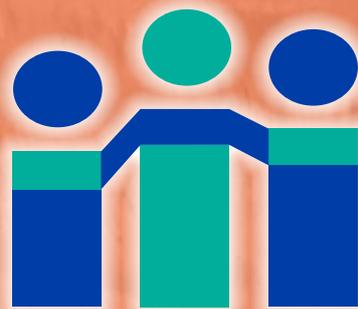


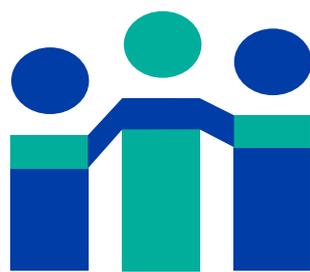
# INFORMATION GUIDE

for Organisations Working with Culturally and Linguistically Diverse (CALD) Communities during the Covid-19 Pandemic in the City of Casey

2021



Proudly Supported by the City of Casey



*Produced by  
Casey North Community Information and Support Service &  
Community Information and Support Cranbourne*

## **Prelude**

This information guide has been compiled to assist the people from multicultural backgrounds who live in the City of Casey and have been affected by the COVID-19 pandemic.

The guide is a joint initiative of Casey North Community Information and Support Service and Community Information and Support Cranbourne as part of the CALD Communities Taskforce Local Partnerships project funded by the City of Casey to support a sustained and effective response to COVID-19 recovery amongst CALD communities.

In February 2021, The Age published an article that stated that around half of the more than 20,000 people infected with coronavirus in 2020 were born outside of Australia. This also highlights the vulnerabilities of the communities from migrant and CALD backgrounds in accessing support services. We identified the need for having a handy information guide focusing on the CALD communities that will help the workers and service providers to access the most up to date information possible about free or low-cost services available to them. Every effort has been made to make sure that information contained in it is up to date.

This guide will be made available on the websites of both CISSs. Please see the additional two resources that are helpful to access the information about the support services.

- 1) Making Ends Meet 2021, the information and resources guide aimed to people living in the City of Casey but particularly for those households with low income.
- 2) South East Refugee and Asylum Seeker Directory 2021 developed by Monash Health includes information about support services available for people with refugee and asylum seeker backgrounds in the South East as well as COVID-19 financial supports.

We have also added links for resources to assist the Afghan communities after the recent crisis in Afghanistan on page 24.

I would like to thank Susan Magee, Executive Officer, Casey North Community Information and Support Service and Leanne Petrides, Executive Officer, Community Information and Support Cranbourne heartily for conceptualising this initiative and providing guidance and support throughout the preparation of the guide. A special thank you to my colleague Arfa Khan, Case Manager, Pradeep Peteti, Social Inclusion Officer, City of Casey, Rob Koch, Coordinator of Community Development, Monash Health Refugee Health and Wellbeing and all colleagues, volunteers and stakeholders who provided me direct, or indirect support to bring this guide into fruition.

**Raju Maharjan**

**Community Development Officer**

# Contents

Prelude	1
Important Numbers	3
Financial Help and Emergency Relief	4
Support Services	7
Income Support	11
Employment	12
Education	13
Family Violence	14
Health	16
Mental Health Services	18
Housing	19
Legal Help	21
Culturally Specific:	23
Afghan	23
Afghanistan Crisis Support	24
African	24
Arabic	25
Chinese	25
Filipino	25
Indian	26
Pakistani	26
Serbian	26
Vietnamese	26
CISS Help Flyers in Different Languages	26
Embassies and Consulates	27
Index	28

## Important Numbers

### Emergency Services

Ambulance	000
Fire Brigade	000
Police	000
Cranbourne Police Station	5991 0600
Dandenong Police Station	9767 7444
Narre Warren Police Station	9705 3111
Endeavour Hills Police Station	9709 7666

### Hospitals

Casey Hospital	8768 1200
Dandenong Hospital	9554 1000
Monash Medical Centre Clayton	9594 6666
Monash Health Moorabbin Hospital	9928 8111
South Eastern Private Hospital	9549 6555
St John of God Berwick	8784 5000
Mulgrave Hospital	9790 9333

### Other

Suicide Help Line	1300 651 251
Lifeline (24 Hours)	13 11 14
(Hearing Impaired TTY Line)	13 36 77 (then ask for 13 11 44)
Sexual Assault Crisis Line	1800 806 292
Kids Helpline	1800 551 800
Mensline Australia	1300 789 978
Safe Steps Family Violence Response Centre	1800 015 188
The Men's Referral Service (No to Violence)	1300 766 491
Gas Outages, Leaks and Gas Emergencies	1800 427 532 (1800 GAS LEAK)
South East Water (Water & Sewerage)	13 28 12
City of Casey	9705 5200
(Hearing Impaired TTY Line)	9705 5568
Emergency Outside Normal Working Hours	9705 5200
Telephone Interpreter Service	13 14 50
1800Respect	1800 737 732

## Financial Help and Emergency Relief

### Casey North Community Information and Support Service (CNISS)

30 - 32 Verdun Drive  
Narre Warren VIC 3805  
Phone: 9705 6699  
Email: [cnciss@caseynorthciss.com.au](mailto:cnciss@caseynorthciss.com.au)  
[www.caseynorthciss.com.au](http://www.caseynorthciss.com.au)  
Mon to Fri 9:30am – 4:30pm  
Wednesdays: 12:00pm till late

Services include:

- Emergency relief and food and other essential supports
- Financial Counselling
- Advocacy and Support
- Bilingual workers available in Spanish, Polish, Arabic, Hindi, Marathi, Urdu and Punjabi languages.
- NILs loan
- Keeping It Together- a free program for women to support themselves and strengthen their relationships with partners, children, friends and family.
- Some eligibility applies.
- CISS help flyers available in English, Dari, Pashto, Arabic, Hindi and Nuer.

### Community Information and Support Cranbourne

156 Sladen Street  
Cranbourne VIC 3977  
Phone: 5996 3333  
Email: [cisc@cisc.org.au](mailto:cisc@cisc.org.au)  
[www.cranbourneiss.org.au](http://www.cranbourneiss.org.au)  
Mon to Fri 9:30 am – 4:00 pm

Services include:

- Emergency relief and food and other essential supports
- Financial Counselling
- Advocacy and Support
- Bilingual worker/s available in Urdu and Punjabi languages.
- NILs loan
- CISS help flyers available in English, Dari, Pashto, Arabic, Hindi and Nuer.
- Casey South residents only.

### Andrews Centre

2-6 Hanna Drive  
Endeavour Hills VIC 3802  
Phone: 9700 4944  
Fax: 9700 0822  
Email: [admin@andrewscentre.org](mailto:admin@andrewscentre.org)  
[www.andrewscentre.org.au](http://www.andrewscentre.org.au)

Services include crisis food, clothing, and financial assistance for residents of Endeavour Hills.

### Salvation Army Community Services - Cranbourne

1 New Holland Drive  
Cranbourne VIC 3977  
Phone: 5995 0133  
[www.salvationarmy.org.au/cranbourne](http://www.salvationarmy.org.au/cranbourne)  
Monday to Friday 9:30 am – 3:00 pm  
Close for lunch: 12:45 pm – 1:30 pm

Provides a range of services including:

- Emergency Relief – food parcels and relief, furniture, household goods and clothing
- Counselling – Family, personal and youth

### Sikh Volunteers Australia

1734 South Gippsland Hwy  
Devon Meadows, VIC 3977  
Phone: 0452 401 734  
Email: [info@sikhvolunteersaustralia.org](mailto:info@sikhvolunteersaustralia.org)  
[www.sikhvolunteersaustralia.org](http://www.sikhvolunteersaustralia.org)

Provides free food to disadvantaged and needy individuals and community. Free food home delivery during COVID-19 pandemic.

### **No interest loans (NILs)**

Casey North Community Information  
and Support Service  
30-32 Verdun Drive  
Narre Warren VIC 3805  
Phone: 9705 6699

Provides no interest loans to people on low incomes flexible and affordable credit from \$200 up to \$1,500 for the purchase of basic household items, some medical expenses, education expenses, car registration or repairs, vet bills and more.

Community Information and  
Support Cranbourne  
156 Sladen Street  
Cranbourne VIC 3977  
Phone: 5996 3333  
[www.goodshep.org.au/services/nils/](http://www.goodshep.org.au/services/nils/)

### **Household Relief Loans with Interest**

COVID Hardship Support Hotline  
1300 121 130  
(Good Shepherd)  
[www.goodshep.org.au/services/household-relief](http://www.goodshep.org.au/services/household-relief)

Provides loans of up to \$3,000 are available for rent, rates, body corporate fees and utility bills – with no interest, charges or fees.

### **Utility Relief Grant Scheme**

Concessions information line  
Phone: 1800 658 521  
Email: [urgis.applications@health.vic.gov.au](mailto:urgis.applications@health.vic.gov.au)  
[www.services.dffh.vic.gov.au/utility-relief-grant-scheme](http://www.services.dffh.vic.gov.au/utility-relief-grant-scheme)

Provides supports to eligible cardholders and low-income earners who are unable to pay their mains electricity, gas or water bill due to a temporary financial crisis. The amount of the grant is based on the balance owing at the time of application and is capped at six months' worth of usage up to a maximum of \$650 for each utility. This grant does not have to be paid back. This grant is available to both private renters and homeowners. Speak to your utility company to apply.

### **Get Active Kids Voucher Program**

Anyone with a Health Care Card or Pension Card can apply direct to Get Active Victoria. Families without income on a temporary visa, or undocumented can apply through Brotherhood of St Laurence.  
Email: [getactivekids@bsl.org.au](mailto:getactivekids@bsl.org.au)

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

### **National Debt Hotline**

Phone: 1800 007 007  
9:30 am - 4:30 pm  
[www.ndh.org.au](http://www.ndh.org.au)

Provides free financial counselling.

## Financial Help and Emergency Relief

### Red Cross - Migration Support Program

Level 1, 280 Thomas Street  
Dandenong VIC 3175  
Phone: 8327 7370  
www.redcross.org.au

Provides people seeking asylum appointments to be assessed for eligibility for support, material aid, and financial assistance.

### Australian Red Cross Victoria

23-47 Villiers Street  
North Melbourne VIC 3051  
Phone: 9345 1800  
Fax: 9101 5961  
www.redcross.org.au

Provides a range of services including :

- Tracing agency that provides information and advice about family reunion.
- Telecross, a telephone service that provides support to people who are isolated, lonely or at risk.
- Asylum Seeker Assistance Scheme provides health care for asylum seekers who are not holders of Medicare cards.
- Volunteer transport that takes people without access to public transport, to hospital appointments.

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

2-6 Hanna Drive  
Endeavour Hills VIC 3802  
Phone: 9700 4944  
Fax: 9700 0822  
Email: admin@andrewscentre.org  
www.andrewscentre.org.au

Services include crisis food, clothing, and financial assistance for residents of Endeavour Hills.

For an up-to-date list of current meal programs in the City of Casey, please contact either of CISSs:

Casey North Community Information and Support Service: 9705 6699

Community Information and Support Cranbourne: 5996 3333

## Support Services

### Casey North Community Information and Support Service (CNISS)

30 - 32 Verdun Drive  
Narre Warren VIC 3805  
Phone: 9705 6699  
Email: [cnciss@caseynorthciss.com.au](mailto:cnciss@caseynorthciss.com.au)  
[www.caseynorthciss.com.au](http://www.caseynorthciss.com.au)  
Mon to Fri 9:30am – 4:30pm  
Wednesdays: 12:00pm till late

Services include:

- Emergency relief and food and other essential supports
- Financial Counselling
- Advocacy and Support
- Bilingual workers available in Spanish, Polish, Arabic, Hindi, Marathi, Urdu and Punjabi languages.
- NILs loan
- Keeping It Together- a free program for women to support themselves and strengthen their relationships with partners, children, friends and family.
- Some eligibility applies.
- CISS help flyers available in English, Dari, Pashto, Arabic, Hindi and Nuer.

### Community Information and Support Cranbourne

156 Sladen Street  
Cranbourne VIC 3977  
Phone: 5996 3333  
Email: [cisc@cisc.org.au](mailto:cisc@cisc.org.au)  
[www.cranbourneiss.org.au](http://www.cranbourneiss.org.au)  
Mon to Fri 9:30 am – 4:00 pm

Services include:

- Emergency relief and food and other essential supports
- Financial Counselling
- Advocacy and Support
- Bilingual worker/s available in Urdu and Punjabi languages.
- NILs loan
- CISS help flyers available in English, Dari, Pashto, Arabic, Hindi and Nuer.
- Casey South residents only.

### Andrews Centre

2-6 Hanna Drive  
Endeavour Hills VIC 3802  
Phone: 9700 4944  
Fax: 9700 0822  
Email: [admin@andrewscentre.org](mailto:admin@andrewscentre.org)  
[www.andrewscentre.org.au](http://www.andrewscentre.org.au)

Services include crisis food, clothing, and financial assistance for residents of Endeavour Hills.

### Southern Migrant and Refugee Centre

39 Clow Street  
Dandenong VIC 3175  
Phone: 9767 1900  
Email: [smrc@smrc.org.au](mailto:smrc@smrc.org.au)  
[www.smrc.org.au](http://www.smrc.org.au)

Provides extensive and essential services to refugees and migrants such as:

- Immigration advice, advocacy, information on Centrelink entitlements
- Education and employment services
- Housing and health
- Youth support services to Afghan and other communities
- Diverse bicultural and language staff services with nominal fees available.

Other locations:  
Selandra Rise Community Hub  
7/9 Selandra Boulevard  
Clyde North VIC 3978

Lynbrook Community Centre  
2 Harris Street  
Lynbrook VIC 3975

## Support Services

### Foundation House (The Victorian Foundation for Survivors of Torture)

155 Foster Street  
Dandenong VIC 3175  
Phone: 9389 8888  
Fax: 9277 7871  
Email: [info@foundationhouse.org.au](mailto:info@foundationhouse.org.au)  
[www.foundationhouse.org.au](http://www.foundationhouse.org.au)

Provides specialist refugee trauma support services including specialised counselling and individual and family support for the survivors of torture and other traumatic events.

### Asylum Seeker Resource Centre

Opening soon in Dandenong  
Phone: 8772 1380  
Email: [dandenong@asrc.org.au](mailto:dandenong@asrc.org.au)

Head Office:  
214-218 Nicholson Street  
Footscray VIC 3011  
Phone: 9326 6066  
Email: [admin@asrc.org.au](mailto:admin@asrc.org.au)  
[www.asrc.org.au](http://www.asrc.org.au)

Provides assistance to on-shore asylum seekers in:

- Resume preparation
- Provision of food parcels
- Assistance with finding jobs
- Provision of Telstra phone cards
- Location of regular 'English as Second Language' class
- Access to computers and photocopying
- Computer training in Microsoft products
- Provision of 2 hour travelcards (all zones)
- Emergency accommodation for single adults
- Individual assistance with English as required
- Referral to legal, medical, housing and counselling services.

### Centre for Multicultural Youth

South East Region  
39a Clow Street  
Dandenong VIC 3175  
Phone: 8594 1550  
Fax: 9794 0062  
Email: [info@cmy.net.au](mailto:info@cmy.net.au)  
[www.cmy.net.au](http://www.cmy.net.au)

Provides programs for youths, community support groups for South Sudanese communities, early intervention crime prevention programs focused on disengaged young people, employment support for people from migrant and asylum seeker backgrounds.

### Action on Disability within Ethnic Communities (ADEC)

Suite 1, 50 Thomas Street  
Dandenong VIC 3175  
Phone: 9480 7000  
Email: [info@adec.org.au](mailto:info@adec.org.au)  
[www.adec.org.au](http://www.adec.org.au)

Provides and social support services to people with disability from different ethnic communities in Victoria.  
Provides support services with NDIS and Aged Care.

### InTouch Multicultural Centre Against Family Violence

GPO Box 2905  
Melbourne VIC 3001  
Phone: 9413 6500  
Toll free number: 1800 755 988  
Email: [admin@intouch.org.au](mailto:admin@intouch.org.au)  
[www.intouch.org.au](http://www.intouch.org.au)  
Monday to Friday 9:00 am – 5:00 pm

Provides multilingual, cultural support and advocacy to women and children from non-English speaking backgrounds experiencing family violence or leaving situations of family violence.

### **Wellsprings for Women Inc.**

79 Langhorne Street  
Dandenong VIC 3175  
Phone: 9701 3740  
Email: [administration@wellspringsforwomen.com](mailto:administration@wellspringsforwomen.com)  
Monday to Friday 9:00 am – 5:00 pm  
[www.wellspringsforwomen.com](http://www.wellspringsforwomen.com)

Provides case management to women impacted by mental health, isolation, family violence, poverty and homelessness, Women's Health, Safety and Wellbeing, Youth and Children's Services, financial literacy and business skills.  
Female only service providing a range of support options.  
Childcare available.

### **Women's Association South East Melbourne Australia (WASEMA) Inc**

PO Box 140  
31 Douglas Street  
Noble Park Vic 3174  
Phone: 0476 163 036  
Email: [womensassociation.wasema@gmail.com](mailto:womensassociation.wasema@gmail.com)  
[www.wasema.org.au](http://www.wasema.org.au)

Provides information about women's issues and opportunities to engage in community programs, including in collaboration with other women's welfare agencies and service.

Organises Women's Friendship Cafes in the City of Casey and other councils to provide culturally appropriate education, mentoring, and well-being opportunities for women across Victoria including hybrid/online mode during the COVID-19 pandemic.

### **Relationships Australia Victoria**

Cranbourne  
2/199 South Gippsland Highway  
Cranbourne VIC 3977  
Phone: 5990 1900  
Email: [cranbourne@rav.org.au](mailto:cranbourne@rav.org.au)  
[www.rav.org.au](http://www.rav.org.au)

Support for parents and children, step families in crisis, couples, single adults, parents and children after separations.

All personal, couple and family issues, behavioural problems as well as school and work issues. A fee for service applies to most services and is based on your total family income and ability to pay.

Cranbourne North  
405 Narre Warren Road  
Cranbourne North VIC 3977  
Phone: 5911 5400  
Email: [cranbournenorth@rav.org.au](mailto:cranbournenorth@rav.org.au)

Berwick Family Relationship Centre  
1-2, 38 Clyde Road  
Berwick VIC 3806  
Phone: 8768 4111  
Email: [enquiries@berwickfrc.org.au](mailto:enquiries@berwickfrc.org.au)

### **Caroline Chisholm Society (Pregnancy and Family Support Service)**

1 Darebin Place  
Caroline Springs VIC 3023  
Phone: 9361 7000  
1800 134 863  
(toll free outside Metro area)  
[www.caroline.org.au](http://www.caroline.org.au)

- 24 hour telephone counselling line
- Face to face counselling
- Free pregnancy testing
- Supported crisis accommodation
- Post-natal Depression Support Group

## Support Services

### Community Four Ltd

Email contact form  
<https://communityfour.org/contact>  
<https://communityfour.org>

Provides health information communication sessions during COVID-19 in the City of Casey.

We combine the long term social benefits of community-led approaches with the accountability of a recognised professional charity.

### Ventana Hispana (Spanish Window) Vic

PO Box 248  
Endeavour Hill VIC 3802  
(formerly within SMRC office)  
Phone: 0400 117 175 or 0422 657 121  
Email: [info@swcs.com](mailto:info@swcs.com)  
[www.swcs.org.au](http://www.swcs.org.au)

Provides supports to families and individuals, suffering crisis or need help to access services breaking the cycle of social isolation for (Spanish-speaking) members of our diverse community. Has been providing information sessions on COVID-19 messaging and information about vaccination to the Spanish speaking communities in the City of Casey.

### Bicultural worker and Community Champion Network

Suite 4, 31 Robinson Street  
Dandenong VIC 3175  
Phone: 9791 1768  
Email: [info@enliven.org.au](mailto:info@enliven.org.au)  
[www.enliven.org.au](http://www.enliven.org.au)

Provides supports to Bicultural Workers and Community Champions to deliver COVID-safe messages and vaccine information to their communities, and to link community members to the health and support services they need during the COVID-19 pandemic. The network has been convened by Enliven in partnership with City of Casey and City of Greater Dandenong.

### CatholicCare Victoria

Dandenong office:  
33-35 Princes Highway  
Dandenong VIC 3175  
Phone: 8710 9600  
[www.ccam.org.au](http://www.ccam.org.au)

Provides family and relationship services, relationship education, pastoral services, refugee and asylum seeker support, and school and education support.

All services are offered to the whole community, regardless of religious belief or background.

Supports the priority CALD community members (in their own languages) to understand and act on health advice and access the relevant services when needed.

### City of Casey - Youth Services

Hampton Park  
Youth Information Centre  
22-26 Stuart Avenue  
Hampton Park VIC 3976

Provides services for young people between 10 – 25 years and families to access supports related to family conflict, self-destructive behaviours, relationships, education, legal issues, and sexuality.

Cranbourne  
Youth Information Centre  
Shop 156  
Cranbourne Park Shopping Centre  
Cranbourne VIC 3977

Provides short to medium term counselling and referral to young people and their families and Personal Development – programs.

Narre Warren  
Youth Information Centre  
52 Webb Street  
Narre Warren VIC 3805  
[www.casey.vic.gov.au/youth](http://www.casey.vic.gov.au/youth)

## Income Support

### Centrelink

For more information, please visit  
[www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)  
International services 13 16 73  
Multilingual services 13 14 50  
In languages other than English 13 12 02

Centrelink Cranbourne  
7 - 9 Codrington Street  
Cranbourne VIC 3977

Centrelink Narre Warren  
71-73 Webb Street  
Narre Warren VIC 3805

### myGov

[www.my.gov.au](http://www.my.gov.au)

A secure website to access all your government services.

### Child Support (Advocacy)

Springvale Monash Legal Service  
Narre Warren Branch Address:  
Suite 1, Level 2, 64 Victor Crescent  
Narre Warren VIC 3805  
Phone: 9038 8002  
Email: [info\\_narrewarren@smls.com.au](mailto:info_narrewarren@smls.com.au)

### Child Support Agency

Phone: 13 12 72 (general enquiries)  
[www.humanservices.gov.au/customer/information/child-support-website](http://www.humanservices.gov.au/customer/information/child-support-website)

Information and advice about child support.

### Administrative Appeals Tribunal (Commonwealth)

Level 4, 15 William Street,  
Melbourne VIC 3000  
PO Box 9955  
Melbourne VIC 3001  
Phone: 1800 228 333  
TTY 13 36 77 then ask for 1800 228 333  
Fax: 9454 6999  
Email: [generalreviews@aat.gov.au](mailto:generalreviews@aat.gov.au)  
[www.aat.gov.au](http://www.aat.gov.au)

Provides a free, independent service to review Centrelink and Child Support Agency decisions.

### Social Security Rights Victoria (SSRV)

PO Box 4226  
Fitzroy VIC 3065  
Telephone Advice: 9481 0355  
Phone: 1800 094 164  
[www.ssriv.org.au](http://www.ssriv.org.au)  
Monday to Thursday 9:30 am – 12:30 pm

Provides free independent advice about Centrelink payments and decisions.

If an interpreter is required, ring the Translating Interpreter Service on 13 14 50 and an interpreter will ring the unit.

## Employment

### Job Advocates - City of Casey

Phone: 9705 5200  
Email: [jobadvocate@casey.vic.gov.au](mailto:jobadvocate@casey.vic.gov.au)  
[www.casey.vic.gov.au/casey-job-advocates](http://www.casey.vic.gov.au/casey-job-advocates)

Provides a free one-to-one service to assist Casey residents with finding work, developing their skills and addressing any work-related issues they are facing. The program may be particularly helpful for:

- People who are returning to work after time off
- People who have not previously worked in Australia
- People with specific requirements

### Fair Work Ombudsman

Phone: 13 13 94  
[www.fairwork.gov.au](http://www.fairwork.gov.au)

Provides information on federal workplace laws, investigation of complaints

For an up-to-date list of employment agencies in the City of Casey, please refer to Making Ends Meet: Resource and Information Guide 2021 (or the latest version available or contact either of CISSs):

Casey North Community Information and Support Service: 9705 6699

Community Information and Support Cranbourne: 5996 3333

## Education

### Education Funding for Camps, Sports and Excursions

[www.education.vic.gov.au](http://www.education.vic.gov.au)

Government funding to assist with Camps, Sports and Excursions Program. Please see school principal for application form.

### Embrace Education

Email: [enquiries@embrace-education.org](mailto:enquiries@embrace-education.org)  
[www.embrace-education.org](http://www.embrace-education.org)

Provides free education support to disadvantaged high school students. Free tutoring, mentoring and homework clubs to students from refugee, recent migrant and low socio-economic backgrounds. Textbooks, stationery & other items may also be provided

### Second-hand books and uniforms online

[www.sustainableschoolshop.com.au](http://www.sustainableschoolshop.com.au)  
[www.ebay.com.au](http://www.ebay.com.au)  
[www.theuniformexchange.com.au](http://www.theuniformexchange.com.au)  
[www.schoolxchange.com.au](http://www.schoolxchange.com.au)

### State Schools' Relief

[www.stateschoolsrelief.org.au](http://www.stateschoolsrelief.org.au)

Provides clothing and footwear to disadvantaged children attending Victorian Government Primary and Secondary schools. Referrals made only via school principal or CISSs.

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

Level 4, 280 Thomas Street  
Dandenong VIC 3175  
Monday to Friday 8:00 am - 5:00 pm  
[www.ames.net.au](http://www.ames.net.au)

Provides access to training especially designed for young people. Courses 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.

### Wellsprings for Women Inc.

79 Langhorne Street  
Dandenong VIC 3175  
Phone: 9701 3740  
Email: [administration@wellspringsforwomen.com](mailto:administration@wellspringsforwomen.com)  
Monday to Friday 9:00 am – 5:00 pm  
[www.wellspringsforwomen.com](http://www.wellspringsforwomen.com)

Provides case management to women impacted by mental health, isolation, family violence, poverty and homelessness, Women's Health, Safety and Wellbeing, Youth and Children's Services, financial literacy and business skills. Female only service providing a range of support options. Childcare available.

## Family Violence

### InTouch Multicultural Centre Against Family Violence

GPO Box 2905  
Melbourne VIC 3001  
Phone: 9413 6500  
Toll free number: 1800 755 988  
Email: [admin@intouch.org.au](mailto:admin@intouch.org.au)  
[www.intouch.org.au](http://www.intouch.org.au)  
Monday to Friday 9:00 am – 5:00 pm

Provides multilingual, cultural support and advocacy to women and children from non-English speaking backgrounds experiencing family violence or leaving situations of family violence.

### WAYSS

WAYSS Family Violence Outreach  
Dandenong: 9791 6111  
Berwick: 9703 0044  
After hours: 1800 015 188  
Workers available at Dandenong office:  
8:00 am – 11:00 pm 7 days a week  
[www.wayss.org.au](http://www.wayss.org.au)

Provides specialist family violence support if you are experiencing violence in your home, if you feel threatened, or if you are at risk of physical, financial, or emotional abuse. The workers will discuss your options and help support family's access to the services you need.

### Women's Health in South East (WHISE)

Level 1/70 St Kilda Road  
St Kilda VIC 3182  
Phone: 9794 8677  
Monday to Friday 10:00 am – 4:00 pm  
[www.whise.org.au](http://www.whise.org.au)

Provides a range of health information, health promotion and education to women and health professionals.

Priority areas include:

- Sexual and reproductive health
- Prevention of violence against women

### Wellsprings for Women Inc.

79 Langhorne Street  
Dandenong VIC 3175  
Phone: 9701 3740  
Email: [administration@wellspringsforwomen.com](mailto:administration@wellspringsforwomen.com)  
Monday to Friday 9:00 am – 5:00 pm  
[www.wellspringsforwomen.com](http://www.wellspringsforwomen.com)

Provides case management to women impacted by mental health, isolation, family violence, poverty and homelessness, Women's Health, Safety and Wellbeing, Youth and Children's Services, financial literacy and business skills. Female only service providing a range of support options. Childcare available.

### Orange Door

311 Lonsdale Street  
Dandenong VIC 3175  
(opening in November 2021)  
Monday to Friday 9:00 am – 5:00 pm  
(closed public holidays)  
[www.orangedoor.vic.gov.au](http://www.orangedoor.vic.gov.au)

Provides a free service for adults, children and young people who are experiencing or have experienced family violence and families who need extra support with the care of children.

### Safe Steps

Family Violence Response Centre  
Phone: 1800 015 188  
[www.safesteps.org.au](http://www.safesteps.org.au)

Provides a range of services for women and children experiencing violence and abuse from a partner or ex-partner, or someone close to them. Free service.

### **Sexual Assault Crisis Line**

Phone: 1800 806 292  
(24 hours a day, 7 days a week)  
[www.sacl.com.au](http://www.sacl.com.au)

For victims of sexual assault.

### **1800RESPECT**

Phone: 1800RESPECT (1800 737 732)  
[www.1800respect.org.au](http://www.1800respect.org.au)

For professional counselling and support, contact the National Sexual Assault, Domestic and Family Violence Counselling Service. The service is available all day every day.

### **Kids Helpline**

Phone: 1800 55 1800  
(24 hours a day, 7 days a week)  
[www.kidshelpline.com.au](http://www.kidshelpline.com.au)

Provides a free, private and confidential, telephone and online counselling service for young people aged between 5 and 25.

### **With Respect: LGBTIQ+ Service**

Phone: 1800 542 847  
[www.withrespect.org.au](http://www.withrespect.org.au)

Supports LGBTIQ+ communities and their families who are experiencing or have experienced family violence or intimate partner violence.

### **Child Protection**

Phone: 13 12 78  
<https://services.dffh.vic.gov.au/child-protection>  
Monday to Friday 9:00 am - 5:00 pm  
24 hours on weekends and public holidays

Provides support for children and young people whose safety is at risk.

### **Victims Support Agency**

Phone: 1800 819 817  
or text 0427 767 891  
(8:00 am – 11:00 pm, 7 days a week)  
Email: [vsa@justice.vic.gov.au](mailto:vsa@justice.vic.gov.au)  
[www.victimsofcrime.vic.gov.au/victims-support-agency](http://www.victimsofcrime.vic.gov.au/victims-support-agency)

The official Victorian Government service offering free information and support for people affected by crime.

### **Men's Referral Service (No to Violence)**

Phone: 1300 766 491  
Monday to Friday 8:00 am – 9:00 pm  
Saturday and Sunday 9:00 am - 5:00 pm  
<https://ntv.org.au/>

Provides a telephone referral and advice service regarding issues relating to domestic violence.  
All calls are anonymous and confidential.

### **Djirra: Aboriginal and Torres Strait Island Service**

Phone-based service  
1800 105 303  
Monday to Friday, 9:00 am - 5:00 pm  
[www.djirra.org.au](http://www.djirra.org.au)

Provides legal and non-legal support to Aboriginal people who are experiencing or have experienced family violence.

## Health

### Monash Health Cranbourne Integrated Care Centre

140-154 Sladen Street  
Cranbourne VIC 3977  
Phone: 5990 6789

Provides a wide range of acute medical and same day surgical services, primary health care, mental health and rehabilitation.

### Monash Health Community Berwick

28 Parkhill Drive  
Berwick VIC 3806  
Phone: 8768 5100  
[www.monashhealth.org/services/monash-health-community/cardinia-casey-community-health-service](http://www.monashhealth.org/services/monash-health-community/cardinia-casey-community-health-service)

Provides a range of services including allied health, health education and treatment, multi-disciplinary early intervention for children: speech and occupational therapy, child psychology and communication and behaviour modification groups.

- Comprehensive counselling and family support services
- Financial Counselling
- Youth health programs
- Healthy Mothers Healthy Babies program
- Women's health services
- Service for aged and disabled clients

Doveton  
Community Care Unit  
20 Matipo Street  
Doveton VIC 3177  
Phone: 1300 369 012

### Monash Health Refugee Health and Wellbeing

122 Thomas Street  
Dandenong VIC 3175  
Phone: 9792 8100  
[www.monashhealth.org](http://www.monashhealth.org)  
Monday to Friday 9:00 am-5:00 pm  
Refugee Nurse Liaison (Hospital Based Services)  
Phone: 9554 9776  
Mobile: 0420 301 634

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

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

### Link Health and Community (NDIS ECEI Services)

Cranbourne  
NDIS Early Childhood Early Intervention (ECEI)  
7 Bakewell Street  
Cranbourne VIC 3977  
Phone: 1800 546 532  
Email: [ecei@linkhc.org.au](mailto:ecei@linkhc.org.au)  
Fax: 9563 2893  
[www.linkhc.org.au/ndis-early-childhood-early-intervention](http://www.linkhc.org.au/ndis-early-childhood-early-intervention)  
NDIS ECEI - by appointment only

Provides Early Childhood Early Intervention (ECEI) for the National Disability Insurance Scheme (NDIS) in the City of Casey.

### **La Trobe Community Health Services (NDIS Local Area Coordination)**

NDIS Local Area Coordination  
Narre Warren  
Ground Floor, Suites 1-3, 68 Victor Crescent  
Narre Warren VIC 3805  
Phone: 1800 242696  
[www.lchs.com.au/services/aged-disability-carers/national-disability-insurance-scheme-ndis/](http://www.lchs.com.au/services/aged-disability-carers/national-disability-insurance-scheme-ndis/)

Provides Local Area Coordination services for the National Disability Insurance Scheme (NDIS).

### **The Health Translations Directory**

[www.healthtranslations.vic.gov.au](http://www.healthtranslations.vic.gov.au)

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

### **The Water Well Project**

PO BOX 6218  
Vermont South VIC 3133  
Email: [mail@thewaterwellproject.org](mailto:mail@thewaterwellproject.org)  
[www.thewaterwellproject.org](http://www.thewaterwellproject.org)

Provides 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
- Health information sessions on COVID-19 and vaccination

## Mental Health Services

### Beyond Blue

Phone: 1300 224 636  
www.beyondblue.org.au

Provides a range of services 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 available.

### EACH Social & Community Health

5/66 Victor Crescent  
Narre Warren VIC 3805  
Phone: 1300 003 224  
www.each.com.au  
Monday to Friday 9:00 am - 5:00 pm

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

### Family Life - Connect Program

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

Provides a free mental health peer support program for individuals 16 years and above who reside, work or study in Greater Dandenong or are linked via family connections within this area. Multicultural/multilingual workers available in English and Arabic, Dari, Hazaragi, Pashto, Persian, Urdu and Hindi languages.

### GROW - Mental Health Group Program

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

Provides support to people with their recovery from mental ill-health through a program of mutual support and personal development.

### Headspace

Narre Warren Office  
Suite 1, 66 Victor Crescent  
Narre Warren VIC 3805  
Phone: 1800 367 968  
Fax: 8738 9888  
Email: headspaceDNWenquiries@each.com.au  
www.headspace.org.au  
Tuesday to Friday 11:00 am – 7:00 pm Saturday  
9:30 am - 2:30 pm

Provides early intervention mental health services to 12–25-year-olds, promoting mental health, physical health, work and study support. Information and services for young people, their families and friends as well as health professionals. Other support services include counselling, general practice, alcohol & drug support etc.

### Mind Australia

Level 3, 33 Princes Hwy  
Dandenong VIC 3175  
Phone: 1300 286 463  
Email: mindconnect@mindaustralia.org.au  
www.mindaustralia.org.au

Provides mental health services to support people in their recovery and to build and sustain self-defined, purposeful lives. Programs also include small group activities, day outings & group holidays.

### ERMHA – Eastern Regions Mental Health Association

First Floor, Building G, 45 Assembly Drive  
Dandenong South VIC 3175  
Phone: 1300 376 421  
Email: reception@ermha.org  
www.ermha.org

Provides services to people living with a mental illness or disability and their carers, by advocating for and providing individually tailored supports including National Disability Insurance Scheme (NDIS) Support Services.

## Housing

### Public Housing - Health & Human Services Office of Housing

Office of Housing (Dandenong)  
165-169 Thomas Street  
Dandenong 3175  
Phone: 1300 286 625  
[www.housing.vic.gov.au/public-housing](http://www.housing.vic.gov.au/public-housing)

Provides affordable public housing to eligible families and individuals.

### Rental Housing Support - Peninsula Community Legal Service

65 Berwick-Cranbourne Road,  
Cranbourne East 3977  
Phone: 9783 3600  
Email: [pclc@pclc.org.au](mailto:pclc@pclc.org.au)

Free Tenancy Advice Program  
Peninsula Community Legal Service  
Outreach Service at CNCISS - Tuesday Afternoons  
30-32 Verdun Drive, Narre Warren  
Free advice to private rental clients.  
Appointment required.  
Phone: 9783 3600

### Consumer Affairs Tenancy Advice

Phone: 1300 55 81 81  
[www.consumer.vic.gov.au/housing/renting](http://www.consumer.vic.gov.au/housing/renting)

### Tenants Victoria

55 Johnston Street Fitzroy 3065  
Phone: 9416 2577 (Advice Line)  
Phone: 9416 0513 (FAX)  
[www.tuv.org.au](http://www.tuv.org.au)

Provides free advice given to tenants with problems with leases, rent rises, bond retention, evictions, etc. Includes residents of rooming houses and caravan parks.

### WAYSS Ltd

20 Langmore Lane  
Berwick VIC 3806  
Phone: 9703 0044  
[www.wayss.org.au](http://www.wayss.org.au)

Dandenong Office  
20 Princes Highway  
Dandenong VIC 3175  
Phone: 9791 6111  
Opening Hours  
Monday to Friday 9:00 am – 5:00 pm

Provides housing related information including: general housing, accommodation options such as public housing and private rental. Services also include referrals and advocacy to government and community agencies and services; tenancy advice services and a range of support services.

### Launch Housing – Dandenong

35 Robinson Street  
Dandenong 3175  
Free Call:  
24-hour service Phone: 1800 825 955  
Phone: 9792 0750  
Fax: 9792 0751  
Email: [dandenong@launchhousing.org.au](mailto:dandenong@launchhousing.org.au)  
[www.launchhousing.org.au](http://www.launchhousing.org.au)

Provides a short term stay facility and transitional housing. After hours emergency accommodation may be available.



## Housing

### Windermere Child & Family Services

48 Webb Street  
Narre Warren VIC 3805  
Phone: 9705 3200  
[www.windermere.org.au](http://www.windermere.org.au)

Provides information, referral and support to families and individuals who are homeless, or at risk of homelessness. Assistance provided to locate transitional, medium-term and long-term accommodation.

### Community Housing Ltd

Phone: 1300 245 468  
[www.chl.org.au](http://www.chl.org.au)

Provides affordable housing for low to moderate income households. Rents offered at discount rental to the market rates. Housing range varies in type and size.

## Legal Help

### Springvale Monash Legal Service

5 Osborne Ave  
Springvale VIC 3171  
122 Thomas Street  
Dandenong VIC 3175  
Phone: 9545 7400  
Email: [info@smls.org.au](mailto:info@smls.org.au)  
[www.smls.org.au](http://www.smls.org.au)

Provides free and confidential legal services.

Suite 1, Level 2, 64 Victor Crescent  
Narre Warren VIC 3805  
Phone for appointment: 9038 8002  
Email: [info@narrewarren@smls.org.au](mailto:info@narrewarren@smls.org.au)  
Outreach service also at Cranbourne, Doveton  
and Pakenham  
Phone: 9038 8002

### Peninsula Community Legal Centre

441 Nepean Highway  
Frankston VIC 3199  
Phone: 9783 3600

Provides free legal advice services. Appointments are necessary.

65 Berwick Cranbourne Road  
Cranbourne East VIC 3977  
Phone: 5995 3722  
[www.pclc.org.au](http://www.pclc.org.au)

Mon, Wed, Tues (evenings) – Family Law  
Telephone advice: call office at 9:00am on the day  
to register.  
Monday to Friday 9:00 am - 5:00 pm

### Victorian Legal Aid

Dandenong  
Westernport region  
14 Mason Street  
Dandenong VIC 3175  
Phone: 9767 7111

Provides a wide range of legal services and cost is dependent on the client's income. There is also a multilingual telephone information service. The cost of Legal Aid is dependent on the individual's income and the type and merit of a specific case.

### Victorian Aboriginal Legal Service Co-operative Ltd

273 High Street  
Preston VIC 3072  
Phone: 9418 5999  
24 hour service 1800 064 865  
[www.vals.org.au](http://www.vals.org.au)

Provides legal advice, assistance, and representation in areas of criminal, civil and family law to Aboriginal and Torres Strait Islander people.



## Legal Help

### Family Violence Law Help

Phone: 1800 737 732 (24 hours, 7 days)  
[www.familyviolencelaw.gov.au/](http://www.familyviolencelaw.gov.au/)

For legal information and assistance

### Magistrates' Court of Victoria - Family Violence

[www.mcv.vic.gov.au/family-matters/family-violence-intervention-orders-fvio](http://www.mcv.vic.gov.au/family-matters/family-violence-intervention-orders-fvio)

### Fines Clinic

Clinic held at Frankston with Peninsula  
Community Legal Centre  
Phone: 9783 3600

Provides assistance on a broad range of fines, including toll  
roads, parking and public transport.

## Culturally Specific

### Afghan

#### Afghan Australia Philanthropic Association Inc.

PO Box 321  
Endeavour Hills VIC 3802  
Phone: 9706 2787  
Email: [aschna1@hotmail.com](mailto:aschna1@hotmail.com)  
[www.aapa.org.au](http://www.aapa.org.au)

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

#### Afghan Australia Philanthropic Association Inc.

PO Box 321  
Endeavour Hills VIC 3802  
Phone: 9706 2787  
Email: [aschna1@hotmail.com](mailto:aschna1@hotmail.com)  
[www.aapa.org.au](http://www.aapa.org.au)

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

#### Bakhtar Cultural Association

PO Box 4273  
Narre Warren South VIC 3805  
Phone: 0435 945 591  
Mobile: 0435 945 591  
Email: [info@bakhtar.org.au](mailto:info@bakhtar.org.au)  
[www.bakhtar.org.au](http://www.bakhtar.org.au)

Provides emergency relief for those in need during COVID-19 for Afghan communities, Organises different information sessions related to COVID-19 messaging, employment services, mental health etc.

#### United Cultural Support Inc

Lynbrook VIC 3975  
Phone: 0415 914 663  
Email: [info@ucsi.org.au](mailto:info@ucsi.org.au)  
[www.ucsi.org.au](http://www.ucsi.org.au)

Organises educational programs, workshops, excursions and events to support the Hazara community. Provides information sessions about COVID-19 messaging and vaccination and health via social media in Afghan languages such as Dari, Pashto and Hazaragi.

## Culturally Specific

### Afghanistan Crisis Support

Please use the following contacts/links to get more information related to visas, resources and support services to assist the families affected by the 2021 Afghanistan crisis.

Asylum Seeker Resource Centre (Please refer to page 8)

Afghanistan Legal Clinic Hotline: 9252 2534

Monday To Friday, 9:00 am - 5:00 pm

Email: [afghanistantriage@asrc.org.au](mailto:afghanistantriage@asrc.org.au)

Information for people impacted by the crisis in Afghanistan:

[www.asrc.org.au/crisis-in-afghanistan-refugee-protection-infosheet](http://www.asrc.org.au/crisis-in-afghanistan-refugee-protection-infosheet)

Southern Migrant Refugee Centre (Please refer to page 7)

Support Resources for Afghanistan:

[www.smrc.org.au/support-resources-for-afghanistan](http://www.smrc.org.au/support-resources-for-afghanistan)

For any wellbeing services, or in-language mental health support, please use the following links:

Foundation House (please refer to page 8)

[www.foundationhouse.org.au](http://www.foundationhouse.org.au)

Family Life (please refer to page 18)

[www.familylife.com.au/support/mental-health](http://www.familylife.com.au/support/mental-health)

For any supports related to legal issues:

Springvale Monash Legal Service (Please refer to page 21)

Information for Afghan Australians:

[www.smls.com.au/information-for-afghan-australians](http://www.smls.com.au/information-for-afghan-australians)

Refugee Legal

Level 6, 20 Otter St, COLLINGWOOD, VIC 3066

Afghanistan Hotline: 9413 0166

Monday to Friday 9:00 am - 5:00 pm

Email: [refugeelegal@refugeelegal.org.au](mailto:refugeelegal@refugeelegal.org.au)

[www.refugeelegal.org.au/get-help/afghanistan-resources](http://www.refugeelegal.org.au/get-help/afghanistan-resources)

### African

#### Afri-Aus Care

562 – 564 Springvale Road

Springvale South VIC 3172

Phone: 9794 9195

Mobile: 0433 526 553

Fax: 9792 1111

Email: [info@afri-auscare.org](mailto:info@afri-auscare.org)

[www.afri-auscare.org](http://www.afri-auscare.org)

Provides assistance and support to individuals through primary mental health intervention and intensive support programs and by counselling clients' families.

Services include: emergency response, Ubuntu peer support, community engagement, legal support, employment pathways.

#### Multicultural Youth Support Services

Melbourne, Victoria

Phone: 0481 213 384

Email: [Coordinator@myssvic.org.au](mailto:Coordinator@myssvic.org.au)

[www.myssvic.org.au](http://www.myssvic.org.au)

Provides homework support to young people within African communities, counselling services and mental health education. Provides food emergency relief supports to families and individuals in financial hardships during Covid-19 lockdown.

## Arabic

### Victorian Arabic Social Services (VASS)

Dandenong Sub-Office  
39 Clow Street  
Dandenong VIC 3175  
(co-located with Southern Migrant and Refugee Centre)

Head office:

C1, 1-13 The Gateway  
Broadmeadows VIC 3047  
Phone: 9359 2861  
Fax: 9706 8830  
Email: [mail@vass.org.au](mailto:mail@vass.org.au)  
[www.vass.org.au](http://www.vass.org.au)

Provides support to disadvantaged members of targeted communities, through increased access to services, decision-making and civic participation, education and employment, and enhanced community safety programs.

## Chinese

### Chinese Community Social Services Centre Inc.

Suites 9A & 19, Box Hill Central,  
17 Market Street  
Box Hill VIC 3128  
Phone: 9898 1965  
Fax: 9890 1888  
[www.ccssci.org.au](http://www.ccssci.org.au)

Clayton Office  
Clayton Community Centre  
9 - 16 Cooke Street,  
Clayton VIC 3168  
(Open on Mondays only)  
Phone: 9898 1965  
Fax: 9890 1888

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

Provides COVID-19 special program-Family Violence Prevention program - community education sessions on family violence prevention, one-on-one support to Chinese-speaking victim survivors of family violence. Please contact Box Hill Office for more information.

## Filipino

### Australian-Filipino Community Services

Doveton Baptist Church  
127 Kidds Road  
Doveton VIC 3177  
Phone: 9701 3421  
Email: [info@afcs.org.au](mailto:info@afcs.org.au)  
[www.afcsvictoria.org.au](http://www.afcsvictoria.org.au)

Provides welfare services and community care to disadvantaged families and individuals.

Provides free shopping delivery to Filipino seniors during the COVID-19 in the City of Casey.

## Culturally Specific

### Indian

#### Australian Sikh Support

Phone: 0469 095 892  
Email: [aussikhsupp2013@gmail.com](mailto:aussikhsupp2013@gmail.com)  
[www.australiansikhsupport.org](http://www.australiansikhsupport.org)

Provides recovery support during and following natural disasters including COVID-19 pandemic. Provides groceries/ food packages to people affected by the pandemic across Melbourne including the City of Casey.

#### Casey Malayalee

Casey Malayalee City of Casey's  
(South East of Melbourne)  
Phone: 0431 391 904  
Email: [caseymalayali@yahoo.com.au](mailto:caseymalayali@yahoo.com.au)  
[www.caseymalayalee.com.au](http://www.caseymalayalee.com.au)

Provides the communities with groceries for those who were in self-isolation or affected by COVID-19 and organises Zoom sessions on vaccination and mental health issues from the experts in Malayalam language.

### Pakistani

#### Pakistan Welfare Organisation in Australia

Melbourne, Victoria, Australia  
Contact form on the website  
Email: [pwoa@outlook.com.au](mailto:pwoa@outlook.com.au)  
[www.pwoa.com.au](http://www.pwoa.com.au)

Provides supports to communities with mental health awareness program, COVID-19 English content translation in Urdu, free groceries and fresh food during COVID-19 pandemic to especially international students.

### Serbian

#### Serbian Community Association of Australia

186 Foster Street  
Dandenong VIC 3175  
Phone: 9701 7308  
Fax: 9706 9912  
Email: [info@serbiancommunity.org.au](mailto:info@serbiancommunity.org.au)  
[www.serbiancommunity.org.au](http://www.serbiancommunity.org.au)

Provides Serbian community with information, advocacy, support, education, and referral services including aged care projects, employment services etc.

### Vietnamese

#### Springvale Indochinese Mutual Assistance Association Inc. (SICMAA)

11-13 Morwell Parade  
Springvale VIC 3171  
Phone: 9547 6161  
Email: [sicmaa.bh@bigpond.com](mailto:sicmaa.bh@bigpond.com)  
[www.sicmaa.com](http://www.sicmaa.com)

Provides a range of support services including information and advice, Employment and training referrals, Emergency relief (limited financial assistance), Family support (including family violence and parent/child relationships) and health referrals (including disability support services)

#### Community Information and Support Service (CISS) Help Flyers

[www.caseynorthciiss.com.au/resource](http://www.caseynorthciiss.com.au/resource)  
[www.cranbourneiss.org.au/resources.html](http://www.cranbourneiss.org.au/resources.html)

Both CISSs have jointly produced flyers in different languages in English, Dari, Pashto, Arabic, Hindi and Nuer containing a summary of emergency relief and support services available in CISSs. The flyers can be downloaded from the websites of both CISSs. (To be uploaded soon)

## Embassies and Consulates

**Consulate General of India In Melbourne**  
www.cgimelbourne.gov.in

**Consulate General of Pakistan in Melbourne**  
Phone: 9696 7348  
Email: info@pakconsulatemelbourne.org.au  
www.pakconsulatemelbourne.org.au  
Consular Hours 09:30 am – 1:00 pm  
(Monday to Thursday)  
09:30 am - 12:00 pm (Friday)

**Consulate General of the Peoples Republic of China in Melbourne**  
Phone: 9822 0604  
Fax: 9824 6340  
For urgent Consular protection of Chinese citizens (No enquiries of visa, authentication, etc):  
Phone: 9824 8810  
Email: chineseconsulate.mel@gmail.com

**Consulate General of Sri Lanka in Melbourne**  
Phone: 9290 4200  
Fax: 9867 4873  
Email: mail@slcgmel.org  
www.slcgmel.org

**Consulate of the Republic of Mauritius in Victoria**  
Consulate of the Republic of Mauritius  
2 Kelvin Grove, Prahran VIC 3181  
Contact form on the website

**Embassy of Islamic Republic of Afghanistan**  
Phone: (02) 6282 7377  
1:00 pm - 3:00 pm. Monday to Friday except public holidays

**Fijian Consulate in Melbourne**  
Phone: 9722 1761  
Fax: 9722 1441  
Email: regh09@tpg.com.au

**Philippine Consulate General in Melbourne**  
Phone: 8375 9646  
E-mail: melbourne.pcg@dfa.gov.ph  
www.melbournepcg.dfa.gov.ph

**South Africa High Commission in Canberra**  
Phone: (02) 6272 7300  
Email: immigration.canberra@dirco.gov.za  
www.sahc.org.au

**South African Honorary Consulate in Melbourne, Australia**  
Phone: 8825 5718  
Fax: 8825 5799  
Email: melbourne@honcons.com.au

## Index

Action on Disability within Ethnic Communities (ADEC)	8	Community Housing Ltd	20
Administrative Appeals Tribunal- AAT (Commonwealth)	11	Community Information and Support Cranbourne (CISC)	4, 5, 7
Afghan Australia Philanthropic Association Inc.	23	Consulate General of India in Melbourne	27
Afghanistan Crisis help	24	Consulate General of Pakistan in Melbourne	27
Afri-Aus Care	24	Consulate General of Sri Lanka in Melbourne	27
AMES Australia: SEE Program (Skills for Education and Employment)	13	Consulate General of the Peoples Republic of China in Melbourne	27
Andrews Centre	4, 7	Consulate of the Republic of Mauritius in Victoria	27
Asylum Seeker Resource Centre	8, 24	Consumer Affairs Tenancy Advice	19
Australian Red Cross Victoria	6	Djirra: Aboriginal and Torres Strait Island Service	15
Australian Sikh Support	26	EACH Social & Community Health	18
Australian-Filipino Community Services	25	Education Funding for Camps, Sports and Excursions	13
Bakhtar Cultural Association	23	Embassy of Islamic Republic of Afghanistan	27
Beyond Blue	18	Embrace Education	13
Bicultural Worker and Community Champion Network	10	ERMHA – Eastern Regions Mental Health Association	18
Caroline Chisholm Society (Pregnancy and Family Support Service)	9	Fair Work Ombudsman	12
Casey Malayalee	26	Family Life - Connect Program	18, 24
Casey North Community Information and Support Service (CNCISS)	4, 5, 7	Fijian Consulate in Melbourne	27
CatholicCare Victoria	10	Fines Clinic	22
Centre for Multicultural Youth (CMY)	8	Foundation House (The Victorian Foundation for Survivors of Torture)	8, 24
Centrelink	11	Get Active Kids Voucher Program	5
Child Protection	15	GROW - Mental Health Group Program	18
Child Support (Advocacy)	11	Headspace	18
Child Support Agency	11	InTouch Multicultural Centre Against Family Violence	14
Chinese Community Social Services Centre Inc.	25	Job Advocates - City of Casey	12
City of Casey - Youth Services	10	Keeping It Together	7
Community Four Ltd	10	Kids Helpline	15

La Trobe Community Health Services (NDIS Local Area Coordination)	<b>17</b>	Sexual Assault Crisis Line	<b>15</b>
Launch Housing – Dandenong	<b>19</b>	Sikh Volunteers Australia	<b>4</b>
Link Health and Community (NDIS ECEI Services)	<b>16</b>	Social Security Rights Victoria (SSRV)	<b>11</b>
Lynbrook Community Centre	<b>7</b>	South Africa High Commission in Canberra	<b>27</b>
Men’s Referral Service (No to Violence)	<b>15</b>	South African Honorary Consulate in Melbourne	<b>27</b>
Mind Australia	<b>18</b>	Southern Migrant and Refugee Centre	<b>7, 24</b>
Monash Health Community Berwick	<b>16</b>	Springvale Indochinese Mutual Assistance Association Inc. (SICMAA)	<b>26</b>
Monash Health Cranbourne Integrated Care Centre	<b>16</b>	Springvale Monash Legal Service	<b>24</b>
Monash Health Refugee Health and Wellbeing	<b>16</b>	State Schools’ Relief	<b>13</b>
Multicultural Youth Support Services (MYSS)	<b>24</b>	Tenants Victoria	<b>19</b>
myGov	<b>11</b>	The Health Translations Directory	<b>17</b>
National Debt Hotline	<b>5</b>	The Water Well Project	<b>17</b>
No interest loans (NILs)	<b>5</b>	United Cultural Support Inc	<b>23</b>
Orange Door	<b>14</b>	Utility Relief Grant Scheme	<b>5</b>
Pakistan Welfare Organisation in Australia?	<b>26</b>	Ventana Hispana (Spanish Window) Vic	<b>10</b>
Peninsula Community Legal Centre	<b>19, 21</b>	Victims Support Agency	<b>15</b>
Philippine Consulate General in Melbourne	<b>27</b>	Victorian Aboriginal Legal Service Co-operative Ltd	<b>21</b>
Public Housing- Health & Human Services Office of Housing	<b>19</b>	Victorian Arabic Social Services (VASS)	<b>25</b>
Red Cross – Migration Support Program	<b>6</b>	Victorian Legal Aid	<b>21</b>
Refugee Legal	<b>24</b>	WAYSS	<b>14, 19</b>
Relationships Australia Victoria	<b>9</b>	Wellsprings for Women Inc.	<b>14</b>
Rental Housing Support - PCLC	<b>19</b>	Windermere Child & Family Services	<b>20</b>
Safe Steps	<b>14</b>	With Respect: LGBTIQ+ Service	<b>15</b>
Salvation Army Community Services - Cranbourne	<b>4</b>	Women’s Health in South East (WHISE)	<b>14</b>
Second-hand books and uniforms online	<b>13</b>	Women’s Association South East Melbourne Australia (WASEMA) Inc	<b>9</b>
Selandra Rise Community Hub	<b>7</b>		
Serbian Community Association of Australia	<b>26</b>		

