

# Maroondah Migrant and Refugee Handbook





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# Introduction

The fourth edition of this handbook is designed to be used by service providers, migrants, refugees and the general Maroondah community.

The first part of this handbook lists the services available by areas of interest.

The target groups are the whole community unless noted otherwise. Also, most services are provided free of charge; those that do charge a fee are noted.

The second part of the handbook identifies agencies and organisations in alphabetical order and includes a description of the service. This handbook does not provide a complete listing of all the community services and groups that can assist migrants and refugees.

To obtain extra copies of this guide, or for more information on other resources available to migrant and refugees, please call Maroondah City Council on 1300 88 22 33 or 9298 4598 or visit Council's website at [www.maroondah.vic.gov.au](http://www.maroondah.vic.gov.au)

*The pictures appearing on the inside covers of this publication are exhibits from community members who took part in the Harmony Day Postcard Exhibition celebrating Maroondah City Council becoming a Refugee Welcome Zone in March 2013. The theme for the exhibition was celebrating Maroondah's multicultural community.*

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*Details are correct at time of printing.*



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## Conversation groups

### **Blackburn English Language School**

431 Maroondah Hwy, Croydon North

T: 9727 8900

[www.blackburn.els.maroondah@edumail.vic.gov.au](http://www.blackburn.els.maroondah@edumail.vic.gov.au)

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

### **Central Ringwood Community Centre**

Bedford Park, Bedford Rd, East Ringwood

T: 9870 2602

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

Fees: Yes

Target group: Migrants and Refugees

### **Crossway Baptist Church**

2 Vision Dr, Burwood East

T: 0421 388 755

Fees: Yes, for some services

Target group: Chinese migrants

### **Heathmont Uniting Church Community Lifestyle Centre**

89 Canterbury Rd, Heathmont

[www.hucclc.websyte.com.au](http://www.hucclc.websyte.com.au)

T: 0437 758 281

Fees: Free

Target group: Migrants and refugees

### **Swinburne University (TAFE Division)**

12-50 Norton Rd, Croydon

T: 9214 8000

[www.tafe.swinburne.edu.au](http://www.tafe.swinburne.edu.au)

Fees: Yes – for some services

### **TLC Church**

265 Canterbury Rd, Bayswater North

T: 9729 6555

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

Fees: Yes – for some services



## Counselling

### **Anglicare Bayswater**

666 Mountain Hwy, Bayswater

T: 9721 3688

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

**Fees:** Yes – for some services

Target group: Families and children

### **Connections UnitingCare – Child, Youth and Family Services**

185 Mt Dandenong Rd, Croydon

T: 9724 2222

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

**Fees:** Yes – for some services

### **Connections UnitingCare - Starting Out Program**

5 Pitt St, Ringwood

T: 8873 5454

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

### **EACH Social and Community Health**

T: 1300 003 224

[www.each.com.au](http://www.each.com.au)

**Fees:** Yes – for some services

### **EACH – Youth Health Clinic**

46 Warrandyte Rd, Ringwood

T: 9871 1800

[www.each.com.au](http://www.each.com.au)

Target group: Young people

### **Eastern Centre Against Sexual Assault (ECASA)**

17 Ware Cr, Ringwood East

T: 9870 7330 or 9870 7310

T: 1800 806 292 (24 hours)

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

### **Eastern Domestic Violence Service (EDVOS)**

Ringwood

T: 9259 4200

T: 1800 015 188

(Women's Domestic Violence Service after hours)

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

Target group: Women and children

### **Eastern Drug and Alcohol Service (EDAS)**

46 Warrandyte Rd, Ringwood

T: 1300 650 705

[www.edas.org.au/www.each.com.au](http://www.edas.org.au/www.each.com.au)

### **Eastern Health**

T: 1300 721 927 (press option 2)

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

**Fees:** Yes - for some services

### **Family Mediation Centre**

367 Maroondah Hwy, Ringwood

T: 9847 5888

[www.mediation.com.au](http://www.mediation.com.au)

### **Foundation House**

Suite 5/45-51, Ringwood St, Ringwood

T: 9845 8014 or 8788 3333 (referrals)

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

Target group: Refugees

### **Maternal and Child Health Line**

T: 132 229

Target group: Families and children

**Relationships Australia (Victoria)**

83 Boronia Rd, Boronia

T: 9725 9964

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

Fees: Yes – for some services

**Ringwood Family Relationship Centre**

68 Charter St, Ringwood

T: 9871 6300

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

Fees: Free (with conditions)

**Women's Information and Referral Exchange – WIRE**

T: 1300 134 130

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

## Education and learning

**AMES Australia**

30-32 Prospect St, Box Hill

T: 9890 0425

[www.ames.net.au](http://www.ames.net.au)

Fees: Free for migrants and refugees

Target group: Migrants and refugees

**Arrabri Community House**

Allambanan Dr, Bayswater North

T: 9294 7530

[www.arrabri.org](http://www.arrabri.org)

Fees: Yes

**Blackburn English Language School**

431 Maroondah Hwy, Croydon North

T: 9727 8900

[www.blackburn.els.maroondah@edumail.vic.gov.au](http://www.blackburn.els.maroondah@edumail.vic.gov.au)

Target group: Newly arrived students who are from language backgrounds other than English

**Box Hill Institute**

465 Elgar Rd, Box Hill

34-40 John St. Lilydale

T: 1300 269 445

[www.boxhill.edu.au](http://www.boxhill.edu.au)

AMEP program - Adult Migrant English Program

SEE program - Skills for Education and Employment

LLN program - Language, literacy and numeracy training

Target group: Migrants and refugees

**Central Ringwood Community Centre**

Bedford Park, Bedford Rd, East Ringwood

T: 9870 2602

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

Fees: Yes

Target group: Migrants and refugees

**Chin Radio**

21 Smith St, Fitzroy

T: 9419 8377

[www.3cr.org.au/chin-radio](http://www.3cr.org.au/chin-radio)

## Education and learning continued...

### Chinese Community Social Services Centre Inc

Level 1, Professional Suites  
Suite 9A, Centro Box Hill North,  
17 Market Street, Box Hill  
T: 9898 1965  
www.ccssci.com.au (for other locations)  
Target group: Chinese speaking migrants

### Communities Council on Ethnic Issues (Eastern Region) Inc

Level 1, 79 Mahoneys Rd, Forest Hill  
E: chair.msc@gmail.com  
Target group: Migrants and refugees

### Eastern Karen Community Association of Victoria (EKCAV)

PO Box 877, Croydon VIC 3136  
T: 0470 269 612  
T: 9870 4503  
Fees: Yes – for some services  
Target group: Karen refugees

### Eastern Regional Libraries

**Croydon Library:**  
Civic Square, Croydon  
T: 9294 5640

**Ringwood Library:**  
Ringwood Town Square (Realm),  
179 Maroondah Highway Ringwood  
T: 9800 6430  
www.yourlibrary.com.au  
Fees: Yes – for some services

### Eastern Volunteers Resource Centre Inc

1/36 -40 New St, Ringwood  
T: 9870 7822  
www.eastervolunteers.org.au  
Fees: Yes – for some services

### Foundation House

Suite 5/45-51 Ringwood St, Ringwood  
T: 9879 4638 or 8788 3333 (referrals)  
www.foundationhouse.org.au  
Target group: Refugees

### Glen Park Community Centre

30 Glen Park Rd, Bayswater North  
T: 9720 5097  
www.glenparkcc.com.au  
Fees: Yes – for some services

### Maroondah Integrated Kindergartens Association (MIKA)

T: 0449 997 488  
www.mika.org.au  
Fees: Yes  
Target group: Families and children

### Melba College

Brentnall Rd, Croydon  
T: 9870 4551  
E: melba.vic.edu.au

### Metec Driver Training Centre

112 Colchester Rd, Bayswater North  
T: 9725 4758  
www.metec.com.au  
Fees: Yes -for some services  
Target group: Referrals from Council, Migrant Information Centre, schools, support agencies

### Migrant Information Centre (Eastern Melbourne)

Suite 2, Town Hall Hub, 27 Bank St, Box Hill  
T: 9285 4888  
www.miceastmelb.com.au  
Fees: Free  
Target group: Migrants and refugees



**North Ringwood Community House Inc (NRCH)**

35-39 Tortice Drive Ringwood North  
T: 9876 3421  
[www.nrch.org.au](http://www.nrch.org.au)  
Fees: Yes

**Yarrunga Community Centre**

76-86 Croydon Hills Drive, Croydon Hills  
T: 9722 8942  
[www.yarrunga.org.au](http://www.yarrunga.org.au)  
Fees: Yes

**Swinburne University (TAFE Division)**

12-50 Norton Rd, Croydon  
T: 9214 8000  
[www.tafe.swinburne.edu.au](http://www.tafe.swinburne.edu.au)  
Fees: Yes – for some services

## Emergency Assistance - Ambulance, Fire, Police Triple-Zero (000)

**Croydon Police Station**

171-175 Mt Dandenong Rd, Croydon.  
T: 9724 0100

**Multicultural Liaison Officer, Knox**

T: 9837 7831  
[www.police.vic.gov.au](http://www.police.vic.gov.au)

**Ringwood Police Station**

31 Ringwood St, Ringwood  
T: 9871 3000

## Emergency food relief/material aid

### ADRA - Vive Cafe

Oasis SDA Church  
17-19 Surry Rd West, Croydon  
Thursdays 6pm to 7.30pm  
Community dinner (material aid also available)

### Cafe on the Park Community Pantry

Glen Park Community Centre  
30 Glen Park Rd, Bayswater North  
T: 9720 5097  
[www.glenparkcc.com.au](http://www.glenparkcc.com.au)  
Open first Tuesday of the month,  
10am to 12 noon  
Fees: Yes for some services

### Heathmont Interchurch Help (HICH)

136 Canterbury Rd, Heathmont  
T: 9720 6757  
Open 12 noon to 3pm (Mon to Fri)

### Helping Hand - Croydon Uniting Church

5a Mount View St, Croydon  
T: 9725 1115  
Open: 9.30am to 11.45am (Mon – Fri)

### Hope City Mission

51 Lusher Rd, Croydon  
T: 9761 6778 (ring for an appointment)  
Open: Thursday 9am to 4pm

### Maroondah Community Assist

**Croydon**  
214 Mt Dandenong Rd, Croydon  
T: 9725 7920  
E: [mcabcroydon@aat.com.au](mailto:mcabcroydon@aat.com.au)  
[www.maroondahcommunityassist.org.au](http://www.maroondahcommunityassist.org.au)

### Ringwood

2A Ringwood St, Ringwood  
T: 9870 3233  
[www.maroondahcommunityassist.org.au](http://www.maroondahcommunityassist.org.au)  
[www.mcab.org.au](http://www.mcab.org.au)

### North Ringwood Care

14 Dickson Cr, North Ringwood  
T: 9876 5625  
Open 10am to 1pm (Mon to Fri)

### St. Vincent de Paul

Phone referral service  
T: 1300 305 330  
Tuesday to Friday 10am to 3pm

### The Salvation Army Ringwood

53 Wantirna Rd, Ringwood  
T: 9870 0720  
[www.salvationarmy.org.au](http://www.salvationarmy.org.au)  
Fees: Yes – for some services

### TLC Church

265 Canterbury Rd, Bayswater North  
T: 9729 6555  
[www.tlcchurch.org.au](http://www.tlcchurch.org.au)  
Target group: 3153 postcode residents only

### Wesley Mission Victoria

291A Maroondah Hwy, Ringwood  
T: 8870 4000  
[www.wesley.org.au](http://www.wesley.org.au)

## Employment

### **AMES Australia**

30-32 Prospect St, Box Hill  
 T: 9890 0425  
[www.ames.net.au](http://www.ames.net.au)  
 Fees: Free for migrants/refugees  
 Target group: Migrants and refugees

### **Centrelink - Department of Human Services**

2-6 Bond St, Ringwood  
 T: 131 202 (multilingual call centre)  
[www.humanservices.gov.au](http://www.humanservices.gov.au)  
 Target group: Migrants and refugees

### **EACH - Social and Community Health**

T: 1300 003 224  
[www.each.com.au](http://www.each.com.au)  
 Fees: Yes – for some services

### **Migrant Information Centre (Eastern Melbourne)**

Suite 2, Town Hall Hub, 27 Bank St, Box Hill  
 T: 9285 4888  
[www.miceastmelb.com.au](http://www.miceastmelb.com.au)  
 Target group: Migrants and refugees

## Faith-based services

### **Croydon Hills Baptist Church**

6-8 Bemboka Rd, Croydon Hills  
 T: 9876 4503  
[www.chbc.org.au](http://www.chbc.org.au)  
 Target group: Whole community / Karen services

### **Melbourne Burmese Community Church**

Life Ministry Centre, Old Melbourne Rd,  
 Chirnside Park  
 T: 9727 0983  
 E: [gindodal88@gmail.com](mailto:gindodal88@gmail.com)  
 Target group: Zomi community

### **Mitcham Baptist Church**

8 – 12 Simla St, Mitcham  
 T: 9873 2576  
[www.mitchambaptist.org.au](http://www.mitchambaptist.org.au)  
 Mandarin and Lai services

### **The Salvation Army Ringwood**

53 Wantirna Rd, Ringwood  
 T: 9870 0720  
[www.salvationarmy.org.au](http://www.salvationarmy.org.au)  
 Yes – for some services

### **St John The Divine Anglican Church**

5 Toorak Avenue, Croydon  
 T: 9723 5099  
[www.stjohndivine.org.au](http://www.stjohndivine.org.au)  
 Fees: Yes – for some services

### **Uniting Church in Australia – Croydon Congregation**

6 Tallent St, Croydon  
 T: 9723 5103  
[www.croydon.unitingchurch.org.au](http://www.croydon.unitingchurch.org.au)  
 Fees: Yes – for some services

**Victorian Chin Baptist Church**

55-57 Lusher Rd, Croydon  
 T: 8288 2577  
 Office hours Tuesday to Friday, 10am to 4pm  
[www.vcbc.com.au](http://www.vcbc.com.au)  
 Target group: Chin-Hakha

**Zomi Mission Church**

305 Swansea Rd, Lilydale  
 Zomi Service on Sunday 1pm to 4pm  
 T: 0417 663 655  
 E: [kspiang@gmail.com](mailto:kspiang@gmail.com)

## Families and Children

**Australia Chin Community (Eastern Melbourne) (ACC)**

PO Box 76, Croydon, VIC 3136  
 T: 0451 461 318  
 E: [hchinaa@gmail.com](mailto:hchinaa@gmail.com)  
 Facebook: [@australiachincommunity](https://www.facebook.com/australiachincommunity)  
[www.accem.com.au](http://www.accem.com.au)  
 Fees: Membership fee  
 Target group: Chin community

**Anglicare Bayswater**

666 Mountain Hwy, Bayswater  
 T: 9721 3688  
[www.anglicarevic.org.au](http://www.anglicarevic.org.au)  
 Fees: Yes – for some services  
 Target group: Families and children

**Arrabri Community House**

Allambanan Drive, Bayswater North  
 T: 9294 7530  
[www.arrabri.org](http://www.arrabri.org)  
 Fees: Yes

**Central Ringwood Community Centre**

Bedford Park, Bedford Rd, East Ringwood  
 T: 9870 2602  
[www.cccinc.org.au](http://www.cccinc.org.au)  
 Fees: Yes  
 Target group: Whole community plus specific migrants and refugees programs

**Chinese Community Social Services Centre Inc**

Address: Suite 9A, Level 1 Professional Suites, 17 Market St, Box Hill  
 Also at Clayton Community Centre, 9-15 Cooke St, Clayton  
 T: 9898 1965  
[www.ccssci.com.au](http://www.ccssci.com.au)  
 Target group: Chinese speaking migrants

**Chin Community Victoria Inc (Falam) (CCV)**

CooperSmith Pavilion, 49a Mt. Dandenong Rd, Ringwood East  
 T: 0423 524 349 and 0434 202 144  
 E: [info@ccv.org.au](mailto:info@ccv.org.au)  
 Facebook: [@ccv.org.au](https://www.facebook.com/ccv.org.au)  
[www.ccv.org.au](http://www.ccv.org.au)

### **Department of Health and Human Services**

T: 1300 360 391 Eastern Region  
Child Protection T: 1300 360 391  
After hours T: 131 278

### **EACH Social and Community Health**

T: 1300 003 224  
www.each.com.au  
Fees: Yes – for some services

### **Eastern Health**

For all enquiries and after hours services call  
T: 1300 721 927 (press option 2)  
www.easternhealth.org.au

### **Eastern Karen Community Association of Victoria (EKCAV)**

PO Box 877, Croydon, VIC, 3136  
T: 0470 269 612  
Fees: Yes – for some services  
Target group: Karen community

### **Family Mediation Centre**

367 Maroondah Hwy, Ringwood  
T: 9847 5888  
www.mediation.com.au  
Fees: Yes

### **Foundation House**

Suite 5/45-51 Ringwood St, Ringwood  
T: 9845 8014 or 8788 3333 (referrals)  
www.foundationhouse.org.au  
Fees: Free  
Target group: Refugees

### **Maroondah City Council Aged and Disability Services**

T: 1300 88 22 33 or 9294 5729  
www.maroondah.vic.gov.au/Community-support-services  
Fees: Yes  
Target group: Older people and people with disabilities and their carers

### **Maroondah City Council Maternal and Child Health**

T: 9294 5777  
www.maroondah.vic.gov.au/Community-support-services/Children-and-families/Maternal-and-child-health  
Target group: Families and children

### **Maroondah City Council Youth and Children's Services**

T: 1300 88 22 33 or 9298 4598  
www.maroondah.vic.gov.au/Community-support-services/Children-and-families  
Fees: Yes – for some services  
Target group: Families and children

### **Maternal and Child Health Line**

T: 13 22 29 (24 hour statewide service)  
Fees: Free  
Target group: Families and children

### **Melbourne Mizo Association**

T: 0411 478 631  
President: Mr. Joseph Lalnungluanga  
T: 0423 016 379  
E: melbournemizo@gmail.com  
Secretary: Ms Pypye Lalenpuii  
Target group: Mizo community

### **Nurse on Call**

T: 1300 60 60 24

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

### **Relationships Australia Victoria**

83 Boronia Rd, Boronia

T: 9725 9964

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

Fees: Yes – for some services

### **Ringwood Family Relationship Centre**

68 Charter St, Ringwood

T: 9871 6300

E: [ringwoodfrc.org.au](mailto:ringwoodfrc.org.au)

Fees: Free (with conditions)

### **Uniting Connections– Child, Youth and Family Services**

T: 9724 2222

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

Fees: Yes – for some services

### **Uniting Connections – Starting Out Program**

3 Pitt St, Ringwood

T: 8873 5454

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

### **Zo Community**

T: 0434 193 549

E: [ztmtuang@gmail.com](mailto:ztmtuang@gmail.com)

### **Zomi Association**

T: 9725 7947

E: [zomi.australia@gmail.com](mailto:zomi.australia@gmail.com)

[www.Australiazomi.com](http://www.Australiazomi.com)

President Nangkhankhup Naulak (Khup)

### **Zomi Mission Church**

T: 0417 663 655

305 Swansea Road Lilydale Vic 3140

E: [kspiang@gmail.com](mailto:kspiang@gmail.com)

Target group: Zomi community

### **Zomi Youth Association**

T: 0470 666 885

E: [zyamelbourne@gmail.com](mailto:zyamelbourne@gmail.com)

Facebook: ZYA Melbourne

## Family violence

### Eastern Centre Against Sexual Assault (ECASA)

17 Ware Cr, East Ringwood  
 T: 9870 7330 or 1800 806 292 (24 hours)  
 T: 8345 3495  
 (state wide sexual assault crisis line AH)  
[www.secasa.com.au](http://www.secasa.com.au)

### Eastern Domestic Violence Service (EDVOS)

Ringwood  
 T: 9259 4200. After hours T: 1800 015 188  
 (Women's Domestic Violence Service)  
[www.edvos.org.au](http://www.edvos.org.au)  
 Target group: Women and children

### Eastern Community Legal Centre

Suite B, 6 Floriston Rd, Boronia  
 T: 9762 6235  
[www.eclc.org.au](http://www.eclc.org.au)  
 Fees: Most services are free

### Maternal and Child Health Line

T: 13 22 29  
 Fees: Free  
 Target group: Families and children

### Men's Referral Service

Freecall: 1800 065 973 (9am to 9pm,  
 Mon-Fri) or T: 9428 2899  
[www.mrs.org.au](http://www.mrs.org.au)

## Financial counselling

### EACH - Social and Community Health

46 Warrandyte Rd, Ringwood  
 T: 1300 003 224  
[www.each.com.au](http://www.each.com.au)

## Gambling support

### EACH - Social and Community Health Gamblers Help Eastern

46 Warrandyte Rd, Ringwood  
 T: 1300 131 973  
[www.each.com.au/gamblers-help-eastern](http://www.each.com.au/gamblers-help-eastern)  
 Fees: Free  
 Target group: Whole community



## Health

### **EACH - Refugee Health Nursing and Clinical Services**

75 Patterson St, Ringwood East

T: 9837 3999

[www.each.com.au](http://www.each.com.au)

Fees: Free or bulk billed for Medicare

Target group: Refugees

### **EACH - Social and Community Health**

T: 1300 00 3224

[www.each.com.au](http://www.each.com.au)

Fees: Yes – for some services

### **EACH – Youth Health Clinic**

46 Warrandyte Rd, Ringwood

T: 9871 1800

[www.each.com.au](http://www.each.com.au)

Target group: Young people

### **Eastern Health**

T: 1300 721 927 (press option 2)

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

Fees: For some services

### **Foundation House**

Suite 5/45-51 Ringwood St, Ringwood

T: 9845 8014 or 8788 3333 (referrals)

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

Target group: Refugees

### **Maroondah Hospital**

Davey Drive, Ringwood East

T: 9871 3333

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

Fees: Yes - for some services

### **Maternal and Child Health Line**

T: 13 22 29

Fees: Free

Target group: Families and children

### **Nurse - on - Call**

T: 1300 606 024 (24 hours)

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

Fees: Cost of a local call. Calls from mobile phones may be charged at a higher rate.

### **Uniting Care Life Assist**

(Commonwealth Respite and Carelink Centre)

321 Fern Tree Gully Rd

Mt. Waverly

T: 1300 277 478

E: [info@lifeassist.org.au](mailto:info@lifeassist.org.au)

### **Women's Health East**

1/125 George St, Doncaster East

T: 9851 3700

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

Fees: Yes – for some services



## Housing services

### Community Housing Ltd (CHL)

26-28 Prospect St, Box Hill

T: 9856 0050

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

### Department of Human Services Office of Housing

25 Ringwood St, Ringwood

T: 9871 5199

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

Fees: Yes – for some services

### Migrant Information Centre (Eastern Melbourne)

Suite 2, Town Hall Hub, 27 Bank St, Box Hill

T: 9285 4888

[www.miceastmelb.com.au](http://www.miceastmelb.com.au)

### Wesley Mission Victoria

291A Maroondah Hwy, Ringwood

T: 8870 4000

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

## Immunisation

### EACH - Refugee Health Nursing and Clinical Services

75 Patterson St, Ringwood East

T: 9837 3999

[www.each.com.au](http://www.each.com.au)

Fees: Free or bulk billed for Medicare

Target group: Refugees

### Maroondah City Council Community Health

T: 1300 88 22 33 or 9294 5627

[www.maroondah.vic.gov.au/Community-support-services/Immunisation](http://www.maroondah.vic.gov.au/Community-support-services/Immunisation)

## Legal, immigration and citizenship advice

### Department of Justice

703 Station St, Box Hill

T: 8803 8444

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

### Eastern Community Legal Centre

Suite B, 6 Floriston Rd, Boronia

T: 9762 6235

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

### Migrant Information Centre (Eastern Melbourne)

Suite 2, Town Hall Hub, 27 Bank St, Box Hill

T: 9285 4888

[www.miceastmelb.com.au](http://www.miceastmelb.com.au)

Target group: Migrants and refugees

### Victoria Legal Aid (VLA)

23 Ringwood St, Ringwood

T: 9259 5444

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

Fees: Yes - for some services

### Victoria Legal Aid Helpline

T: 1300 792 387

## Mental health

### **EACH Social and Community Health**

T: 1300 003 224

[www.each.com.au](http://www.each.com.au)

Fees: Yes – for some services

### **EACH – Youth Health Clinic**

46 Warrandyte Rd, Ringwood

T: 9871 1800

[www.each.com.au](http://www.each.com.au)

Target group: Young people

### **Eastern Health – Child & Youth Mental Health Services**

T: 1300 721 927 (press option 2)

[www.easternhealth.org.au/site/item/99-child-youth-mental-health-service-cymhs](http://www.easternhealth.org.au/site/item/99-child-youth-mental-health-service-cymhs)

### **headspace Knox**

Westfield Knox Ozone Shop 3027

2 Capital City Blvd, 509 Burwood Hwy, Wantirna South (opposite Knox Tavern)

T: 9801 6088

[www.headspaceknox.com.au](http://www.headspaceknox.com.au)

[info@headspaceknox.com.au](mailto:info@headspaceknox.com.au)

Target group: Young people

## Older people

### **Arrabri Community House**

Allamban Drive, Bayswater North

T: 9294 7530

[www.arrabri.org](http://www.arrabri.org)

Fees: Yes

### **Central Ringwood Community Centre**

Bedford Park, Bedford Rd, Ringwood East

T: 9870 2602

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

Fees: Yes

Target group: Migrants and refugees

### **Chinese Community Social Services Centre Inc**

Suite 9A, Level 1 Professional Suites, 17 Market St, Box Hill

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

T: 9898 1965

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

Target group: Chinese speaking migrants

### **EACH Social and Community Health**

T: 1300 003 224

[www.each.com.au](http://www.each.com.au)

Fees: Yes – for some services

**EACH - Refugee Health Nursing and Clinical Services**

75 Patterson St, Ringwood East

T: 1300 003 224 or 9837 3999

[www.each.com.au](http://www.each.com.au)

Fees: Free or bulk billed for Medicare

Target group: Refugees

**Eastern Karen Community Association of Victoria (EKCAV)**

PO Box 877 Croydon, VIC, 3136

T: 0470 269 612

Fees: Yes – for some services

Target group: Karen refugees

**Eastern Volunteers Resource Centre Inc**

1/36-40 New St, Ringwood

T: 9870 7822

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

Fees: Yes – for some services

**Foundation House**

Suite 5/45-51 Ringwood St, Ringwood

T: 9845 8014 or 8788 3333 (referrals)

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

Target group: Refugees

**Glen Park Community Centre**

30 Glen Park Rd, Bayswater North

T: 9720 5097

[www.glenparkcc.com.au](http://www.glenparkcc.com.au)

Fees: Yes – for some services

**Maroondah City Council Aged and Disability Services**

T: 1300 88 22 33 or 9298 4598

[www.maroondah.vic.gov.au/Community-support-services](http://www.maroondah.vic.gov.au/Community-support-services)

Fees: Yes

Target group: Older people and people with disabilities and their carers

**North Ringwood Community House Inc (NRCH)**

35-39 Tortice Drive, Ringwood North

T: 9876 3421

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

Fees: Yes

**The Salvation Army Ringwood**

53 Wantirna Rd, Ringwood

T: 9870 0720

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

Fees: Yes – for some services

## Refugee and migrant community groups

### **ACC - Australia Chin Community (Eastern Melbourne)**

PO Box 76, Croydon, VIC, 3136  
T: 0451 461 318  
www.accem.com.au  
Fees: Yes – for membership  
Target group: Chin community

### **Chinese Community Social Services Centre Inc**

Suite 9A , Level 1 Professional Suites, 17 Market St, Box Hill  
Also at Clayton Community Centre, 9-15 Cooke St, Clayton  
T: 9898 1965  
www.ccssci.com.au  
Target group: Chinese speaking migrants

### **Chin Community Victoria Inc (Falam)-(CCV)**

Coopersmith Pavilion  
49a Mt. Dandenong Rd,  
Ringwood East  
T: 0423 524 349 and 0434 202 144  
E: info@ccv.org.au  
Facebook: @CCV  
www.ccv.org.au

### **Eastern Karen Community Association of Victoria (EKCAV)**

PO Box 877 Croydon, VIC, 3136  
T: 0470 269 612  
Fees: Yes – for some services  
Target group: Karen refugees

### **Melbourne Mizo Association**

T: 0411 478 631  
President: Mr. Joseph Lalnungtluanga  
T: 0423 016 379  
Secretary: Ms Pypye Lalenpuii  
E: melbournemizo@gmail.com

### **Sudanese Youth Ministry - Jol Wo Lieech**

Chairperson: John Garang  
T: 0406 515 596  
Coordinator Youth Ministry: Abraham Nyieth  
T: 0421 002 498  
E: duotatery@yahoo.com

### **Zo Community**

T: 0434 193 549  
E: ztmtuang@gmail.com

### **Zomi Association Australia**

T: 9725 7947 or fax 9723 0460  
E: zomi.australia@gmail.com  
www.australiazomi.com  
President: Nangkhanhup Naulak (Khup)

### **Zomi Mission Church**

305 Swansea Rd, Lilydale  
Zomi Service on Sunday 1pm to 4pm  
T: 0417 663 655  
E: kspiang@gmail.com

### **Zomi Youth Association**

T: 0470 666 885  
E: zyamelbourne@gmail.com  
Facebook: ZYA Melbourne

## Settlement

### **Adult Multicultural Education Services (AMES) Australia**

30-32 Prospect St, Box Hill

T: 9890 0425

[www.ames.net.au](http://www.ames.net.au)

Fees: Free for migrants/refugees

Target group: Migrants and refugees

### **Australia Chin Community (ACC) - Eastern Melbourne**

PO.Box 76, Croydon, VIC, 3136

T: 0451 461 318

[www.accem.com.au](http://www.accem.com.au)

Fees: Yes – for membership

Target group: Chin community

### **Chin Community Victoria Inc (Falam)-(CCV)**

Coopersmith Pavilion

49a Mt. Dandenong Rd,

Ringwood East

T: 0423 524 349 and 0434 202 144

E: [info@ccv.org.au](mailto:info@ccv.org.au)

Facebook: @CCV

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

### **Chinese Community Social Services Centre Inc**

Suite 9A , Level 1 Professional Suites,  
17 Market St, Box Hill

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

T: 9898 1965

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

Target group: Chinese speaking migrants

### **Foundation House**

Suite 5/45-51 Ringwood St, Ringwood

T: 8788 3333

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

Target group: Refugees

### **Migrant Information Centre (Eastern Melbourne)**

Suite 2, Town Hall Hub, 27 Bank St, Box Hill

T: 9285 4888

[www.miceastmelb.com.au](http://www.miceastmelb.com.au)

Target group: Migrants and refugees

### **Zo Community**

T: 0434 193 549

E: [ztmtuang@gmail.com](mailto:ztmtuang@gmail.com)

### **Zomi Association Australia**

T: 9725 7947 or fax 9723 0460

E: [zomi.australia@gmail.com](mailto:zomi.australia@gmail.com)

[www.Australiazomi.com](http://www.Australiazomi.com)

President Nangkhankhup Naulak (Khup)

## Translation/interpreter services

### **Adult Multicultural Education Services (AMES) Australia**

30-32 Prospect St, Box Hill

T: 9890 0425

[www.ames.net.au](http://www.ames.net.au)

Fees: Free for migrants/refugees

Target group: Migrants and refugees

### **Australia Chin Community (ACC) - Eastern Melbourne**

PO.Box 76, Croydon, VIC 3136

T: 0451 461 318

[www.accem.com.au](http://www.accem.com.au)

Fees: Yes – for membership

Target group: Chin community

### **Centrelink - Department of Human Services**

2-6 Bond St, Ringwood

T: 131 202 (multilingual call centre)

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

### **Department of Justice**

703 Station St, Box Hill

T: 8803 8444

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

Target group: Whole community

### **Eastern Karen Community Association of Victoria (EKCAV)**

PO Box 877 Croydon Vic 3136

T: 0470 269 612

Fees: Yes – for some services

Target group: Karen refugees

### **Translating and Interpreting Service (TIS)**

T: 131 450

[www.immi.gov.au/tis](http://www.immi.gov.au/tis)

Fees: Yes - for some services

## Transport assistance

### **Eastern Volunteers Resource Centre Inc**

1/36-40 New St, Ringwood

T: 9870 7822

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

Fees: Yes – for some services

## Youth

### **Adult Multicultural Education Services (AMES) Australia**

30-32 Prospect St, Box Hill

T: 9890 0425

[www.ames.net.au](http://www.ames.net.au)

Fees: Free for migrants/refugees

Target group: Migrants and refugees

### **Anglicare Bayswater**

666 Mountain Hwy, Bayswater

T: 9721 3688

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

Fees: Yes – for some services

Target group: Families and children

### **Centre for Multicultural Youth - CMY**

T: 9340 3700

E: [info@cmy.net.au](mailto:info@cmy.net.au)

[www.cmy.net.au](http://www.cmy.net.au)

### **EACH – Youth Health Clinic**

46 Warrandyte Rd, Ringwood

T: 9871 1800

[www.each.com.au](http://www.each.com.au)

Target group: Young people

### **Eastern Health**

various locations – see website

T: 1300 721 927 (press option 2)

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

### **headspace Knox**

Westfield Knox Ozone, Shop 3027

2 Capital City Blvd, 509 Burwood Hwy

Wantirna South (opposite Knox Tavern)

T: 9801 6088

[info@headspaceknox.com.au](mailto:info@headspaceknox.com.au)

[www.headspaceknox.com.au](http://www.headspaceknox.com.au)

### **Maroondah City Council Youth and Children's Services**

T: 1300 88 22 33 or 9298 4598

[www.maroondahyouthservices.com](http://www.maroondahyouthservices.com)

Fees: Most services free

Target group: Children and young people to 25 years of age

### **Migrant Information Centre (Eastern Melbourne)**

Suite 2, Town Hall Hub, 27 Bank St, Box Hill

T: 9285 4888

[www.miceastmelb.com.au](http://www.miceastmelb.com.au)

Target group: Migrants and refugees

### **Sudanese Youth Ministry - Jol Wo Liech**

Chairperson John Garang

T: 0406 515 596

Coordinator Youth Ministry, Abraham Nyieth

T: 0421 002 498

E: [duotatery@yahoo.com](mailto:duotatery@yahoo.com)

### **Zomi Youth Association**

T: 0470 666 885

E: [zyamelbourne@gmail.com](mailto:zyamelbourne@gmail.com)

Facebook: ZYA Melbourne

## Description of service providers

### A

#### **AMES Australia**

Address: 30-32 Prospect Street, Box Hill

T: 9890 0425

W: [www.ames.net.au](http://www.ames.net.au)

AMES provides a comprehensive range of settlement services for refugees and migrants. These include on-arrival settlement support, English language and literacy training, vocational training and employment services.

#### **Anglicare Bayswater**

Address: 666 Mountain Hwy, Bayswater

T: 9721 3688

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

Men's behavioural program.

Drug and Alcohol Services.

Family Services.

Free service (not for profit organisation).

#### **Arrabri Community House**

Address: Allambanan Drive, Bayswater North

T: 9294 7530

W: [www.arrabri.org](http://www.arrabri.org)

Arrabri Community House provides a focal point for community involvement, lifelong learning and social networking. The House offers a selection of affordable, high quality recreational, self-development and educational programs for children and adults. There is also a wide range of computer training programs available.

#### **Australia Chin Community (Eastern Melbourne) ACC**

Address: PO Box 76 Croydon, VIC, 3136

T: 0451 461 318

E: [hchinaa@gmail.com](mailto:hchinaa@gmail.com)

W: [www.accem.com.au](http://www.accem.com.au)

The Australia 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.

President: Jameley Van Lian Hup 0403 249 475

Secretary: Simon Sanghre 0404 091 914



**B****Blackburn English Language School**

Address: 431 Maroondah Hwy, Croydon North

T: 9727 8900

E: [blackburn.els.maroondah@edumail.vic.gov.au](mailto:blackburn.els.maroondah@edumail.vic.gov.au)

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. Eligibility dependant on Visa type. A 20 week English program is offered and some 40 week programs, dependant on Visa type.

**Box Hill Institute**

Address: 465 Elgar Road, Box Hill and 34-40 John Street, Lilydale

T: 1300 269 445

W: [www.boxhill.edu.au](http://www.boxhill.edu.au)

Deliver programs aimed at assisting migrants and refugees with settlement.

AMEP - Adult Migrant English Program- provides free English Language training to migrants and refugees in their first years in Australia.

SEE - The Skills for Education and Employment program provides language, literacy and numeracy training to people who find the lack of these skills a barrier to employment. These students require a referral from a Job Active provider.

**C****Cafe On The Park Community Pantry – Glen Park Community Centre**

Address: 30 Glen Park Road, Bayswater North

T: 9720 5097

W: [www.glenparkcc.com.au](http://www.glenparkcc.com.au)

The Community Pantry at Glen Park Community Centre is stocked by donations from Food Bank Vic, SecondBite, and Bakers Delight. The pantry is open every month to help community members in need.

**Central Ringwood Community Centre**

Address: Bedford Park, Bedford Road, Ringwood

T: 9870 2602

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

The Centre offers courses for refugees and migrants in conversational English. There is a wide range of other courses and activities covering everything from dance to craft.

## C

### Centre for Multicultural Youth

T: 9340 3700  
 E: [info@cmy.net.au](mailto:info@cmy.net.au)  
 W: [www.cmy.net.au](http://www.cmy.net.au)

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.

### Centrelink- Department of Human Services

Address: 2-6 Bond Street, Ringwood  
 T: 131 202 (Multilingual Call Centre)  
 W: [www.humanservices.gov.au](http://www.humanservices.gov.au)

Centrelink provides a wide range of payments and services on behalf of the Commonwealth Government of Australia.

Centrelink has Multicultural Service Officers who work closely with ethnic communities to 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.

### Chin Community Victoria Inc (Falam)

Address: Coopersmith Pavilion, 49a Mt Dandenong Road, Ringwood East, VIC, 3134  
 T: 0423 524 349 and 0434 202 144  
 E: [info@ccv.org.au](mailto:info@ccv.org.au)  
 W: [www.ccv.org.au](http://www.ccv.org.au)  
 Facebook: @ccv

A community-based group that offers support to members of the Falam community

### Chin Radio

Address: 21 Smith Street, Fitzroy  
 T: 9419 8377  
 W: [www.3cr.org.au/chin-radio](http://www.3cr.org.au/chin-radio)

Chin Radio - 3CR 855 AM - hosts community news, community activities, interviews, plus Chin music and culture.

### **Chinese Community Social Services Centre Inc**

Address: Suite 9A , Level 1 Professional Suites, 17 Market Street, Box Hill  
Also at Clayton Community Centre, 9-15 Cooke Street, Clayton

T: 9898 1965

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

The Chinese Community Social Service Centre provides services for new Chinese-speaking migrants. Services include settlement case work; drop-in services; information and referral; community education programs; and community development projects.

### **Communities Council on Ethnic Issues (Eastern Region) Inc**

Address: Level1, 79 Mahoneys Road, Forest Hill

E: [chair.msc@gmail.com](mailto:chair.msc@gmail.com).

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 (CHL)**

Address: 26-28 Prospect Street, Box Hill

T: 9856 0050

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

CHL is a social housing organisation that develops and manages sustainable housing for people in need. CHL provides transitional, crisis and affordable long term housing.

### **Connections UnitingCare – Child, Youth and Family Services**

Address: 185 Mt Dandenong Road, Croydon

T: 9724 2222

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

## C

### **Connections UnitingCare – Starting Out Program**

Address: 5 Pitt Street, Ringwood

T: 9871 0221

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

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 mothers groups
- playgroups
- training programs for peer support workers

### **Crossway Baptist Church**

Address: 2 Vision Drive, Burwood East

T: 0421 388 755

Delivers weekly conversational English classes for the Chinese population in Maroondah and provides social support.

Fees: Yes, for some services

Target group: Chinese migrants

### **Croydon Hills Baptist Church**

Address: 6-8 Bemboka Road, Croydon Hills

T: 9876 4503

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

Croydon Hills Baptist Church provides a 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.

## D

### **Department of Human Services – Office of Housing**

Address: 25 Ringwood Street, Ringwood

T: 9871 5199

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

A State Government Department responsible for the provision of housing assistance to eligible applicants. The Homeless Outreach Program is a homeless service assisting customers experiencing difficulty accessing the mainstream Department of Human Services service centres, to receive information, payments and other services.

### **Department of Health and Human Services – Child Protection**

T: 1300 360 391 Eastern Region. After hours: 131 278

W: [dhhs.vic.gov.au](http://dhhs.vic.gov.au)

Child protection services provide support to help protect children and young people from harm caused by abuse or neglect within the family. Public housing is sometimes available depending on eligibility requirements.

### **Department of Human Services - Centrelink**

T: 132 850

F: 1300 786 102

W: [www.humanservices.gov.au/individuals/contact-us](http://www.humanservices.gov.au/individuals/contact-us)

Deliver social and health payments and services

### **Department of Justice**

Address: 703 Station Street, Box Hill

T: 8803 8444

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

Multicultural Liaison Officers work with the migrant and refugee community to provide advice and assistance for people accessing the justice and consumer systems.

## E

### **EACH Social and Community Health**

T: 1300 00 3224

W: [www.each.com.au](http://www.each.com.au)

EACH delivers a range of community health services that improve the physical, mental and social wellbeing of individuals, families and communities.

Services include:

- dental clinic
- drug and alcohol services
- problem
- gambling services
- victims assistance
- employment services
- a family relationship centre.

### **EACH - Refugee Health Nursing and Clinical Services**

Address: 75 Patterson Street, Ringwood East

T: 9837 3999

W: [www.each.com.au](http://www.each.com.au)

EACH – Refugee Health Nursing and Clinical Services provides nursing services for newly arrived people, as well as referrals, immunisations, and access to a doctor.

### **EACH – Youth Health Clinic**

Address: 46 Warrandyte Road, Ringwood

T: 9871 1800

W: [www.each.com.au](http://www.each.com.au)

EACH - Youth Health Clinic provides a range of services for young people in the outer eastern suburbs.

### **Eastern Centre Against Sexual Assault (ECASA)**

Address: 17 Ware Crescent, East Ringwood

T: 9870 7330 or 9870 7310

After hours: 1800 806 292 (Statewide after hours Sexual Assault Crisis Line)

W: [www.easternhealth.org.au/services/community/communityecasa.aspx](http://www.easternhealth.org.au/services/community/communityecasa.aspx)

ECASA provides counselling, information, support and advocacy for women and men who have been sexually assaulted. ECASA provides a 24 hour crisis care service for people who have been assaulted following a sexual assault. There is access to medical care and legal processes for those who choose to report to police.

### **Eastern Community Legal Centre**

Address: Suite B, 6 Floriston Road, Boronia

T: 9762 6235

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

Eastern Community Legal Centre offers free legal advice, assistance and education. It is a community based agency independent from government. Professional services are offered by qualified and trained paid staff and volunteers.

### **Eastern Domestic Violence Service (EDVOS)**

Address: Ringwood

T: 9259 4200

After hours: 1800 015 188 (Women's Domestic Violence Service AH)

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

EDVOS is the primary family violence service for women and their children who live or work in the Eastern Metropolitan Region and who are currently living with or who have experienced family violence.

### **Eastern Drug and Alcohol Service (EDAS)**

Address: 46 Warrandyte Road, Ringwood, VIC, 3134

T: 1300 650 705

W: [www.edas.org.au](http://www.edas.org.au) or [www.each.com.au](http://www.each.com.au)

EDAS offers individual counselling support, secondary consultation and community education for young people, adults and families with drug and/or alcohol issues. Other services include:

- school-based groups
- education courses
- community development programs
- family programs
- acquired brain injury service.
- specialist support for people caring for those with an addiction

### **Eastern Health**

T: For all enquiries and after hours services call 1300 721 927 (press option 2)

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

Eastern Health offers a range of emergency, medical and general health services.

### **Eastern Karen Community Association of Victoria (EKCAV)**

Address: PO Box 877 Croydon, VIC, 3136

T: 0470 269 612

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.

## E

### Eastern Regional Libraries

Address: Croydon Library-Civic Square, Croydon

T: 9800 6448

Address: Ringwood Library Ringwood Town Square, 179 Maroondah Highway (Realm) Ringwood

T: 9800 6430

W: [www.yourlibrary.com.au](http://www.yourlibrary.com.au)

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: 1/36-40 New Street, Ringwood

T: 9870 7822

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

EVRC offers the following services to persons eligible under the Commonwealth Home Support Program and eligible people from culturally and linguistically diverse backgrounds:

- volunteer opportunities and training
- social support (including transport services)
- Eastern Transport Register (online vehicle search and booking system for vehicles to accommodate groups and wheelchair users).

## F

### Family Mediation Centre

Address: 367 Maroondah Hwy, Ringwood

T: 9847 5888

W: [www.mediation.com.au](http://www.mediation.com.au)

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 relationships. Family mediation is available to help family members resolve their differences.

The Post-Separation Parenting Program is a four week parenting course that deals with issues of parenting after separation.

### Foundation House

Address: Suite 5/45-51 Ringwood Street, Ringwood

T: 9879 4638 or 8788 3333 (referrals)

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

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. Natural therapy is offered in conjunction with counselling. Foundation House is non-denominational, politically neutral and non-aligned.



## G

### **Gamblers Help Eastern**

Address: EACH 46 Warrandyte Rd, Ringwood

T: 1300 131 973

W: [www.each.com.au/gamblers-help-eastern](http://www.each.com.au/gamblers-help-eastern)

Gamblers Help Eastern (GHE) is a service for anyone experiencing harm from their own gambling. It is also available to the person's family, friends and community who may also be affected.

### **Glen Park Community Centre**

Address: 30 Glen Park Rd, Bayswater North

T: 9720 5097

W: [www.glenparkcc.com.au](http://www.glenparkcc.com.au)

Glen Park Community Centre offers a friendly, supportive and welcoming environment for all people in our community. With a strong focus on community development we offer a wide range of services, programs and training. Glen Park Community Centre also operates a cafe and a community pantry from the centre.

## H

### **headspace Knox**

Address: Westfield Knox Ozone, Shop 3027, 2 Capital City Boulevard,  
509 Burwood Hwy, Wantirna South (opposite Knox Tavern)

T: 9801 6088

W: [www.headspaceknox.com.au](http://www.headspaceknox.com.au)

E: [info@headspaceknox.com.au](mailto:info@headspaceknox.com.au)

headspace Knox offers young people aged 12-25 confidential health advice, support and information.

Services include:

- general health services
- mental health and counselling
- education
- employment
- housing
- alcohol and other drug services.

## H

### **Heathmont Interchurch Help (HICH)**

Address: 136 Canterbury Road, Heathmont

T: 9720 6757

Heathmont Inter Church Help (HICH) is a voluntary welfare organisation, supported by the four Christian churches in Heathmont which provides practical care and support to those in need, living in the Maroondah and adjacent areas. HICH provides emergency relief food parcels from its own Opportunity Shop open Monday to Friday, 12 noon to 3pm.

### **Heathmont Uniting Church Community Lifestyle Centre**

Address: 89 Canterbury Road, Heathmont

T: 0437 758 281

W: [www.hucclc.websyte.com.au](http://www.hucclc.websyte.com.au)

English classes are run weekly. This is an opportunity to improve both spoken and written English through conversation with friendly leaders. Sessions include talking about yourself, family, work/school, shopping, transport, employment, sport, ideas and values and lots more. All are welcome. Session notes are provided.

### **Helping Hand – Croydon Uniting Church**

Address: 5a Mount View Street, Croydon

T: 9725 1115

Helping Hand is a significant outreach program of Croydon Uniting Church and serves people in the local community who are in need, by providing food parcels and food vouchers.

Open Monday to Friday, 9.30am to 11.45am. On Wednesday from 10.00 to 11.00 free fruit and vegetables are available for City of Maroondah residents with concession cards.

### **Hope City Mission**

Address: 51 Lusher Road, Croydon

T: 9761 6778

Open: Thursday 9am to 4pm

Hope City Mission offers various services to community members who maybe vulnerable or experiencing disadvantage . Services include a foodbank, budgetary and financial literacy sessions, advocacy etc.

## M

### **Maroondah Community Assist**

#### **Croydon**

Address: 214 Mt Dandenong Road, Croydon

T: 9725 7920

E: [mcabcroydon@aat.com.au](mailto:mcabcroydon@aat.com.au)

#### **Ringwood**

Address: 2A Ringwood Street, Ringwood

T: 9870 3233

E: [mcabringwood@aat.com.au](mailto:mcabringwood@aat.com.au)

W: [maroondahcommunityassist.org.au](http://maroondahcommunityassist.org.au)

Information, referral and emergency relief.

### **Maroondah City Council Aged and Disability Services**

T: 1300 88 22 33 or 9294 5729

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

Council's Aged and Disability Services provides Commonwealth home support services for clients who are frail aged or those with a disability and their carers. Services include assessment, home care, personal care, activity groups, carer groups and social support programs.

### **Maroondah City Council Community Health**

T: 1300 88 22 33 or 9294 5627

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

Council's Community Health service provides a free immunisation service for babies and children, based on the National Immunisation program. The unit also offers a comprehensive catch up program of immunisations as well.

### **Maroondah City Council Maternal and Child Health**

T: 1300 88 22 33 or 9294 5777

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

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 and Children's Services**

T: 1300 88 22 33 or 9298 5627

The purpose of Youth and Children's Services is to raise the wellbeing of Maroondah's children and young people. The team delivers programs, services, and events for young people; vacation care, family day care, and occasional care services for children; and information and education sessions for parents.

## M

### **Maroondah Hospital**

Address: Davey Drive, Ringwood East

T: 9871 3333

W: [easternhealth.org.au](http://easternhealth.org.au)

Medical services and emergency treatment.

### **Maroondah Integrated Kindergartens' Association (MIKA)**

Address: P.O.Box 3237, Nunawading, VIC, 3131

T: 0449 997 488

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

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

### **Maternal and Child Health Line**

T: 13 22 29

The Maternal and Child Health Line is a 24-hour state-wide 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.

### **Melba College (formerly Maroondah Secondary College)**

Address: Brentnall Road, Croydon

T: 9870 4551

W: [melba.vic.edu.au](http://melba.vic.edu.au)

Melba 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 migrational 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.

### **Melbourne Burmese Community Church**

Address: Life Ministry Centre, Old Melbourne Road, Chirnside Park

T: 9727 0983

E: [gindodal88@gmail.com](mailto:gindodal88@gmail.com)

Zomi service each Sunday at 12.30pm

Opportunity shop on Monday, Wednesday, Friday

### **Melbourne Mizo Association**

T: 0411 478 631 President: Mr. Joseph Lalnungluanga

T: 0423 016 379 Secretary: Ms Pypye Lalenpuii

E: melbournemizo@gmail.com

A community based group that provides support for members of the Mizo community.

### **Men's Referral Service**

T: 9428 2899 or Freecall 1800 065 973 Monday to Friday, 9am to 9pm

W: www.mrs.org.au

An anonymous and confidential service provided by men for men wanting to stop violent or abusive behaviour towards family members, but are not sure how or where to go for advice. Many women also call the service seeking information and help for their male partner, husband, relative or friend.

### **Metec Driver Training Centre**

Address: 112 Colchester Road, Bayswater North

T: 9725 4758

W: www.metec.com.au

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, Box Hill

T: 9285 4888

W: www.miceastmelb.com.au

The Migrant Information Centre (Eastern Melbourne) delivers a range of services for migrants and refugees living in the eastern suburbs of Melbourne. It can provide referrals, advice and help on settlement support, housing, English classes, employment, migration advice, finding childcare, recognising overseas qualifications and recreational activities. It also provides relationship counselling for refugees, parenting support, aged care services, homework support program and volunteering.

**Please note there are two drop in centres for existing clients:**

Address: 185 Mt Dandenong Road, Croydon

T: 9020 2969

Address: 1-3 Pitt Street Ringwood

T: 9870 1351

### **Mitcham Baptist Church**

Address: 8 – 12 Simla Street, Mitcham

T: 9873 2576

W: mitchambaptist.org.au

Mandarin service at 10.30am and Lai service at 1pm each Sunday.

## N

### **North Ringwood Care**

Address: 14 Dickson Crescent, North Ringwood

T: 9876 5625

The church offers a playgroup and various other activities. There is also an emergency food supply and referral service which operates Monday to Friday 10am to 1pm.

### **North Ringwood Community House Inc (NRCH)**

Address: 35-39 Tortice Drive, Ringwood North

T: 9876 3421

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

The North Ringwood Community House provides education and training courses and activities including: Accredited Training (Vocation Education and Training) programs, short courses in computer training, languages, health and fitness, arts and crafts social groups and many more. Room hire is also available.

### **Nurse-On-Call**

T: 1300 60 60 24

W: [www.health.vic.gov.au/nurseoncall](http://www.health.vic.gov.au/nurseoncall)

Nurse-On-Call is a phone service that provides immediate, expert health advice from a registered nurse, 24 hours a day, 7 days a week.

## R

### **Radio Eastern FM 98.1**

Address: 23 Hull Road, Croydon

T: 9722 9981

W: [www.easternfm.com.au](http://www.easternfm.com.au)

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

### **Relationships Australia**

Address: 83 Boronia Road, Boronia

T: 9725 9964

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

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, Ringwood

T: 9871 6300

W: [ringwoodfrc.org.au](http://ringwoodfrc.org.au)

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.

### **Ringwood Seventh-Day Adventist Church**

Address: 28 Mullum Mullum Road, Ringwood, Vic, 3134

T: 0474 824 168

E: [ringwood@adventist.org.au](mailto:ringwood@adventist.org.au)

W: [ringwoodworship.com](http://ringwoodworship.com)

Burmese Languages, Mizo, Zomi, Zo, Karen, Burmese Service (Saturday 2pm to 5pm).

Burmese community focused support programs (Wednesday 5.30pm to 7pm).

## S

### **The Salvation Army Ringwood**

Address: 53 Wantirna Road, Ringwood

T: 9870 0720

W: [salvationarmy.org.au](http://salvationarmy.org.au)

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

### **St John The Divine Anglican Church**

Address: 5 Toorak Avenue, Croydon

T: 9723 5099

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

St John The Divine Anglican Church operates a kindergarten and is a centre for community evening meals from Monday to Thursday at 6pm.

### **Sudanese Youth Ministry - Jol Wo Lieech**

Chairperson: John Garang

T: 0406 515 596

Coordinator Youth Ministry: Abraham Nyieth

T: 0421 002 498

E: [duotatery@yahoo.com](mailto:duotatery@yahoo.com)

### **Swinburne University (TAFE Division)**

Address: 12-50 Norton Road, Croydon

T: 9214 8000

W: [www.tafe.swinburne.edu.au](http://www.tafe.swinburne.edu.au)

The Swinburne University Centre for Health, Science and Community provides English classes for newly arrived migrants and refugees. Students who are eligible for the AMEP and 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, vocational guidance, counselling etc. 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.



## T

### **Translating and Interpreting Service (TIS)**

T: 131 450

W: [www.immi.gov.au/tis](http://www.immi.gov.au/tis)

Through the Department of Immigration and Citizenship (DIAC), the Australian 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, 7 days a week.

### **TLC Church**

Address: 265 Canterbury Road, Bayswater North

T: 9729 6555

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

TLC is a Christian Church Community It has developed a partnership with Croydon Hills Baptist Church in supporting members of the Karen community to settle. TLC runs a 'Learning Together' program for Karen women. This program gives women an opportunity to socialise, learn about Australian culture and have an opportunity to speak conversational English. It runs on Fridays 10am to 12 noon. TLC also provide emergency relief food parcels to people living in the 3153 postcode area

## U

### **Uniting Care Life Assist Commonwealth Respite and Carelink Centre**

Address: Ground Floor, Building 5, Brandon Business Park,  
530-540 Springvale Road, Glen Waverley

T: 9239 2580 1300 277 478

(free call from a landline within the Eastern Metropolitan region)

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

Offers assistance to people needing carer or emergency support; or short term respite. The services available to carers include Young Carers, Mental Health, Disability, and Aged programs.

### **Uniting Church in Australia – Croydon Congregation**

Address: 6 Tallent Street, Croydon

T: 9723 5103

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

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 (help with food, medical aid and fellowship).

## U

### **Uniting Connections – Child, Youth and Family Services**

Address: 185 Mt Dandenong Road, Croydon

T: 9724 2222

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

### **Uniting Connections – Starting Out Program**

Address: 3 Pitt Street, Ringwood

T: 8873 5454

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

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
- training programs for peer support workers.

## V

### **Victoria Legal Aid (VLA)**

Address: 23 Ringwood Street, Ringwood

T: 9259 5444

### **Victoria Legal Aid Help Line**

T: 1300 792 387

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

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.

### **Victoria Legal Aid Helpline**

T: 1300 792 387

Contact the Legal Help phonenumber for free information about the law and how Victoria Legal Aid can help you. If they cannot help you, they can refer you to other organisations who can.

### **Victoria Police**

Address: **Croydon** -171-175 Mt Dandenong Road, Croydon,

T: 9724 0100

Address: **Ringwood** - 31 Ringwood St, Ringwood

T: 9871 3000 T 9837 7831 (Multicultural Liaison Officer-Knox)

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

Victoria Police in Ringwood and Croydon provide emergency services for residents living in Maroondah. In an emergency, ring Triple Zero (000).

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: 55-57 Lusher Road, Croydon

T: 8288 2577

W: [www.vcbc.com.au](http://www.vcbc.com.au)

Service at 1pm each Sunday. Church leaders assist with numerous settlement issues.

## W

### Wesley Mission

Address: 291A Maroondah Hwy, Ringwood

T: 8870 4000

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

Wesley provides emergency accommodation supports for people in the eastern region of Melbourne who are experiencing homelessness or family violence.

### Women's Health East

Address: 1/125 George St, Doncaster East,

T: 9851 3700

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

Women's Health East 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, 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 culturally and linguistically diverse backgrounds.

Women's Health East does not provide direct health service.

### Women's Information and Referral Exchange (WIRE)

T: 1300 143 130

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

E: [inforequests@wire.org.au](mailto:inforequests@wire.org.au)

WIRE provides free support and information to women covering any topic. Some examples are relationships, family violence, housing, money, children, employment, training, anxiety and depression but any topic can be discussed.

## Y

### Yarrunga Community Centre

Address: 76-86 Croydon Hills Drive, Croydon Hills

T: 9722 8942

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

Yarrunga Community Centre is a non-profit organisation offering quality and non-discriminatory 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.

**Z****Zo Community**

T: 0434 193 549

E: ztmtuang@gmail.com

**Zomi Association**

T: 9725 7947

Fax: 9723 0460

E: zomi.australia@gmail.com

W: www.Australiazomi .com

President Nangkhankhup Naulak (Khup)

**Zomi Mission Church**

Address: 305 Swansea Road, Lilydale

Zomi Service on Sunday 1pm to 4pm

T: 0417 663 655

E: kspiang@gmail.com

**Zomi Youth Association**

T: 0470 666 885

E: zyamelbourne@gmail.com

Facebook: ZYA Melbourne

## Additional resources

### **Department of Home Affairs**

T: 131 881

W: [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

Contains valuable information for prospective immigrants and new arrivals on visas, settlement and citizenship.

### **Victorian Multicultural Commission (State Government)**

T: 7017 8171

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

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.

### **Centre for Multicultural Youth**

T: 9340 3700

E: [info@cmy.net.au](mailto:info@cmy.net.au)

W: [www.cmy.net.au](http://www.cmy.net.au)

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.

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Artwork by Ray Kitto



Artwork by Hriat Puii Hualngo

## Contact us

1300 88 22 33 or 03 9298 4598

TIS: 131 450 (Translating and Interpreting Service)

NRS: 133 677 (National Relay Service)

maroondah@maroondah.vic.gov.au

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

 MaroondahCityCouncil

 @CityofMaroondah

 maroondahcitycouncil

 Maroondah City Council

PO Box 156

Ringwood 3134

## Visit us

### City Offices

Braeside Avenue, Ringwood

### Croydon

Civic Square, Croydon

### Realm

179 Maroondah Highway, Ringwood

