

Local services & groups for newly arrived

Migrants & Refugees in Maroondah



Community, Lifestyle, Opportunity

The second edition of this booklet has been created by Maroondah City Council, and is designed for use by service providers, migrants, refugees and the general Maroondah community.

The Quick Reference Table at the back of this guide lists some of the local services and community groups that may assist in the settlement of recent overseas immigrants living in Maroondah.

Please note that this booklet does not provide a complete listing of all the community services and groups that can assist in settlement. Organisations were identified using the Maroondah Community Guide 09/10 and through referrals, questionnaires, and word-of-mouth. To be included in this booklet, organisations and groups had to offer a service for Maroondah residents that could assist newly arrived migrants in their settlement. Preference was given to organisations and groups that are based in the City of Maroondah. A number of other guides containing information on services and groups in Maroondah are available from Council's Service Centres. The 'Youth Services in Maroondah' booklet lists local services for young people in Maroondah. The 'Maroondah Community Guide' provides a comprehensive listing of groups and services in the City. To obtain a copy of either guide, contact Council on 1300 882 233 or visit a Council Service Centre.

HOW TO USE THIS GUIDE

Use the Quick Reference Table at the end of this guide to find your issue of interest and identify the listed services and groups that can assist with your particular need.

This guide contains detailed information about the listed services and organisations. For easy reference, the services and organisations have been listed in alphabetical order.

Second edition June 2010

MIGRANT SETTLEMENT IN MAROONDAH

Maroondah's population is becoming more diverse and multicultural. Historically, there has been relatively little cultural variation within the Maroondah community. Residents born outside Australia tended to be born in countries like the United Kingdom, New Zealand, the Netherlands and Germany. However, the countries of origin of recent overseas settlers in Maroondah is increasing in range and diversity. This change reflects national trends and policies and global patterns of human movement. Countries such as India, China, Burma, Sri Lanka and Sudan now feature in the top 10 most common countries of birth for recent immigrants in Maroondah.

While many new settlers enter Australia through the skill or family migration streams, an increasing number of refugees/humanitarian program entrants are settling in Maroondah. Humanitarian program entrants can access services funded by the Federal Government. These settlement services are provided through a network of federal, state and local agencies. However, eligibility for services differs depending on the type of migration category and visa. Therefore, a combination of both formal services and community networks and supports are vital in assisting new arrivals to settle in their community.

There are a number of factors that make settlement into a new country particularly difficult for refugees. Most refugees have come from conditions of hardship, violence and instability. They are more likely to suffer from health problems and are less likely than other migrants to have existing family supports in Australia. In addition to navigating differences in culture, language, service systems and political systems, refugees often encounter difficulties accessing housing, employment and financial resources. Community supports and services are critical in helping refugees and migrants to re-establish their lives in their new community.

LIST OF SERVICES AND GROUPS

A Adult Multicultural Education Services (AMES)

Address 34-36 Prospect Street

Suburb Box Hill

Phone 9890 0425

Website www.ames.net.au

Fees Free for migrants/refugees

Target Group Migrants/Refugees

Description AMES provides Adult Migrant English Program (AMEP), citizenship classes, distance learning, and advanced English. Employment Pathway courses are also available for training in hospitality, aged care, childcare, retail, food handling and book-keeping. International English Language Testing System (IELTS) preparation, and employment services (Job Network) are also offered. Classes are run during the day (with childcare available) and in the evenings in Ringwood.

AMES Volunteer Tutor Program

Address 28 Warrandyte Road

Suburb Ringwood

Phone 9847 0405

Website www.ames.net.au

Fees Free

Target Group Migrants/Refugees

Description The AMES Volunteer Program assists migrants and refugees with English in one-to-one or small group settings. Volunteers visit clients in their homes. The program also provides other assistance with settlement.

Anglicare Bayswater

Address 666 Mountain Highway

Suburb Bayswater

Phone 9721 3646

Website www.anglicarevic.org.au

Fees Yes – for some services

Target Group Families & children

Description Parentzone offers a range of support services and resources for parents of children aged 0 to 18 years, including parenting and behaviour management counselling, a library of books and information, a quarterly news booklet listing parenting courses and services, small grants to subsidise parenting education groups, talks and courses about parenting, and resources for professionals working with families.

Anglicare Croydon

Address 22 Croydon Road

Suburb Croydon

Phone 9725 1622

Website www.anglicarevic.org.au

Fees Free

Target Group Whole community

Description Anglicare is one of Victoria's largest providers of care and support to children, young people and families in crisis.

Arrabri Community House

Address Allambanan Drive

Suburb Bayswater North

Phone 9294 7530

Website www.arrabri.com

Fees Yes

Target Group Whole community

Description Arrabri Community House provides a focal point for community involvement, lifelong learning and social networking. The House offers a range of affordable, high quality recreational, self- development and educational programs for children and adults.

Australian Chin Community (Eastern Melbourne)

Suburb Ringwood

Phone 0419 496717

Fees Membership Fee

Target Group Chin Refugees

Description The Australian Chin Community (Eastern Melbourne) is a community based group that provides support and activities for the Chin community living in the Eastern Region. The group also works to promote greater knowledge of the Chin culture and community.

Blackburn English Language School

Address Brentnall Road,

Suburb Croydon

Phone 9870 0365

Fees Yes

Target Group New arrival students who are from language backgrounds other than English

Description Blackburn English Language School (ELS) is a Government primary and secondary coeducational school. Students attend Blackburn ELS for an intensive program in English language prior to enrolment in a mainstream school. The aims are to teach students the language and learning skills to successfully meet the educational demands of schooling and to prepare them for participation in the wider school community.

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LIST OF SERVICES AND GROUPS

C

Bor Community Association of Australia

Address Suite 16, 27 Bank Street

Suburb Box Hill

Phone 0411 148 901

Fees Membership fee

Target Group Refugees from Bor region of Southern Sudan

Description The Bor Association is a community based group that provides a range of services to the Bor community, including assistance to successfully settle in Melbourne, and activities for community members. Languages spoken are Dinka and Sudanese Arabic.

Centacare Catholic Family Services

Address 510 Whitehorse Road

Suburb Mitcham

Phone 9873 4344

Website

www.centacaremelbourne.org.au

Fees Yes – sliding scale

Target Group Migrants/Refugees

Description Culturally sensitive counselling for individuals, couples, families, children and adolescents. Family dispute resolution and post-separation services.

Central Ringwood Community Centre

Address Bedford Park, Bedford Road

Suburb Ringwood

Phone 9870 2602

Website www.crccinc.org.au

Fees Yes

Target Group Migrants/Refugees

Description Daytime and evening classes in Conversational English, for people who are having problems understanding English, or wanting to improve their English. The Centre also offers a wide range of other courses and activities.

Centrelink

Address 2-6 Bond Street

Suburb Ringwood

Phone 13 1202

(Multilingual Call Centre)

Website www.centrelink.gov.au

Fees Free

Target Group Migrants/Refugees

Description Centrelink provides a wide range of payments and services on behalf of the Commonwealth Government of Australia. Permanent refugee visa or permanent humanitarian visa holders for Australia have immediate access to all payments and services appropriate to their circumstances. For other people who have moved to Australia to settle, the payments and services available will depend on the type of visa held. Centrelink has Multicultural Service Officers who work closely with ethnic communities, provide information in other languages and offer language services including interpreting, translating and bilingual staff. Centrelink's Multilingual Call Centre is a national service that allows people to speak with and do business with Centrelink in languages other than English.

Chinese Community Social Services Centre Inc

Address Suite 9A & 11,
Level 1 Professional Suites,
17 Market Street.

Suburb Box Hill

Phone 9898 1965

Also at Clayton Community Centre,
9-15 Cooke Street, Clayton

Website www.ccssci.com.au

Fees Free

Target Group

Chinese speaking migrants

Description The Chinese Community Social Service Centre provides services for new migrants (Chinese speaking). Services include settlement casework and drop-in services, group work, information and referral, community education programs and community development projects.

LIST OF SERVICES AND GROUPS

Communities Council on Ethnic Issues (Eastern Region) Inc

Address Nunawading
Community Resource Centre,
270 Canterbury Road

Suburb Forest Hill

Phone 9877 6467

Fees Free

Target Group Migrants/Refugees

Description The Communities Council on Ethnic Issues is the parent body of the Migrant Settlement Committee (Eastern Region). It is an advocacy and information committee providing advice and linkages.

Community Housing Ltd Group of Companies (CHL)

Address 9 Prospect Street

Suburb Box Hill

Phone 9856 0050

Website www.chl.org.au

Fees Free

Target Group Whole community

Description CHL is a social housing organisation that develops and manages sustainable housing for people in need. CHL provides transitional and crisis accommodation as well as affordable, quality long-term housing.

Connections UnitingCare – Child, Youth & Family Services

Address 185 Mt Dandenong Road,
Croydon

Suburb Croydon & Ringwood

Phone 9724 2222

Website www.connections.org.au

Fees Yes – for some services

Target Group Whole community

Description Connections provides support to individuals and families. Connections has a Cantonese/Mandarin speaking worker operating out of the Blackburn office. There may be a waiting list for some services.

Connections UnitingCare – Starting Out Program

Address 5 Pitt Street

Suburb Ringwood

Phone 9871 0233

Website www.connections.org.au

Fees Free

Target Group Whole community

Description Starting Out offers community based support services for families with a parent under the age of 25 years in the Eastern Region. Services include in-home support, counselling, housing support, antenatal and postnatal support, new mother's groups, playgroups and a training program for peer support workers. The program employs a multidisciplinary team including a midwife/maternal and child health nurse, social worker, psychologist, early childhood worker and peer support worker.

Croydon Hills Baptist Church

Address 2-8 Bemboka Road

Suburb Croydon Hills

Phone 9876 4503

Website www.chbc.org.au

Fees Free

Target Group Karen community

Description Karen speaking service on Sunday afternoons. There is also a monthly support group, homework club, women's tutoring, and various other activities to support the Karen community.

Croydon Primary School

Address Cnr Croydon Rd & Kent Ave

Suburb Croydon

Phone 9723 2472

Fees Free

Target Group Migrants/Refugees

Description Croydon Primary School works with the Blackburn English Language School. Interpreters can be used to support communications between parents and teachers. Teaching staff are trained to support the teaching of English as a Second Language at the school.

LIST OF SERVICES AND GROUPS

Croydon Secondary College

Address Croydon Road

Suburb Croydon

Phone 9725 8277

Fees Yes, for some programs

Target Group Migrants/Refugees

Description Croydon Secondary College has English as a Second Language classes as part of its normal school program, a homework club, a mentor program for younger refugee students, and an interpreter service program.

D Department of Human Services – Office of Housing

Address 25 Ringwood Street

Suburb Ringwood

Phone 9871 5199

Website www.housing.vic.gov.au

Fees Yes – for some services

Target Group Whole community

Description A State Government department responsible for the provision of housing assistance to eligible applicants.

Department of Justice

Address 703 Station Street

Suburb Box Hill

Phone 8803 8444

Website www.justice.vic.gov.au

Fees Free

Target Group Migrants/Refugees

Description Multi-cultural Liaison Officers work with the migrant and refugee community to provide advice and assistance with consumer and justice system issues.

E EACH Social and Community Health

Address 46 Warrandyte Road

Suburb Ringwood East

Phone 9871 1800

Website www.each.com.au

Fees Yes – for some services

Target Group Whole community

Description Eastern Access Community Health (EACH) delivers a range of community health services that improve the physical, mental and social wellbeing of individuals, families and communities. Services include a dental clinic, drug and alcohol services, financial counselling, problem gambling services, victims assistance and support services, and a family relationship centre.

EACH Refugee Health Nursing & Clinical Services

Address 75 Patterson Street

Suburb Ringwood East

Phone 9879 3933

Website www.each.com.au

Fees Free or bulk billed for Medicare

Target Group Refugees

Description Nursing assessment for new arrived people, referrals, immunisation and a general practitioner service.

EACH – Youth Health Clinic

Address 46 Warrandyte Road

Suburb Ringwood

Phone 9871 1800

Website www.each.com.au

Fees Free

Target Group Young people

Description EACH Youth Services provide a range of services for young people in the outer East.

Eastern Community Legal Centre

Address Suite B, 6 Floriston Road

Suburb Boronia

Phone 9762 6235

Fees Free

Target Group Whole community

Description Free legal advice service by appointment only. Free community information sessions about the service and specific topics.

Eastern Karen Community Association of Victoria (EKCAV)

Suburb Croydon

Phone 0422 058348

Fees Yes – for some services

Target Group Karen refugees

Description The EKCAV is a community-based organisation working to bring refugees to Australia and offering support once they arrive. The EKCAV works closely with the Croydon Hills Baptist Church to provide assistance to local Karen refugees and to promote awareness of the Karen people's plight.

LIST OF SERVICES AND GROUPS

Eastern Regional Libraries

Address Civic Square, Croydon;
Melbourne Street Mall, Ringwood

Suburb Croydon & Ringwood

Phone 9294 5640 (Croydon)
9870 0177 (Ringwood)

Website www.erl.vic.gov.au

Fees Yes – for some services

Target Group Whole community

Description Eastern Regional libraries provide free access for local residents to materials in book and audio-visual formats to help in learning English. The libraries also provide free public access to computers and the Internet (bookings required).

Eastern Volunteer Resource Centre Inc (EVRC)

Address 1A/36 New Street

Suburb Ringwood

Phone 9870 7822

Website

www.easternvolunteers.asn.au

Fees Yes – for some services

Target Group Whole community

Description EVRC offers the following services to persons eligible for Home and Community Care Services and eligible people from culturally and linguistically diverse backgrounds: volunteer opportunities and training, social support (including transport services), and the Eastern Transport Register (online vehicle search and booking system for vehicles to accommodate groups and wheelchair users).

Echo Australia

Address Suite 6, 45 Ringwood Street

Suburb Ringwood

Phone 8979 7814

Website www.echoaustralia.com

Fees Free

Target Group Refugees

Description Job placement service including training and interpreter services.

Emmanuel Christian Church Melbourne

Address 13 Bedford Road

Suburb Ringwood

Phone 9870 9396

Website www.ringwoodchurch.org.au/page/emmanuel-christian-church-melbourne-chinburmese/

Fees Free

Target Group Falam Chin Christians (a minority ethnic group from the North-West of Burma)

Description Worship Services which meet at Ringwood Church of Christ.

Family Mediation Centre

Address 367 Maroondah Highway

Suburb Ringwood

Phone 9876 0677

Website www.mediation.com.au

Fees Yes

Target Group Whole community

Description The Family Mediation Centre offers family dispute resolution for couples in conflict over issues such as separation, arrangements for children/parenting, division of property and future of relationship, and family mediation to help family members resolve their differences. The Men and Family Relationship Program is designed to assist and support separated men and their families. The Post-Separation Parenting Program is a six-week parenting course that deals with issues of parenting after separation.

LIST OF SERVICES AND GROUPS

Foundation House

Address 28 Warrandyte Road

Suburb Ringwood

Phone 9845 8014 or 9388 0022
(referrals)

Website

www.foundationhouse.org.au

Fees Free

Target Group Refugees

Description Foundation House works with refugees who have experienced war-related trauma and torture. The service provides counselling, group work, training and community education on issues of settlement and trauma. Foundation House works with children, young adults, families and individuals. Traditional natural therapy is offered in conjunction with counselling.

Glen Park Community Centre

G

Address 30 Glen Park Road

Suburb Bayswater North

Phone 9294 7525

Website www.glenparkcc.com.au

Fees Yes – for some services

Target Group Whole community

Description Glen Park Community Centre offers recreation, leisure and education programs and activities such as computer, art, creative writing, barista coffee making, playgym, belly dancing, strength training and social gatherings. Glen Park also offers a low cost community café which operates from Monday to Friday, 10.30am to 2.30pm.

Heartbeat Christian Community Church Inc

H

Address 1/31 Vinter Avenue

Suburb Croydon

Phone 9723 8130

Fees Free

Target Group Whole community

Description Heartbeat Christian Community Church offers friendship and support for newly-arrived residents as they settle in and familiarise themselves with the area and processes.



Lailun Pawlkom

Suburb Ringwood

Phone 0423 509387

Fees Membership fee

Target Group Chin refugees and migrants

Description Lailun Pawlkom Melbourne provides social welfare support services for new immigrant Chin people of Burma in order to supplement the resettlement services provided by the government. The organisation offers a range of social and educational activities and events to promote social inclusion by raising the awareness of Chin and Burmese cultures within the community and assisting the integration of new immigrants into Australian society.

LOTE Marketing Pty Ltd

Address 53-55 Oliver Street

Suburb Ringwood

Phone 9879 6234

Website www.lotemarketing.com.au

Fees Yes – for some services

Target Group Whole community

Description LOTE Marketing is a multicultural communication consultancy. The service can assist clients to develop communication strategies that target culturally and linguistically diverse communities through information produced in languages other than English. LOTE Marketing undertakes extensive multilingual productions, including translation, typesetting and audio production. LOTE Marketing is always keen to engage translators and voice talent, and would be pleased to hear from any migrants or refugees who believe they have the skills to translate information from English into their own language.

LIST OF SERVICES AND GROUPS

M Maroondah Citizens Advice Bureau

Address 214 Mt Dandenong Road

Suburb Croydon

Phone 9725 7920

Fees Free

Target Group Whole community

Description Information referral, emergency relief and a 'listening ear'.

Maroondah City Council – Aged & Disability Services

Suburb Croydon

Phone 1300 882 233

Website www.maroondah.vic.gov.au

Fees Yes

Target Group Older people & people with disabilities

Description Council's Aged and Disability Services provides Home and Community Care (HACC) services for clients who are frail aged or have a permanent disability and their carers. Services include assessment, home care, personal care, activity groups, carer groups and social support programs.

Maroondah City Council – Early Childhood Services

Suburb Croydon

Phone 1300 882 233

Website www.maroondah.vic.gov.au

Fees Yes – for some services

Target Group Families & children

Description Council's Early Childhood Services operates Family Day Care, Vacation Care, Occasional Care and Maternal and Child Health services. Interpreters are available to assist in the enrolment of children in the services provided by Council. Written materials can be translated upon request.

Maroondah City Council – Maternal & Child Health

Suburbs Bayswater North, Croydon, Croydon North, Ringwood, Ringwood East, Ringwood North

Phone 9294 5777

Website www.maroondah.vic.gov.au

Fees Free

Target Group Families & children

Description Council's Maternal and Child Health service provides a variety of programs focusing on parent education and health promotion for families. Services include regular child health and development checks, parental guidance and support, support groups, nutritional advice, family planning, and immunisation. Sessions with an interpreter are provided.

Maroondah City Council – Youth Services

Suburb Croydon

Phone 1300 882 233

Website www.maroondahyouthservices.com.au

Fees Most services free

Target Group Young people

Description Council's Youth Services provides services and programs for young people in Maroondah aged 12 to 25 years. Services include information, support and referral, a youth centre, music events, school holiday program and school-based programs.

Maroondah Hospital

Suburb East Ringwood

Phone 9871 3333

Website
www.maroondah.hospital.org.au

Fees A fee is charged for some services

Target Group Whole community

Description Medical services and emergency treatment.

Maroondah Integrated Kindergartens Association (MIKA)

Suburb Heathmont

Phone 9720 5507

Fees Yes

Target Group Families & children

Description MIKA provides a central enrolment system for kindergarten placement on behalf of 22 member kindergartens across the City of Maroondah.

Maroondah Secondary College

Address Brentnall Road

Suburb Croydon

Phone 9870 4551

Website
www.maroondahsc.vic.edu.au

Description Maroondah Secondary College works closely with the Migrant Information Centre and Foundation House to provide counselling and supports for students who are experiencing difficulties due to their refugee or migration experiences. The College operates a CONNECT program for new arrivals aimed at linking students, a Homework Club to provide support with homework, and a transitional Bridging Programme to support students of lower-level literacy.

LIST OF SERVICES AND GROUPS

Maroondah Southern Sudanese Christian Welfare Association

Address 5 Toorak Avenue

Suburb Croydon

Phone 0408 953015

Fees Yes – for membership

Target Group Migrants and refugees from Southern Sudan

Description Members of the Sudanese community provide peer support and hold cultural events.

Maternal & Child Health Line

Phone 13 22 29

Fees Free

Target Group Families & children

Description The Maternal and Child Health Line is a 24-hour statewide telephone service available to families with children from birth to school age. The service is able to connect culturally and linguistically diverse families to female interpreters. The service is staffed by maternal and child health nurses who provide information, support and advice regarding child health, nutrition, breast feeding, maternal and family health, and parenting.

Melbourne Burmese Community Church

Address Life Ministry Centre, Old Melbourne Road

Suburb Chirnside Park

Phone 9726 8111

Target Group Zomi community

Description Zomi service each Sunday at 2.00pm

Metec Driver Training Centre

Address 112 Colchester Road

Suburb Bayswater North

Phone 9725 4758

Website www.metec.com.au

Fees A fee is charged for some services

Target Group Referrals from Council, MIC, schools, or support agencies

Description Metec have driver education programs for refugees and migrants. They have developed a Driving Dictionary for use by students and organisations to help with basic car and road safety words.

Migrant Information Centre (Eastern Melbourne)

Address Suite 2, Town Hall Hub,
27 Bank Street

Suburb Box Hill

Phone 9285 4888

Website www.miceastmelb.com.au

Fees Free

Target Group Migrants/Refugees

Description The Migrant Information Centre (Eastern Melbourne) is funded by commonwealth, state and local government to support newly arrived migrants and refugees. They can provide referrals, advice and help on settlement support such as filling out forms, housing, English classes, employment, migration advice, finding childcare, recognising overseas qualifications and recreational activities. They also provide relationship counselling for refugees, parenting support, aged care services, homework support program and volunteering.

Mitcham Baptist Church

Address 8 – 12 Simla Street

Suburb Mitcham

Phone 9873 2576

Website mitchambaptist.org.au

Description Lai service at 1.00pm each Sunday.

North Ringwood Community House Inc (NRCH)

Address 120 Oban Road

Suburb Ringwood

Phone 9876 3421

Website www.nrchi.com

Fees Yes

Target Group Whole community

Description NRCH offers childcare for parents taking part in NRCH activities. There is a social group for women aged over 50 years and a weekly walking group for adults of all ages. Both groups are welcoming and inclusive of people from a diverse range of backgrounds. Vocational education in Aged Care, Home and Community Care, and Disability Work is also available.

Outer Eastern Literacy Program Inc

Address Boronia Library,
Park Crescent

Suburb Boronia

Phone 9762 4211

Website www.acelearnforlife.com.au

Fees Yes – for all services

Target Group Permanent residents

Description The Outer Eastern Literacy Program offers the opportunity to learn English in small, informal groups. Classes cater for beginners to Certificate II level. One-to-one sessions with trained volunteer tutors are also available.

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LIST OF SERVICES AND GROUPS

R Radio Eastern FM 98.1

Address 23 Hull Road

Suburb Croydon

Phone 9722 9981

Website www.easternfm.com.au

Fees Membership fee if going on air

Target Group Whole community

Description Opportunities to volunteer and participate in social or cultural activities to share local community news and information.

Relationships Australia

Address 8 Civic Square

Suburb Croydon

Phone 9725 9964

Website www.relationships.com.au

Fees Yes – for some services

Target Group Whole community

Description Relationships Australia provides counselling services including couples counselling, family counselling and individual counselling for children, young people and adults. Separate support groups are available for men and women where family violence is an issue.

Ringwood Family Relationship Centre

Address 68 Charter Street

Suburb Ringwood

Phone 9871 6300

Website www.easternfm.com.au

Fees Free (with conditions)

Target Group Whole community

Description Child focused support and advice for families experiencing difficult relationships or going through separation. Counselling and activity-based support groups for parents, step parents and grandparents. Interpreter service available upon request. Free public information sessions are held weekly.

S Sacred Heart Primary School

Address 35 Wicklow Avenue

Suburb Croydon

Phone 9724 4333

Website

www.shscrydn.melb.catholic.edu.au

Description Sacred Heart School welcomes refugee students from all backgrounds. Students from refugee backgrounds can be supported in learning through small group teaching and individual programs where necessary. The school also operates a weekly parish playgroup. Sacred Heart School is a member of the Refugee Network, run through Foundation House. Through this Network, the school is endeavouring to broaden knowledge of issues faced by refugee students in the area.

The Salvation Army Ringwood

Address 47 Wantirna Road

Suburb Ringwood

Phone 9870 0720

Fees Yes – for some services

Target Group Whole community

Description The Salvation Army in Ringwood offers activity groups, material aid and faith-based services.

St John's Anglican Church

Address 5 Toorak Avenue

Suburb Croydon

Phone 9723 2137

Website www.stjohndivine.org.au

Fees Yes – for some services

Target Group Whole community

Description St John's Anglican Church operates a kindergarten and is a centre for 'soup kitchen' evening meals from Monday to Thursday at 6pm.

LIST OF SERVICES AND GROUPS

T

Swinburne University (TAFE Division)

Address 12-50 Norton Road

Suburb Croydon

Phone 9726 1618

Website www.tafe.swinburne.edu.au

Fees Yes – for some services

Target Group Whole community

Description The Swinburne University Centre for Cultural and Linguistic Diversity provides English classes for newly arrived migrants and refugees. Students who are eligible for the Adult Migrant English Program (AMEP) and Language, Literacy and Numeracy Program (LLNP) funded classes do not pay fees. AMEP students are able to access childcare free of charge whilst studying English at Swinburne. Enrolled students also have access to student support services (eg housing and health services) and the Centre for Cultural and Linguistic Diversity offers additional supports through vocational counselling advisers and individual tutors. Swinburne facilitates free translating and interpreting services. A range of combined English plus vocational study courses are also available providing pathways into further training and employment.

Translating Interpreter Service (TIS)

Suburb Melbourne CBD

Phone 131 450

Website www.immi.gov.au/tis

Fees Yes – for some services

Target Group Whole community

Description Through the Department of Immigration and Citizenship (DIAC), the Federal Government provides translating and interpreting services for people who do not speak English and for English-speakers needing to communicate in another language. TIS National is available to any person or organisation requiring interpreting services. The service is available 24 hours a day, seven days a week.

U **Uniting Church in Australia – Croydon Congregation Chin Christian Fellowship**

Address 6 Tallent Street

Suburb Croydon

Phone 9723 5103

Website

www.croydon.unitingchurch.org.au

Fees Yes – for some services

Target Group Chin refugees

Description The Uniting Church (Croydon) welcomes migrants and refugees to attend its worship services. There is a Chin Christian Fellowship amongst other groups. The Church offers childcare during services, a weekly playgroup and a weekly 'Music Together' session for families and children aged from birth to three years. The congregation actively supports asylum seekers by offering help with food, medical aid and fellowship.

Victoria Legal Aid (VLA)

Address 23 Ringwood Street

Suburb Ringwood

Phone 9259 5444

Website www.vla.vic.gov.au

Fees Yes – for some services

Target Group Whole community

Description VLA provides legal advice relating to criminal law, family breakdown, family violence, civil law and social security matters. It holds a free legal advice clinic every week. VLA also provides free Duty Lawyer services for criminal charges, traffic offences and family violence from the Ringwood Magistrate's Court. A Duty Lawyer service for family law is provided at the Dandenong Family Court. If required, VLA may book and pay for an interpreter for its legal information and advice services.

V

LIST OF SERVICES AND GROUPS

Victoria Police

Address 171-175 Mt Dandenong Road, Croydon

31 Ringwood Street, Ringwood

Suburb Croydon & Ringwood

Phone 9724 0100 (Croydon)

9871 3000 (Ringwood)

9871 4188 (Multicultural Liaison Officer, Nunawading)

Website www.police.vic.gov.au

Fees Yes – for some services

Target Group Migrants/Refugees

Description Victoria Police in Ringwood and Croydon provide emergency services for residents living in Maroondah. In an emergency, ring 000. Victoria Police's Multicultural Liaison Officers (MLOs) can assist migrants and refugees in understanding their rights and responsibilities as citizens and in accessing Victoria Police services. The role of the MLO is to actively promote harmonious relationships between the police and Victoria's culturally and linguistically diverse communities based on mutual understanding, respect, tolerance and trust.

Victorian Chin Baptist Church

Address Mooroolbark Baptist Church, 153-157 Hull Road

Suburb Croydon

Phone 9725 3700

Website www.mbc.org.au

Target Group Chin-Hakha

Description Service at 1.00pm each Sunday. Church leaders assist with numerous settlement issues.

Wesley Homelessness and Support Service

Address 291A Maroondah Highway

Suburb Ringwood

Phone 8870 4000

Website www.wesley.org.au

Fees Free

Target Group Whole community

Description Wesley provides emergency accommodation supports for the people of the Eastern Region of Melbourne who are experiencing homelessness or domestic violence.

W

Women's Health East (WHE)

Address 28 Warrandyte Road

Suburb Ringwood

Phone 9845 8000

Website www.whe.org.au

Fees Yes – for some services

Target Group Whole community

Description WHE is a non-profit, community-based, regional women's 'health promotion' agency. WHE works to improve the health and wellbeing of girls and women in the Eastern region, including women from culturally and linguistically diverse backgrounds, through gender based health promotion, research, advocacy and awareness raising. The service also aims to improve access to and the responsiveness of the service system to women from CALD backgrounds.

Yarrunga Community Centre

Address 76-86 Croydon Hills Drive

Suburb Croydon Hills

Phone 9722 8942

Website www.yarrunga.org.au

Fees Yes

Target Group Whole community

Description Yarrunga Community Centre is a non-profit organisation offering quality and nondiscriminatory services to the community. The organisation supports and values those involved in delivering community services and adult education and leisure programs that are innovative, affordable and responsive to the community.

Zomi Community Association of Australia

Suburb Croydon

Phone 0420 800560

Website www.australiazomi.com

Fees Membership fee

Target Group Zomi refugees

Description Zomi Community Association of Australia aims to assist Zomi refugees adjust to a new culture and language, to celebrate traditional festivals, to assist social activities and inclusion, and to promote the Zomi language and culture to the wider community.

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GLOSSARY OF TERMS USED IN THIS GUIDE

Advocacy*

To actively support or argue for something, such as a cause, idea or policy.

AMEP (Adult Migrant English Program)#

The Department of Immigration and Citizenship funds English language tuition under the Adult Migrant English Program for migrants and humanitarian entrants who do not have functional English. Refugee and humanitarian entrants under the age of 25 years with low levels of schooling are eligible for up to 910 hours of English language tuition, and those over 25 years of age are eligible for up to 610 hours of tuition. Other migrants are eligible for up to 510 hours of tuition. For more information, visit www.immi.gov.au

Casework*

Social work to improve personal and family conditions for the individual client or case.

Counselling*

Professional guidance or advice to resolve personal problems.

Eastern Region

Refers to the suburbs in the eastern part of Melbourne.

Emergency Relief

See 'Material Aid'.

Faith-based Services

Services provided by organisations whose main activity is religion or spiritual beliefs (for example, churches and synagogues). The services provided may include social/welfare services and/or worship congregations.

Home and Community Care (HACC)

Services jointly funded by the Australian and State Governments to provide care to frail older residents and people with disabilities who are living at home (that is, not in a hostel, nursing home or other institutional setting). Services provided through the HACC program include nursing care, meals, domestic assistance, personal care, home modification and maintenance, transport and respite care. Fees vary depending on income levels and can be discussed during the assessment interview.

Interpret

To verbally translate from one language into another (see also 'Translate').

LLNP (Language, Literacy and Numeracy Program)

A national program administered by Centrelink. The LLNP can help to improve speaking, reading, writing or basic math skills. The program aims to help eligible people to get and keep a job. For more information about the LLNP, contact Centrelink.

Material Aid

Material goods such as food, clothing, medicines, blankets and other essential items for survival that is provided to people experiencing economic hardships or in emergency/crisis situations.

Migrant*

A person who has permanently moved from one country or region to settle in another.

Migration Streams#

Immigrants can enter Australia through the Skill Migration Stream, Family Migration Stream or Humanitarian Program. The Humanitarian Program is designed for refugees and others in special humanitarian need. The offshore (resettlement) component of the program assists people in humanitarian need overseas for whom resettlement in another country is the only option. The offshore resettlement program has a Refugee category and a Special Humanitarian Program which seeks to assist people who are not legally defined as refugees but are in a refugee-like situation. The onshore (asylum or protection) component of the program is for those people who arrived in Australia on a temporary visa or in an unauthorised manner and who claim Australia's protection. (See also 'Asylum Seekers' and 'Refugees'.)

Refugee#

The offshore component of Australia's Humanitarian Program (see also 'Migration Streams') assists people who are subject to persecution or substantial discrimination amounting to gross violation of human rights in their home countries. The Refugee category of the Humanitarian Program assists people who are subject to persecution in their home country and who have a strong need for resettlement. Most eligible applicants are referred by the United Nations High Commissioner for Refugees (UNHCR) to Australia for resettlement.

Settlement Services#

'Settlement' is the process of adjustment upon arrival and establishment in Australia. Environmental factors (such as English ability, health, skills, housing, employment and social connections) can affect how well and how quickly a migrant or refugee settles. The Integrated Humanitarian Settlement Strategy (IHSS) provides intensive settlement support to newly arrived humanitarian entrants. Specialised services are provided through a number of selected service providers for reception and

assistance on arrival, information and referrals, housing, and short term torture and trauma counselling. The services available depend on individual needs and the visa subclass. Services are usually available for around six months.

Sliding Scale

Where fees for the service vary according to certain factors, usually the client's income level.

Target Group

The section of the community towards which the service or group activities is intended.

Translate

To convert written material from one language to another.

** Definitions derived from Dictionary.com, Lexico Publishing Group 2007 – <http://dictionary.reference.com>*

Information derived from the Department of Immigration and Citizenship website – <http://www.immi.gov.au>

ADDITIONAL RESOURCES AND WEBSITES

Department of Immigration and Citizenship (Australian Government)

This website contains valuable information for prospective immigrants and new arrivals on visas, settlement and citizenship.

www.immi.gov.au

Victorian Multicultural Commission (State Government)

The Victorian Multicultural Commission is the Victorian entity devoted to multicultural affairs. The website contains information about community events, latest news on multicultural issues and projects, grant programs and statistics.

www.multicultural.vic.gov.au

Centre for Multicultural Youth

The Centre for Multicultural Youth is a community-based organisation that advocates for the needs of young people from migrant and refugee backgrounds. The website includes information on issues, news and events relevant to young people.

www.cmy.net.au

Medley Mag

Medley Mag is a website and ezine that aims to give a 'voice' to Australia's youth, increase youth participation and initiative, and enhance the English communication skills and confidence of young migrants and refugees. The website contains information and discussions on a wide range of social issues.

www.medleymag.com.au

'Recently Moved to Australia?' Booklet

This booklet has been produced by Centrelink and provides information about payments and services available to recent arrivals to Australia.

www.centrelink.gov.au/internet/internet.nsf/publications/rm001.htm

LOCAL SERVICES AND GROUPS AT A GLANCE

Service / Group Name	Location	Conversation Groups	Tuition/Testing	Translation/Interpretation Services
Adult Multicultural Education Services (AMES)	Box Hill	•	•	•
AMES Volunteer Tutor Program	Ringwood	•	•	•
Anglicare Victoria	Croydon			
Arrabri Community House	Bayswater North			
Australian Chin Community	Ringwood			•
Blackburn English Language School	Croydon	•	•	
Bor Community of Australia	Box Hill			
Centacare Catholic Family Services	Mitcham			
Central Ringwood Community Centre	Ringwood	•		
Centrelink	Ringwood			•
Chinese Community Social Services Centre Inc	Box Hill			
Communities Council on Ethnic Issues	Forest Hill			
Community Housing Ltd Group	Box Hill			
Connections – Child, Youth and Family	Croydon & Ringwood			
Connections – Starting Out Program	Ringwood			
Croydon Hills Baptist Church	Croydon Hills			
Croydon Primary School	Croydon			•
Croydon Secondary College	Croydon			•
Department of Human Services – Office of Housing	Ringwood			
Department of Justice – Multicultural Liaison	Box Hill			•
EACH Social and Community Health	Ringwood			•
EACH – Youth Services	Ringwood			•
EACH Refugee Health Nurse	Ringwood			•
Eastern Community Legal Service	Boronia			•
Eastern Karen Community Association of Victoria	Croydon			•
Eastern Regional Libraries	Croydon & Ringwood			
Eastern Volunteer Resource Centre	Ringwood			
Echo Australia	Ringwood			•
Emmanuel Christian Church	Ringwood			
Family Mediation Centre	Ringwood			
Foundation House	Ringwood			•
Glen Park Community Centre	Bayswater North			
Heartbeat Christian Community Church	Croydon			
Lailum Pawlkom				

LOCAL SERVICES AND GROUPS AT A GLANCE

Service / Group Name	Location	Conversation Groups	Tuition/Testing	Translation/Interpretation Services
LOTE Marketing	Ringwood			•
Maroondah Citizens Advice Bureau	Croydon & Ringwood			
Maroondah City Council – Aged and Disability Services	Croydon			•
Maroondah City Council – Early Childhood Services	Croydon			
Maroondah City Council – Maternal and Child Health	Croydon			•
Maroondah City Council – Youth Services	Croydon			
Maroondah Integrated Kindergarten Association (MIKA)	Heathmont			
Maroondah Secondary College	Croydon			•
Maroondah Southern Sudanese Christian Welfare Assoc	Croydon			
Maternal and Child Health Line				•
Melbourne Burmese Community Church	Chirnside Park			
Metec Driver Training Centre	Bayswater North			•
Migrant Information Centre (Eastern Melbourne)	Box Hill			
Mitcham Baptist Church	Mitcham			
North Ringwood Community House	Ringwood North			
Outer Eastern Literacy Program	Boronia	•	•	
Radio Eastern FM	Croydon			
Relationships Australia	Croydon			
Ringwood Church of Christ	Ringwood			
Ringwood Family Relationships Centre	Ringwood			
Sacred Heart School	Croydon			•
The Salvation Army Ringwood	Ringwood			
St John's Anglican Church	Croydon			
Swinburne University (TAFE)	Croydon	•	•	•
TIS National (Translating and Interpreting Services)	Melbourne CBD			•
Uniting Church Australia – Croydon	Croydon			
Victoria Legal Aid	Ringwood			
Victoria Police	Croydon & Ringwood			
Victorian Chin Baptist Church	Croydon			
Wesley Homelessness & Support Service	Ringwood			
Women's Health East	Ringwood			
Yarrunga Community House	Croydon Hills			
Zomi Community Association of Australia	Croydon Hills			•

