VIC 3175  
E: [contactus@masalafc.com.au](mailto:contactus@masalafc.com.au)  
W: [www.facebook.com/MasalaFC](http://www.facebook.com/MasalaFC)

Multicultural Australian Football team (AFL)  
Training on Tuesdays and Thursdays 6:30pm-8:30pm with dinner at clubrooms after training. Matches on Saturdays.

The Masala club is keen to help asylum seekers and refugees learn this Australian game. New & experienced players are welcome.

### Monash Health: Refugee Health and Wellbeing

A: 122 Thomas Street  
Dandenong VIC 3175  
E: [rob.koch@monashhealth.org](mailto:rob.koch@monashhealth.org)  
P: 0432 439 943  
W: [www.monashhealth.org](http://www.monashhealth.org)

Now supporting (rather than operating) All Nations Social Cricket & Soccer program (see page 131).

Men’s Indoor Social Soccer at Doveton College on Thursdays 5pm–7pm is operated by Men of Doveton.

Now supporting the Men of Doveton program at Doveton College (see page 160).
ParkRun

Berwick Springs ParkRun
A: Berwick Springs Promenade, Narre Warren South.
E: berwickspringshelpers@parkrun.com

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.

Berwick Springs parkrun: Every Saturday at 8:00am.
This is a free event. However, please register before your first run. Only ever register with parkrun once. Don't forget to bring a printed copy of your barcode (request a reminder). If you forget it, you can still participate, however, you won't be timed.

Reclink

W: www.reclink.org

C: Charles 0412 758 276
Charles.oryem@reclink.org
or
Jason 0432 599 680
Jason.carter@reclink.org

Reclink run a range of free pop up sports, activities and events, suitable for all ages, abilities and genders.

Including:

Volleyball – Tuesday 11am-12pm
State Volleyball Centre Dandenong

Fitness Boxing – Tuesday 11.45am – 12.45pm
Oasis Gym, Dandenong

Community Football league – Wednesday 12pm
Greaves Reserve, Dandenong

Run, Walk, Roll – first Thursday of the month, 10.30am for 11am start, Dandenong Park

Walk/Run + Soccer + BBQ – Friday
10.30-12pm Dandenong Park, Dandenong
Sandown Indoor Sports Centre

A: 2 Brough Street, Springvale North VIC 3174
E: sandownsportscentre@gmail.com
P: (03) 95479666
W: www.sandownindoorsportscentre.com.au

Asylum seekers and refugees recently arrived and in extreme financial hardship may qualify for temporary free or subsidised gym membership and personal training.
Referral from a worker is preferred.

Springvale Neighbourhood House Inc.

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

A variety of social programs open to all people regardless of their visa or residency status, including fitness groups:
Try It Club – exercise for all ages and all fitness levels
Walking Group – all ages and fitness levels

Southern Migrant and Refugee Centre (SMRC)

A: Noble Park Aquatic Centre, 9 Memorial Drive, Noble Park VIC 3174
E: smrc@smrc.org.au
H: Tuesdays 11.30am-12.30pm
P: (03) 9797 1900
W: www.smrc.org.au
C: Faduma : 0412 132 389
Or Ali: 0458 333 414

Women's Exercise Group: Come join our multicultural exercise group. Get fit and healthy whilst having fun.

Plus guest speakers on improving your health and exercise outings.

Men's Boxing Program: 'Be your Best' is a free boxing program for men 18 years and older
H: Tuesdays 5.30pm to 6.30pm
A: 39 Clow Street, Dandenong
P: Sharon on 0400 867 874
The ‘Big Issue’ Street Soccer

At Greater Dandenong Warriors
Hockey Club
A: J C Mills Reserve
  Cleeland St
  Dandenong VIC 3175
  (Next to Dandenong Oasis)
E: dandenongsoccer@bigissue.org.au
P: (03) 9663 4533 (Head Office)
W: www.thebigissue.org.au/

Outdoor Soccer is every Wed 4.00-6.00pm, FREE
and open to males and females aged 16 years and
above. Players come from many walks of life – a good
opportunity to make new friends in a safe
environment. Each session starts with some
stretching, simple fitness work, skill work before a fun
match. Led by an experienced and dedicated coach,
there is a great sense of enjoyment, encouragement
and camaraderie at the sessions.

World Taekwondo Centre

Coral Park Primary School
A: 145 Coral Drive
  Hampton Park VIC 3976

Dandenong South Primary School
A: 52 Kirkham Road
  Dandenong VIC 3175

C: Ali Rahimi
E: arahimi47@yahoo.com
P: 0425 229 391
F: www.facebook.com/wtc.tkd/

Hampton Park
Tuesday- Thursday 6.30pm- 8pm
Dandenong:
Monday- Wednesday 6.30pm- 7.30pm

Beginners and Advanced classes for all ages,
as well as Male and Female classes available.
Discount for asylum seekers with no income.
  • Fitness and Fun
  • Self-defence
  • Self-esteem
  • Confidence
  • Skills
YMCA Recreation Centres:

The following are listed in this directory:
YMCA: Casey ARC
YMCA: Casey RACE
YMCA: Dandenong Oasis Leisure Centre
YMCA: Endeavour Hills Leisure Centre
YMCA: Noble Park Aquatic Centre
YMCA: Springers Leisure Centre

Subsidies can be applied for through the Open Doors program where there is hardship, but it must be through an agency and the worker must attend the assessment interview.

YMCA- Casey ARC

A: 10 Patrick Northeast Drive  
Narre Warren VIC 3805  
E: caseyarc@ymca.org.au  
H: Monday-Thursday 5.30am-10pm  
Fridays 5.30am-8pm  
Saturday-Sunday 8am-8pm  
P: (03) 9705 5000  
W: caseyarc.ymca.org.au

Women Only Swimming Sessions
Program is open to women and girls of different backgrounds and religions. Boys 6 and under are welcome. During these sessions, we have made the Sauna, Spa and Steam room available to the participants.

Facilities:
• 50m Indoor lap swimming
• Kids Pool
• Group Fitness Classes
• Swimming Lessons
• Gym/Health Club

Women only session: Every Friday 8.15pm.
Women only- wave pool: First Friday of every month.
Women only- swimming lessons: Every Friday night.
YMCA- Casey RACE

A: 65 Berwick-Cranbourne Rd
   Cranbourne East VIC 3977
E: caseyrace@ymca.org.au
P: (03) 5990 8600
W: www.caseyrace.ymca.org.au

H: Monday- Thursday
   5.30am- 10pm
   Fridays 5.30am- 8pm
   Saturday- Sunday 7am- 8pm

Facilities:
• 50m Indoor lap swimming
• Kids Pool
• Group Fitness Classes
• Swimming Lessons
• Gym/Health Club

Women only sessions occur every Saturday night
from 8:15pm to 9:45pm

YMCA - Casey Stadium

A: Unit 4, Terry Vickerman Building
   65 Berwick-Cranbourne Rd
   Cranbourne VIC 3977
E: caseystadium@ymca.org.au
H: Mon-Fri 9am-11pm
   Sat-Sun 8am- 8pm
P: (03) 5996 6052
W: www.caseystadium.ymca.org.au

10 court stadium complex offering a range of sporting programs catering for people of all ages and abilities.
• Basketball, Netball, Volleyball,
  Badminton, Dance and other sporting programs
• Cheap court hire
• Casual shooting

Opening hours are subject to change
YMCA - Dandenong Oasis Leisure Centre

A: Cnr Heatherton Rd & Cleeland St Dandenong VIC 3175
E: oasis@ymca.org.au
H: Monday- Thursday 5.30am-9.30pm
   Fridays 5.30am- 8.30pm
   Saturday- Sunday 8am- 6pm
P: (03) 9767 3100
W: www.dandenongoasis.com.au

Facilities:
• 50m Indoor lap swimming
• Kids Pool
• Hydrotherapy Pool
• Group Fitness Classes
• Swimming Lessons
• Gym/Health Club
• Boxing/Circuit/RPM Rooms

Walk and Chat
Tuesday: 9.30am to 10:15am
Cost: Free for members and guests, register at reception
What to Bring: A bottle of water, hat and sunscreen. An umbrella for a rainy day.

Men’s Only Swimming: Friday 8.45pm–10.45pm

Women’s Only:
Tuesday: 10.45am to 11.30am: Women’s Hydro Class
Friday: 10.10am to 10.55am: Women’s Hydro class
Sunday: 6.30pm to 7.00pm, 7.00pm to 7.30pm – Swimming lessons
(Boys under the age of 6 are also welcome.)
Sunday: 6:45pm to 7.15pm – Water workout
7.15pm to 7.45pm – Hydro Class

Intro-swim program:
The Intro-Swim program allows Participants to gain knowledge on self-preservation techniques, swimming skills, water safety, basic emergency response and first aid and an introduction into the various recreational aquatic activities.

YMCA- Endeavour Hills Leisure Centre

A: 10 Raymond McMahon Blvd
   Endeavour Hills VIC 3802
E: endeavourhills@ymca.org.au
H: Monday-Friday 6am-9:30pm
   Saturday- Sunday 8am-4pm
P: (03) 9213 1400
W: www.ehlc.ymca.org.au

Facilities:
• Group Fitness Classes
• Gym/Health Club
• Doveton Pool
• Community Hall
• Indoor Sports stadium
• Gymnastics
YMCA - Noble Park Aquatic Centre

A: 9 Memorial Drive
   Noble Park VIC 3174
E: npac@ymca.org.au
P: (03) 9546 7955
W: nobleparkaquaticcentre.com.au

Facilities:
- 50m Outdoor lap swimming
- Indoor and Outdoor splash pool
- Group Fitness Classes
- Swimming Lessons

Men’s Only Sessions:
Monday: 8.00 pm to 9.45 pm- Recreational swim and swimming lessons

Women's only Sessions:
Tuesday: 8.00 pm to 9.45 pm – Recreational Swim
8.00pm to 8.30pm, 8:30pm to 9pm & 9pm to 9.30 pm – Swimming lessons
8.15pm to 9.00pm – Aqua class

Wednesday: 8.15 pm to 9.45 pm – Recreational Swim

YMCA - Springers Leisure Centre

A: 400 Cheltenham Road
   Keysborough VIC 3173
E: springers@ymca.org.au
P: (03) 9701 5900
W: springersleisurecentre.com.au

Facilities:
- Sports competitions
- Casual Basketball shooting
- Group Fitness Classes
## AMES Australia

A: Levels 2-5, 280 Thomas St  
Dandenong VIC 3175  
W: [www.ames.net.au](http://www.ames.net.au/)  
E: settlementvolunteer@ames.net.au

As a settlement volunteer you will provide hands-on, practical assistance to newly arrived refugee families in their first six months of settlement so that they become familiar with essential services and learn about daily life in Australia. Settlement volunteering is a meaningful role; empowering refugee families to build confidence and engage in the community independently.

## Asylum Seeker Resource Centre (ASRC)

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

### Volunteering opportunities

As a volunteer, you are joining a movement of supporters and advocates who strengthen the organisation while creating positive change for people seeking asylum.

## Friends of Refugees

A: 1D Parsons Avenue, Springvale  
VIC 3171  
E: volunteer@for.org.au  
W: [www.friendsofrefugees.org.au](http://www.friendsofrefugees.org.au/)

Friends of Refugees has an ongoing need for specialist volunteers who can make a regular commitment. To apply complete the online application and email your cover letter and resume.
Garden Renewal Asylum Seeker Program (GRASP)

H: Monday-Friday 8am-5.30pm  
P: (03) 8571 1000

GRASP is the City of Greater Dandenong award winning volunteer program. Organises volunteers from asylum seeker backgrounds to work alongside Council’s Bushland and Garden Services. Training and safety equipment provided. Gain self-worth and a sense of accomplishment.

Link Health and Community - Volunteer Drivers

For more information on becoming a volunteer, please contact the Volunteer Manager on:
P: (03) 8822 8350  
E: lpocervina@linkhc.org.au  

Volunteer drivers provide safe and efficient transport for clients to attend Link Health and Community appointments, group activities and other social support events. We aim to link people who may be housebound or isolated due to geographical or mobility difficulties, with other residents in their community.

Link Health and Community - Volunteer Network

For more information on becoming a volunteer, please contact the Volunteer Manager on:
P: (03) 8822 8350  
E: lpocervina@linkhc.org.au  

Link Health and Community offers several volunteer opportunities in a range of roles such as:

- Administration
- Community Visiting
- LinkPETS
- Group activities
- Transport
- Specific projects/events
Monash Health Refugee Health and Wellbeing

A: Monash Health Community
122 Thomas Street
Dandenong VIC 3175
C: Rob Koch
E: rob.koch@monashhealth.org
P: 0432 439 943 (Rob)

Offers volunteering positions to refugees and asylum seekers to develop work readiness.
Current roles include:
- Concierge (Guides)
- Dialysis Patient Visitors
- Group Program Assistants
- Client Transport Drivers
- Administration Assistants
- Packing Assistants

Opening Doors Leadership Program

A: Head Office
1 Jacksons Road,
Mulgrave VIC 3170
E: amills@linkhc.org.au
P: (03) 8822 8327
0448 308 052
W: www.linkhc.org.au

A free leadership program for people of all ages, backgrounds and abilities who are passionate about making a difference in their local area. Develops:
- Personal leadership skills
- Marketing, promotion and social media skills
- Self-care and sustainability
- Project management strategies and more

South East Community Links (SECL)

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

Dandenong:
A: 186 Foster Street East
Dandenong VIC 3175
P: (03) 9791 8344

Noble Park:
A: 49 Douglas Street
Noble Park VIC 3174
P: (03) 9547 0511

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

SECL relies on the support of volunteers to meet the needs of our community. Our volunteer program aims to build employability skills and promote social inclusion for all residents of the South East region, in particular those from a migrant and refugee background.

Types of voluntary work available:
- Providing information and support to the community
- Undertake assessments for emergency relief
- Administration and project support
- Information technology projects
- Mentor driver roles through L2P
- Tutoring through our Youth Homework Club

We have volunteering opportunities at each of our 3 office locations: Springvale, Dandenong and Noble Park. Best to call Springvale office.
Wellsprings for Women has opportunities for people to volunteer to assist in delivering services to isolated women in the Cities of Dandenong, Casey and Cardinia. Positions include assisting with classes, office duties, interpreting, children’s activities, general housekeeping or joining our mentoring or home visitation programs.

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

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

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

A: Bounce Kindness House  
288 Brunswick Street  
Fitzroy VIC 3065  
E: bounce@c8journey.org.au  
W: www.bounce.org.au

Bounce is a new Youth Mentoring Program that aims to empower refugee youth and engage with them to learn ways to combat the issues surrounding them. The program is offered to refugees aged 16 - 24 to help them make positive life choices and grow their potential.

Blue Light Victoria

E: enquiries@bluelight.org.au  
W: www.bluelight.org.au

Blue Light Victoria is an independent, for-purpose organisation for youth. The aim of Blue Light is to empower youth to reach their full potential regardless of the adversity they may face.

Programs offered include:
• Blue Light Boxing  
• BLAST (Blue Light Alternative Strategy for Teenagers) Camp  
• The Blue Light Disco  
• TriTactics Programs in schools  
• Victorian Blue Light Youth Camp  
• Walk Beside Me - Mentor Program

Casey Cardinia Libraries (CCL)

Locations:  
Cranbourne, Doveton, Emerald, Endeavour Hills, Hampton Park, Narre Warren and Pakenham, with the Cardinia Mobile Library

E: information@cclc.vic.gov.au  
W: www.cclc.vic.gov.au

For Event Calendar  

School Holiday Program
Events and programs are offered during the school holidays at various CCL branches. All programs are free, however places are limited. Bookings can be made via Internet, in person at your local library or by calling the branch where event is taking place.

For events bookings Go to: http://tinyurl.com/cclcevents choose your event and make your booking.

Book Group for Teens
Borrow, read and chat about books. Join us in reading and discussing with others, the selected book.
City of Casey Youth Information Centres

**Cranbourne Youth Information Centre**
A: Shop 156, Cranbourne Park Shopping Centre, High St
Cranbourne VIC 3977
P: (03) 9792 7350
H: Monday-Friday
9.30am - 5.30pm
(Other times by appointment)

City of Casey Youth information Centre offers young people aged 10-25 and their families activities information, support and referral on a range of issues, concerns and needs.

The centre has information on recreation, employment, health issues, drugs/alcohol, housing, personal development programs, sexuality, family issues, legal issues and education options.

Recreation programs are also available for young people aged 10-25 years.

**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)

**Narre Warren Youth Information Centre**
A: 52 Webb Street
Narre Warren VIC 3804
P: (03) 9792 7330
H: Monday-Friday
1.30 pm - 5.30pm
(Other times by appointment)

City of Greater Dandenong Youth Services

A: 39 Clow Street,
Dandenong VIC 3175
E: youthservices@cgd.vic.gov.au
P: (03) 9793 2155
W: youth.greaterdandenong.com

Youth Services (formerly Y-Stop) provides a range of quality services and programs for young people between the ages of 12-25 who live, work, study or have a significant connection to the City of Greater Dandenong. Services include:
- Generalist youth & family counselling and support
- Holiday activities and events
- After hours programs - including leadership, event management committees and more
- School based programs
Girl Guides

Noble Park Guide Hall
Ross Reserve- Cnr Memorial Drive & Corrigan Road
Noble Park VIC 3174
C: Razia
E: rali@guidesvic.org.au
M: 0410 726 113
P: (03) 8606 3500
W: guides@guidesvic.org.au

Girl Guides provides activities that assist the development of leadership, confidence and citizenship in an all-girls environment.

Lowana Guides- ages 7-10: Mon 5:30pm- 7pm
1st Noble Park Co- ages 10-15: Wednesday 7pm-9pm

Hemmings Park

A: Princes Highway
Dandenong VIC 3175
(Melway 90 C6)

Hemmings Park is a large park in central Dandenong, with a youth focus. It has a district sized adventure playground, BMX tracks, skate ramps and a flying fox. The trees create shady areas for picnics and BBQ’s, with a large oval for sporting activities.

Monash Health: Youth Drug & Alcohol Service

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

Interpreter Services Available (TIS)
Phone: 131 450

Monash Health Youth Drug Alcohol Services offer outreach support to young people aged 12-25. The aim of this support is to reduce the harms related to drug and alcohol use through:
• 1 on 1 counselling and care coordination
• outreach programs, information and education
• support to join or re-engage with training, education, health, wellbeing and social activities.

Monash Health Youth Services

P: 1300 342 273
W: www.monashhealth.org

Programs for people aged 12-25 years old including: homework support groups, school-based health and wellbeing programs, events and support.

**Sound Connection**: Music group facilitated by a music therapist. Listen and share music, play instruments, sing and write songs to express yourself, connect with others, deal with stress and anxiety, relax, change your mood and feel healthier.
Monash Health Thursday Youth Health Hub

The Monash Health, Youth and Family team runs an innovative after-school hours ‘Youth Health Hub’ at the Monash Health Community site - Thomas Street, Dandenong.

The program is held weekly on a Thursday from 4.30pm to 6.30pm. The programs aim to support young people 16-25 years to improve their health by providing individual support and health education groups.

Eligibility is open to young people living, working, studying or accessing services in City of Greater Dandenong, City of Casey or Cardinia Shire (and surrounds).

The Health Hub provides opportunities for youth to engage with various health professionals. The Health Hub is staffed by Nurses with significant experience in sexual health education, Social Workers, Dietician, Psychologist, Music Therapist and a Speech Pathologist.

Individual appointments are available for counselling, speech pathology, dietetics and health assessments conducted by our Community Health Nurses.

The Health Hub also runs a group exercise program facilitated by an accredited Exercise Physiologist utilising the extensive gym facilities at Monash Community Health Thomas St.

The multi-disciplinary team also conducts a number of group programs on a rotating basis targeting the development of health knowledge and literacy, resilience, self-esteem, engagement, social communication skills as well as the self-management of anxiety.

Please contact Youth Triage to arrange a tour or to refer.
‘My Place’ Youth facility

A: 5-7 Main Street, Pakenham  
P: 1800 496 884  
E: myplace@Cardinia.vic.gov.au  
H: 1.00pm - 5.15pm

‘My Place’ is a facility for young people aged 12 to 24 years old.

This service offers:  
• Free internet access  
• Information and advice about health, wellbeing and education  
• Mental health counselling  
• Job search training  
• Referrals to other health support agencies

Positive Pathways

www.youthpositivepathways.com.au

City of Greater Dandenong  
P: (03) 9793 2155

Cardinia Shire  
P: 18004 YOUTH

City of Casey  
P: (03) 9705 5200

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.
Youth Services

Southern Migrant and Refugee Centre- (SMRC)

A: 39 Clow St
Dandenong VIC 3175
(next to Dandenong market)
E: smrc@smrc.org.au
P: (03) 9767 1900
0448 896 328
W: www.smrc.org.au

For young people aged 15-25 years who have been in Australia less than 5 years.

**Girlspace:** Girls only fun, informative, chatty program for young women aged between 15-25 years. For more information please contact the Youth Engagement Worker on (03) 9767 1965.

**School Holiday Programs:** During school holidays. Enjoy a range of fun activities including sport, excursions and workshops.

**Homework Support Program:** Tutoring service assisting students with homework. Available for high school students. Monday- Wednesday 3.30pm- 6pm.

**Swimming program for children:** Aged 5-15 years

For girl guides, contact Razia or Ali
P: 0410 726 113 Razia
P: 0458 333 414 Yaghobi

**Girl Guides:** For Primary school aged girls between 5-12 years old, held each Thursday 5:30pm-7:30pm. An opportunity for learning, team work, craft, cooking, games, fun and friendship.

Youth Crime Prevention Program (Dandenong)

A: 29B Langhorne Street
Dandenong VIC 31275
P: (03) 9213 2500
H: 9am-5pm (as well as some after hours support)

The program will address young people’s risk/protective factors through tailored support; delivered by a Guide and a Community of Support.

**Eligibility Criteria**
- Young people aged 15-22 years, identified as high risk offenders and who reside in the City of Greater Dandenong
Youth Learning Pathways

A: 29B Langhorne Street
Dandenong VIC 31275
P: (03) 9213 2500
H: 9am-5pm (as well as some after hours support)

Youth Learning Pathways focuses on creating a viable pathway to education and employment for young people who are in the criminal justice system, as well as other young people who are identified as ‘high risk’ where it is possible they may engage in criminal behaviour.

Youth Links (SECL)

South East Community Links - Youthlinks
A: 60 Douglas Street
   Noble Park VIC 3174
P: (03) 9547 0511
H: Monday – Friday: 9am-5pm

Wide range of services and help for young people aged 25 and under. Drop In is open every afternoon for young people to see a worker.

Support services include L2P driver support, emergency relief, youth leadership program, generalist casework support, schooling, education and employment assistance. Access to computers and the internet is available, it is also a place where you can meet and hang out with other young people.

Youth Support and Advocacy Service (YSAS)

A: 155 Lonsdale Street
   Dandenong VIC 3175
P: (03) 9701 3488
W: www.ysas.org.au

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

<table>
<thead>
<tr>
<th>Accommodation</th>
<th>5, 8-12,29-30, 71, 140, 125, 154</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acholi Community Association in Australia Inc.</td>
<td>40</td>
</tr>
<tr>
<td>Adult Migrant English Program (AMEP)</td>
<td>67</td>
</tr>
<tr>
<td>Advocacy</td>
<td>16, 18-21, 24,26, 30, 38, 41, 44, 87-88, 90, 92-93, 95, 98, 102-103, 107, 117, 119-120, 126, 137, 141, 154, 179</td>
</tr>
<tr>
<td>Advocacy for Oromia Association in Victoria Inc.</td>
<td>38</td>
</tr>
<tr>
<td>AEI - NOOSR</td>
<td>51</td>
</tr>
<tr>
<td>Afghan services</td>
<td>22-24</td>
</tr>
<tr>
<td>AfriAus Care</td>
<td>137</td>
</tr>
<tr>
<td>African services</td>
<td>25</td>
</tr>
<tr>
<td>Albanian Sakie Islamic Society &amp; Mosque</td>
<td>134</td>
</tr>
<tr>
<td>Ambulance</td>
<td>5, 105,107</td>
</tr>
<tr>
<td>AMES Australia</td>
<td>8, 37, 54,67-70,137,169</td>
</tr>
<tr>
<td>Anglicare ParentZone</td>
<td>82</td>
</tr>
<tr>
<td>Anxiety</td>
<td>119-120, 150, 175-176</td>
</tr>
<tr>
<td>Arkan Rohingya Community of Australia (ARCA)</td>
<td>27</td>
</tr>
<tr>
<td>Ask Izzy</td>
<td>8</td>
</tr>
<tr>
<td>Assyrian</td>
<td>26</td>
</tr>
<tr>
<td>Asylum Seeker and Refugee Advisory Committee</td>
<td>124</td>
</tr>
<tr>
<td>Asylum Seeker Resource Centre</td>
<td>8, 19, 52, 70, 97, 114, 126, 160</td>
</tr>
<tr>
<td>Asylum Seeker Welcome Centre</td>
<td>156</td>
</tr>
<tr>
<td>Asylum Seekers Centre</td>
<td>97</td>
</tr>
<tr>
<td>Australia Burma Society Victoria Inc.</td>
<td>27</td>
</tr>
<tr>
<td>Australian Burmese Rohingya Organisation Inc.</td>
<td>27</td>
</tr>
<tr>
<td>Australia Chin Community Eastern Melbourne</td>
<td>32</td>
</tr>
<tr>
<td>Australian Chollo Community Inc.</td>
<td>40</td>
</tr>
<tr>
<td>Australian Iranian Society of Victoria (AISoV)</td>
<td>36</td>
</tr>
<tr>
<td>Australian Oromo Community in Victoria</td>
<td>38</td>
</tr>
<tr>
<td>Australian Red Cross</td>
<td>59, 75, 106</td>
</tr>
<tr>
<td>Australian Tamil Academy</td>
<td>46</td>
</tr>
<tr>
<td>Australian-Iranian Youth Society of Victoria</td>
<td>36</td>
</tr>
<tr>
<td>Avocare</td>
<td>52, 97</td>
</tr>
<tr>
<td>Balla Balla Community Centre</td>
<td>151</td>
</tr>
<tr>
<td>Baptcare Sanctuary Program</td>
<td>9</td>
</tr>
<tr>
<td>Bayside Refugee Advocacy and Support Association</td>
<td>19</td>
</tr>
<tr>
<td>Befriend a Child in Detention</td>
<td>19</td>
</tr>
<tr>
<td>Bestchance- Family support program</td>
<td>82</td>
</tr>
<tr>
<td>Berwick Neighbourhood Centre</td>
<td>152</td>
</tr>
<tr>
<td>Berwick Springs Parkrun</td>
<td>145,162</td>
</tr>
<tr>
<td>Bethel Bible - Presbyterian Church</td>
<td>129</td>
</tr>
<tr>
<td>Beyond Blue</td>
<td>83,119</td>
</tr>
<tr>
<td>Big Issue Street Soccer</td>
<td>164</td>
</tr>
<tr>
<td>Blue Light Victoria</td>
<td>65,174</td>
</tr>
<tr>
<td>Bor Youth Association Vin Victoria</td>
<td>40</td>
</tr>
<tr>
<td>Bounce</td>
<td>173</td>
</tr>
<tr>
<td>Brand New Day</td>
<td>52, 71, 145</td>
</tr>
<tr>
<td>Brotherhood of St Laurence</td>
<td>53,71</td>
</tr>
<tr>
<td>Brigidine Asylum Seekers Project</td>
<td>9</td>
</tr>
<tr>
<td>Brentwood Park Neighbourhood House</td>
<td>152</td>
</tr>
<tr>
<td>Burmese Services</td>
<td>27-29, 58, 80, 128, 136</td>
</tr>
<tr>
<td>Cambodian Services</td>
<td>30-31</td>
</tr>
<tr>
<td>Cardinia Shire CALD Network</td>
<td>124</td>
</tr>
<tr>
<td>Career Seekers</td>
<td>54</td>
</tr>
<tr>
<td>Carers of Africa</td>
<td>25</td>
</tr>
<tr>
<td>Carina Ford Immigration Lawyers</td>
<td>115</td>
</tr>
<tr>
<td>Casey ARC - YMCA</td>
<td>170</td>
</tr>
<tr>
<td>Casey Cardinia Community Legal Service</td>
<td>114</td>
</tr>
<tr>
<td>Casey North Community Info and Support Services</td>
<td>99,120,124</td>
</tr>
<tr>
<td>Casey RACE - YMCA</td>
<td>166</td>
</tr>
<tr>
<td>Casey Stadium</td>
<td>166</td>
</tr>
<tr>
<td>Casey Tamil Manram (CTM)</td>
<td>46</td>
</tr>
<tr>
<td>CatholicCare</td>
<td>9, 71, 137, 138</td>
</tr>
<tr>
<td>Centre for Adult Education (CAE)</td>
<td>138</td>
</tr>
<tr>
<td>Centre for Multicultural Youth (CMY)</td>
<td>54-55, 138,159</td>
</tr>
<tr>
<td>Centrelink</td>
<td>43, 56, 77, 93, 98, 100, 101, 104, 119, 127, 139, 157</td>
</tr>
<tr>
<td>Christ Church Dingley</td>
<td>72</td>
</tr>
<tr>
<td>Churches</td>
<td>44, 72-74, 77-78, 97-98, 103, 129-130, 148, 156</td>
</tr>
<tr>
<td>City of Casey</td>
<td>88, 104, 127, 147, 151-153, 158, 160, 174, 176-177</td>
</tr>
<tr>
<td>City of Casey Youth Information Centres</td>
<td>174</td>
</tr>
<tr>
<td>CGD Children’s Services &amp; Maternal &amp; Childcare</td>
<td>83</td>
</tr>
<tr>
<td>CGD Family Support &amp; Counselling Services</td>
<td>84</td>
</tr>
<tr>
<td>City of Greater Dandenong Immunisation Service</td>
<td>106</td>
</tr>
<tr>
<td>Clothing Exchange</td>
<td>104</td>
</tr>
<tr>
<td>Community Parks</td>
<td>147, 160</td>
</tr>
<tr>
<td>Computer</td>
<td>29, 65, 69, 73-77, 79, 84,97, 136, 145-146, 148-149, 151, 155-156 172, 179</td>
</tr>
<tr>
<td>Connections Uniting Care</td>
<td>84</td>
</tr>
<tr>
<td>Cornerstone Contact Centre</td>
<td>73, 97, 147</td>
</tr>
<tr>
<td>Counselling</td>
<td>5-6, 13-17, 25-26, 30, 44, 49-51, 58, 84-85, 88-90, 93-97, 99, 102, 108-111, 120-122, 124, 130, 139, 151, 156, 175-178</td>
</tr>
<tr>
<td>Cranbourne Community House</td>
<td>84,152</td>
</tr>
</tbody>
</table>
# Index

<p>| Cranbourne Information and Support Services | 98,119 |
| Cranbourne Youth Information Centre | 174 |
| Crisis Support | 5, 98, 102, 119 |
| Crossway Life Care | 85 |
| Dandenong Baptist Church | 129 |
| Dandenong Benevolent Society | 98 |
| Dandenong ‘Bob’s Place’ | 10 |
| Dandenong Neighbourhood House | 73 |
| Dandenong Oasis Leisure Centre -YMCA | 165, 167 |
| Dandenong Neighbourhood Centre | 73 |
| Dandenong Stadium | 160 |
| Dandenong Valley Job Support (DVJS) | 56 |
| Deakin University Sanctuary Scholarships | 74 |
| Dental | 108,109 |
| Department of Immigration and Border | 115 |
| Depression | 63, 119, 120, 150 |
| Dhamma Sukha Meditation Centre | 128 |
| DirectLine | 5,13 |
| Disability | 10, 49, 56, 63, 79, 83, 90, 121, 150 |
| Doctors4Refugees | 19 |
| Doveton Baptist Church | 74 |
| Doveton College | 74, 86, 148, 160-161 |
| Doveton Neighbourhood Learning Centre | 74, 98,152 |
| Driver Education | 56, 143 |
| Drummond Street Services | 140 |
| EACH Social &amp; Community Health | 120 |
| Eastern and Central African Communities of Victoria Inc | 25 |
| Eastern Inclusion | 75, 138 |
| EastWeb | 93 |
| ECHO Australia | 56 |
| Employment | 18, 28, 30, 36, 41-42, 44, 49, 51-72, 76, 79, 93, 95, 104, 117, 124, 150, 157, 172, 174, 179 |
| Endeavour Hills Leisure Centre | 165, 167 |
| Endeavour Hills Neighbourhood Centre | 75, 152 |
| English and Support for Refugees and Asylum Seekers (EAS) | 66,125 |
| enliven | 106,124,127 |
| ERMHA | 149 |
| Ethnic Communities Council of Victoria | 125 |
| Family Drug Helpline | 13 |
| Faith! Christian Church | 130 |
| Financial Help | 115 |
| FineFixer | 115 |
| Food and Material Aid | 97-104,147 |
| Forced Marriage | 89, 91 |
| Foundation House | 54, 120 |
| FreeCycle Network | 99 |
| Free to Feed | 58 |
| Friends of Refugees | 75, 99, 149, 169 |
| Friendship Networks | 20, 35, 38, 64, 75, 79, 150, 156-158, 177 |
| Gaatjaak Nuer Community Assoc. | 42 |
| Gamblers Help | 13 |
| Gamblers Help (Southern) | 13 |
| GAP Program (ASRC) | 8 |
| Garden Renewal Asylum Seeker Program | 57 |
| Grandmothers Against Detention of Refugee Children | 20 |
| GREAT in Home and Community Care | 107 |
| Greater Dandenong Volunteer Resource Centre | 172 |
| Grow - Mental Health Program | 120 |
| Hallam Community Learning Centre | 152 |
| Hampton Park Community House | 152 |
| Hampton Park Youth Information Centre | 174 |
| Hazara Australian Community Association of Victoria | 35 |
| Headspace | 121 |
| Helping Hoops Dandenong | 101 |
| Hemmings Park | 161, 175 |
| Holiday Programs | 146, 178 |
| Homegirls | 58 |
| Hospitals | 88, 107, 111 |
| Immunisation | 106, 110, 111 |
| Indonesian women's friendship network | 150 |
| Interfaith Network | 16 |
| International Organization for Migration (IOM) | 140 |
| InterNations | 36 |
| InTouch Multicultural Centre Against Family Violence | 86 |
| Iranian Bushwalkers | 37 |
| Islamic Education and Welfare | 134 |
| Jesuran Wellness Centre | 59, 99 |
| Jesus House | 130 |
| Joey's Van | 99 |
| Justice and Freedom for Ceylon Tamils Inc. | 46 |
| Ka Bar Aye Buddhist Monastery &amp; Youth Welfare | 128 |
| Keysborough Learning Centre (KLC) | 76, 100 |
| Kindred Kindness | 20 |
| Komak program (Connections) | 84 |
| Korok Women's Association Inc | 42 |
| Launch Housing | 10 |
| Legal Help | 114-118 |
| Lentara UnitingCare | 12 |
| Library | 71, 75-76, 92, 146, 173-174 |
| Liech Nuer Community Association Inc. | 42 |</p>
<table>
<thead>
<tr>
<th>Organization</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Life Saving Victoria</td>
<td>161</td>
</tr>
<tr>
<td>Life Without Barriers (LWB)</td>
<td>9, 82-83, 119, 140</td>
</tr>
<tr>
<td>LifeGate Church of Christ</td>
<td>130</td>
</tr>
<tr>
<td>Lifeline Financial Counselling</td>
<td>93</td>
</tr>
<tr>
<td>Link Health and Community</td>
<td>14, 104, 109, 170</td>
</tr>
<tr>
<td>Lopit Community Association of Australia Inc.</td>
<td>42</td>
</tr>
<tr>
<td>Masala Football Club</td>
<td>161</td>
</tr>
<tr>
<td>Maternal Health</td>
<td>83, 86-87, 92, 112</td>
</tr>
<tr>
<td>Meditation Centres and Monasteries</td>
<td>128</td>
</tr>
<tr>
<td>MEGT</td>
<td>60</td>
</tr>
<tr>
<td>Men of Doveton</td>
<td>148, 160-161</td>
</tr>
<tr>
<td>Men's Referral Service</td>
<td>122</td>
</tr>
<tr>
<td>Men Only Programs</td>
<td>87, 101, 121-123, 158, 161, 165, 167-168</td>
</tr>
<tr>
<td>Mensline Australia</td>
<td>121</td>
</tr>
<tr>
<td>Merinda Park Learning and Community</td>
<td>152</td>
</tr>
<tr>
<td>Migrant Settlement Committee</td>
<td>125</td>
</tr>
<tr>
<td>Mind Australia</td>
<td>122</td>
</tr>
<tr>
<td>Mission Australia</td>
<td>59, 150, 155</td>
</tr>
<tr>
<td>Monash Health Drug and Alcohol Services</td>
<td>15</td>
</tr>
<tr>
<td>Monash Health Drug and Alcohol Service</td>
<td>15, 175</td>
</tr>
<tr>
<td>Monash Health Community</td>
<td>87, 107, 108, 171, 176</td>
</tr>
<tr>
<td>Monash Health Refugee Health and Wellbeing</td>
<td>110, 150, 161, 171</td>
</tr>
<tr>
<td>Monash Health Youth Services</td>
<td>175, 176</td>
</tr>
<tr>
<td>MoneyHelp</td>
<td>94</td>
</tr>
<tr>
<td>Mosques</td>
<td>134-135</td>
</tr>
<tr>
<td>Multicultural Advisory Committee</td>
<td>125-126</td>
</tr>
<tr>
<td>Multicultural Youth Action Group (MYAG)</td>
<td>126</td>
</tr>
<tr>
<td>Multilingual</td>
<td>140, 155, 162</td>
</tr>
<tr>
<td>Music</td>
<td>22, 36, 47, 69, 79, 33, 146, 175-177</td>
</tr>
<tr>
<td>Muslim Youth, Adult &amp; Families (MYAF) Program</td>
<td>15</td>
</tr>
<tr>
<td>My Blue Sky</td>
<td>89</td>
</tr>
<tr>
<td>Myuna Farm</td>
<td>100</td>
</tr>
<tr>
<td>Narre Warren Community Learning Centre</td>
<td>152</td>
</tr>
<tr>
<td>Narre Warren Youth Information Centre</td>
<td>174</td>
</tr>
<tr>
<td>Narreihills Family Church</td>
<td>131</td>
</tr>
<tr>
<td>Nasir Community Association Inc.</td>
<td>43</td>
</tr>
<tr>
<td>National Debt Hotline</td>
<td>94</td>
</tr>
<tr>
<td>National Zakat Foundation</td>
<td>94</td>
</tr>
<tr>
<td>Neighbourhood Houses and Learning Centres</td>
<td>151-152</td>
</tr>
<tr>
<td>Network of Asylum Seeker Agencies in Victoria</td>
<td>126</td>
</tr>
<tr>
<td>New Hope Baptist Church</td>
<td>131</td>
</tr>
<tr>
<td>New Hope Foundation</td>
<td>141</td>
</tr>
<tr>
<td>New Roots App</td>
<td>141</td>
</tr>
<tr>
<td>Noble Park Aquatic Centre - YMCA</td>
<td>168</td>
</tr>
<tr>
<td>Nuer Community</td>
<td>42-43</td>
</tr>
<tr>
<td>Oakgrove Community Centre</td>
<td>153</td>
</tr>
<tr>
<td>Opening Doors</td>
<td>55, 11, 59, 171</td>
</tr>
<tr>
<td>Optometry</td>
<td>108, 110, 112, 147</td>
</tr>
<tr>
<td>Orange Sky Laundry</td>
<td>10</td>
</tr>
<tr>
<td>Oromia Support Group in Australia Inc.</td>
<td>38</td>
</tr>
<tr>
<td>Oromo</td>
<td>38-39, 136</td>
</tr>
<tr>
<td>Oromo Women's Association in Australia South Pacific Region Inc</td>
<td>39</td>
</tr>
<tr>
<td>Panditarama Melbourne Meditation Centre/ Burmese Buddhist</td>
<td>128</td>
</tr>
<tr>
<td>Parenting Services</td>
<td>7, 42, 50, 82-83, 88, 89-90, 123, 150</td>
</tr>
<tr>
<td>PLAYFAIR Visa &amp; Migration Services</td>
<td>115</td>
</tr>
<tr>
<td>Police Stations</td>
<td>116</td>
</tr>
<tr>
<td>Positive Pathways</td>
<td>177</td>
</tr>
<tr>
<td>Presbyterian Church Dandenong</td>
<td>131</td>
</tr>
<tr>
<td>Protection</td>
<td>5, 9, 56, 61, 75-76, 78, 115, 117-118, 139</td>
</tr>
<tr>
<td>Public Transport Victoria (PTV)</td>
<td>100</td>
</tr>
<tr>
<td>Queen Elizabeth Centre (QEC)</td>
<td>92</td>
</tr>
<tr>
<td>Quitline</td>
<td>16</td>
</tr>
<tr>
<td>Raising Children</td>
<td>90</td>
</tr>
<tr>
<td>Reclink</td>
<td>162</td>
</tr>
<tr>
<td>Red Cross</td>
<td>9, 58, 75, 94, 106, 43</td>
</tr>
<tr>
<td>Refugee Council of Australia</td>
<td>20, 126</td>
</tr>
<tr>
<td>Refugee Legal (formerly RILC)</td>
<td>117</td>
</tr>
<tr>
<td>Refugee Week/One World Festival</td>
<td>126</td>
</tr>
<tr>
<td>Refugee Women into Sport working group</td>
<td>126</td>
</tr>
<tr>
<td>Refugees Welcome Australia</td>
<td>12</td>
</tr>
<tr>
<td>RentRight - Smartphone App</td>
<td>95</td>
</tr>
<tr>
<td>RISE- Refugees Survivors &amp; Ex-detainees</td>
<td>11, 21, 60, 102</td>
</tr>
<tr>
<td>RMIT People Seeking Asylum Scholarship</td>
<td>77</td>
</tr>
<tr>
<td>Rural Australians for Refugees</td>
<td>21</td>
</tr>
<tr>
<td>Salvation Army</td>
<td>17-18, 91, 94, 101-102, 133</td>
</tr>
<tr>
<td>SalvoCare Eastern</td>
<td>11, 17, 101, 123</td>
</tr>
<tr>
<td>Sandown Indoor Sports Centre</td>
<td>163</td>
</tr>
<tr>
<td>Sanganatham Tamil Broadcasting Group</td>
<td>46</td>
</tr>
<tr>
<td>SECADA</td>
<td>16</td>
</tr>
</tbody>
</table>

An initiative of:
<table>
<thead>
<tr>
<th>Index</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Selandra Community Hub</td>
<td>153</td>
</tr>
<tr>
<td>Self Help Addiction Resource Centre (SHARC)</td>
<td>16</td>
</tr>
<tr>
<td>Shakti Refugee and Migrant Women’s Support Group</td>
<td>154</td>
</tr>
<tr>
<td>SHINE- Support Help Information Networks &amp; Education</td>
<td>90</td>
</tr>
<tr>
<td>SisterWorks</td>
<td>61, 154</td>
</tr>
<tr>
<td>Skilling Employment &amp; Aid Enterprises Aust.</td>
<td>61</td>
</tr>
<tr>
<td>SkillsPlus</td>
<td>61</td>
</tr>
<tr>
<td>SMART Recovery</td>
<td>17</td>
</tr>
<tr>
<td>Soccer</td>
<td>43, 159, 161-162, 164</td>
</tr>
<tr>
<td>Social Media Campaigns</td>
<td>21</td>
</tr>
<tr>
<td>South East Asylum Seeker and Refugee Health Alliance</td>
<td>127</td>
</tr>
<tr>
<td>South East Community Links Inc.</td>
<td>95, 142, 179</td>
</tr>
<tr>
<td>South East Volunteers</td>
<td>62, 171</td>
</tr>
<tr>
<td>South Eastern Child &amp; Family CALD Network</td>
<td>127</td>
</tr>
<tr>
<td>South Eastern Region Melbourne Oromo Community Association Victoria Australia Inc.</td>
<td>39</td>
</tr>
<tr>
<td>South Sudan Community Development Agency</td>
<td>43</td>
</tr>
<tr>
<td>South Sudan Equitarians Association Inc.</td>
<td>43</td>
</tr>
<tr>
<td>South Sudanese Australian Youth United</td>
<td>44</td>
</tr>
<tr>
<td>South Sudanese Council of Australia Inc.</td>
<td>44</td>
</tr>
<tr>
<td>Southern Melbourne Area-Navigator Program</td>
<td>78</td>
</tr>
<tr>
<td>Southern Migrant and Refugee Centre (SMRC)</td>
<td>23, 62, 79, 90, 127, 143, 155, 163, 178</td>
</tr>
<tr>
<td>Sport</td>
<td>24, 32, 36, 41, 43, 47, 49, 69, 126, 168-159</td>
</tr>
<tr>
<td>Springers Leisure Centre – YMCA Keysborough</td>
<td>168</td>
</tr>
<tr>
<td>Springvale Benevolent Society</td>
<td>103</td>
</tr>
<tr>
<td>Springvale Monash Legal Service</td>
<td>117</td>
</tr>
<tr>
<td>Springvale Neighbourhood House Inc</td>
<td>80, 155, 163</td>
</tr>
<tr>
<td>Springvale Reserve</td>
<td>79</td>
</tr>
<tr>
<td>Springvale Uniting Church</td>
<td>131</td>
</tr>
<tr>
<td>St Gerard’s Catholic Church</td>
<td>132</td>
</tr>
<tr>
<td>St James’ Anglican Church</td>
<td>132</td>
</tr>
<tr>
<td>St Mary’s Catholic Church</td>
<td>132</td>
</tr>
<tr>
<td>St Mina and St Marina Coptic Orthodox Church</td>
<td>132</td>
</tr>
<tr>
<td>St Vincent De Paul Society</td>
<td>103</td>
</tr>
<tr>
<td>Storytime</td>
<td>156</td>
</tr>
<tr>
<td>Sudanese Australian Integrated Learning Program (SAIL)</td>
<td>44, 153</td>
</tr>
<tr>
<td>Supercare Pharmacies</td>
<td>111</td>
</tr>
<tr>
<td>Taekwondo</td>
<td>164</td>
</tr>
<tr>
<td>Tamil Senior Citizens Fellowship Inc.</td>
<td>47</td>
</tr>
<tr>
<td>Tamil Women’s Group</td>
<td>149</td>
</tr>
<tr>
<td>Terap Alliance for Advocacy and Peace Inc.</td>
<td>44</td>
</tr>
<tr>
<td>Thai Women’s Friendship Network</td>
<td>156</td>
</tr>
<tr>
<td>The Association of Hazaras in Victoria Inc.</td>
<td>24</td>
</tr>
<tr>
<td>The Australian Assyrian Arts &amp; Literature Foundation</td>
<td>26</td>
</tr>
<tr>
<td>The Australian College of Optometry</td>
<td>112</td>
</tr>
<tr>
<td>The Australian Hazara Women’s Friendship Network</td>
<td>35</td>
</tr>
<tr>
<td>The Australian Muslim Women's Centre for Human Rights</td>
<td>91</td>
</tr>
<tr>
<td>The Bridge Employment</td>
<td>63</td>
</tr>
<tr>
<td>The Drum African Family Centre for all African Australians</td>
<td>25</td>
</tr>
<tr>
<td>The Freedom Club - Resurrection Parish</td>
<td>156</td>
</tr>
<tr>
<td>The Freedom Partnership - The Salvation Army</td>
<td>91</td>
</tr>
<tr>
<td>The Outdoor Experience – Jesuit Social Services</td>
<td>17</td>
</tr>
<tr>
<td>The Welcome Dinner Project</td>
<td>143</td>
</tr>
<tr>
<td>Transport</td>
<td>8, 29, 100, 105, 135, 140, 143, 170-171</td>
</tr>
<tr>
<td>Try Australia</td>
<td>63</td>
</tr>
<tr>
<td>Union of Greater Upper Niles States (UGUNS)</td>
<td>45</td>
</tr>
<tr>
<td>Urban Neighbours of Hope (UNOH)</td>
<td>103, 156</td>
</tr>
<tr>
<td>Victorian Afghans Associations Network (VAAN)</td>
<td>24</td>
</tr>
<tr>
<td>Victorian Assyrian Community Inc</td>
<td>26</td>
</tr>
<tr>
<td>Victorian Immigrant &amp; Refugee Women’s Coalition</td>
<td>157</td>
</tr>
<tr>
<td>Victoria Legal Aid</td>
<td>118</td>
</tr>
<tr>
<td>Victorian Men’s Shed Association (VMSA)</td>
<td>157</td>
</tr>
<tr>
<td>Victorian Multicultural Commission Community Directory</td>
<td>143</td>
</tr>
<tr>
<td>Victorian Myanmar Muslim Community Inc.</td>
<td>29</td>
</tr>
<tr>
<td>Victorian Tamil Cultural Association</td>
<td>47</td>
</tr>
<tr>
<td>Victorian Transcultural Mental Health (VTMH)</td>
<td>123</td>
</tr>
<tr>
<td>Vietnamese Services</td>
<td>48-50</td>
</tr>
<tr>
<td>Walk Beside Me - Mentoring Program</td>
<td>64, 173</td>
</tr>
<tr>
<td>Waverley Benevolent Society</td>
<td>104</td>
</tr>
<tr>
<td>WAYSS</td>
<td>11,12</td>
</tr>
<tr>
<td>We Care Community Service</td>
<td>80,104</td>
</tr>
<tr>
<td>Wellsprings for Women</td>
<td>64, 80, 158, 172</td>
</tr>
<tr>
<td>Westall Mosque</td>
<td>135</td>
</tr>
<tr>
<td>Winepress Church</td>
<td>135</td>
</tr>
<tr>
<td>WLW Migration Lawyers</td>
<td>118</td>
</tr>
<tr>
<td>Women only</td>
<td>165-167, 172,178</td>
</tr>
<tr>
<td>Women’s Friendship Cafe (WFCHP)</td>
<td>157</td>
</tr>
<tr>
<td>Organization</td>
<td>Pages</td>
</tr>
<tr>
<td>-------------------------------------------------</td>
<td>------------</td>
</tr>
<tr>
<td>Women’s Sporting Hub</td>
<td>159</td>
</tr>
<tr>
<td>Women’s Health in the South-East (WHISE)</td>
<td>81, 144, 158</td>
</tr>
<tr>
<td>YMCA</td>
<td>160, 165-168</td>
</tr>
<tr>
<td>Youth Information Centre</td>
<td>174</td>
</tr>
<tr>
<td>Youth Links</td>
<td>179</td>
</tr>
<tr>
<td>Youth Support and Advocacy Service (YSAS)</td>
<td>16, 18, 92, 179</td>
</tr>
</tbody>
</table>