



# Brimbank Service Providers Directory

The Brimbank Service Provider Directory is a list of services, programs and resources aimed to assist people working with and for the diverse communities of Brimbank.

*Disclaimer the content of this directory is for information purposes only. Council has made every effort to ensure the information provided is current and accurate at the time of print; however it makes no claim as the ongoing accuracy and or currency of the information at any time.*

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# Emergency Numbers and Health Care

## **Police, Fire, Ambulance**

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Triple zero (000) is a quickest way to request emergency services. You can contact police, fire brigade or ambulance on this number in emergencies

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## **Crisis & Emergency Accommodation**

1800 825 955

A free 24 hour line to assist with crisis accommodation and referral to the Salvation Army Crisis Services

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## **Safe Steps Family Violence Response Centre**

1800 015 188

A free 24 hour phone line for individuals escaping family violence

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## **Child Protection**

West Division Intake  
1300 664 677

For concerns about the immediate safety, wellbeing and development of a child or young person

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After Hours  
13 12 78

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## **Kids Helpline**

1800 551 800

Children and young people can access this free, confidential support line 24/7

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## **Lifeline**

13 11 14

24/7 crisis support and suicide prevention line

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## **Nurse on Call**

1300 606 024

Nurse on Call provides free health advice from registered nurses 24 hours a day

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## **Psychiatric triage**

1300 363 746

Information, assessment and referral provided for a mental health crisis

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<p><b>Sexual Assault Crisis Line</b></p> <p>1800 806 292</p>	<p>After-hours confidential crisis counselling service for people who have experienced recent sexual assault. Telephone hours operate between 5pm and 9am seven days a week</p>
<p><b>Translating and Interpreting Service</b></p> <p>13 14 50</p>	<p>Operator-assisted access to a phone interpreter available 24 hours a day</p>
<p><b>SuicideLine Victoria</b></p> <p>1300 651 251</p>	<p>A free 24/7 telephone counselling service for people at risk of suicide</p>
<p><b>Health Direct GP Helpline</b></p> <p>1800 022 222</p>	<p>An after-hours GP helpline that provides a registered nurse to assess symptoms, and if necessary provide a call back from a GP</p>
<p><b>Maternal and Child Health Line</b></p> <p>13 22 29</p>	<p>24 hour Maternal and Child Health Line providing information and advice about the care and health of children from birth to school age</p>

# Accommodation

## The Salvation Army Social Housing and Support Network (SASHS)

A: 6/147 Harvester Road, Sunshine 3020

P: 9312 5424

H: Monday to Friday 9am-5pm *\*except  
Wednesday afternoon*

SASHS offers assistance to people who are homeless or at risk of homelessness through a range of programs including crisis, temporary, transitional, long-term accommodation and referrals

### Eligibility & Referral:

- Participants present on the day to the Sunshine location to obtain an appointment based on availability
- Limited crisis response can be provided based on individual circumstances

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## Asylum Seeker Resource Centre



A: 214-216 Nicholson Street, Footscray 3011

P: 9326 6066

E: [admin@asrc.org.au](mailto:admin@asrc.org.au)

H: Mon-Fri 10am-5pm

ASRC offers an internal referral-only rental support service to existing members

### Eligibility & Referral:

- Individuals must attend the centre to become a member in order to access services
- Referrals for the rental support service are internal only

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## RISE, Refugees Survivors and Ex-detainees



A: 247 Flinders Lane level 01, Melbourne 3000

P: 9639 8623

E: [admin@riserefugee.org](mailto:admin@riserefugee.org)

H: Mon-Sun 10am-6pm

RISE drop-in centre offers a range of services including a crisis service referral hub regarding emergency accommodation

### Eligibility & Referral:

- Individuals can attend the drop-in centre to access information and settlement support advice  
Registration for housing can be requested via email or phone call

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## Uniting Lentara Asylum Seeker Project



### *Drop-in Centre*

A: 32 Withers Street, Sunshine 3029

P: 9311 5900

H: Mon-Fri 9am-5pm

### *Lentara Asylum Seeker Programs (casework and housing)*

P: 9326 8343

### *Welcome Centre*

A: 212 Sydney Road, Brunswick 3056

P: 9388 2459

E: [aswc@lentarauc.org.au](mailto:aswc@lentarauc.org.au)

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A limited capacity project providing intensive case-work support, rent-free accommodation, living allowance and other assistance

### Eligibility & Referral:

- Information regarding the accommodation project can be accessed by phone or attending the drop in centre

# Employment and Training

## Department of Education and Training



P: 1300 615 262

E: [qualsrecognition@education.gov.au](mailto:qualsrecognition@education.gov.au)

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

The national body that provides assistance and information regarding the recognition of skills and qualifications achieved overseas

### Eligibility & referral:

- Assessments undertaken by the department charge a fee and can take up to 3 months to process

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## Brotherhood of St Laurence

### Stepping Stones



#### *Melbourne CBD Multicultural Hub*

A: 506 Elizabeth Street, Melbourne 3000

#### *Stepping Stones to Small Business*

P: 9422 5650

E: [mct@bsl.org.au](mailto:mct@bsl.org.au)

Stepping Stones to Small Business focuses on educating migrant and refugee women about money and starting their own small business in Australia

### Eligibility & Referral:

- Applicants are required to have a basic level of English and a business idea
- Application process is online through the Brotherhood of St Laurence website
- Stepping Stones is a women's only program
- 2019 programs offered in Wyndham and Flemington

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## Centre for Multicultural Youth Pathways to Employment



A: 80b Harvester Road, Sunshine 3021  
P: 9340 3780  
E: [info@cmy.net.au](mailto:info@cmy.net.au)

The Pathways to Employment program offers support for young people from migrant and refugee background in accessing direct employment, traineeships, apprenticeships and work placements. Participants are supported by mentors and assisted with job applications and interview skills

### Eligibility & Referral:

- Applicants from northern and western suburbs of African or Pasifika background
- Aged 18-24 years old
- Application process is online through the Centre for Multicultural Youth website

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## Red Cross In Work Australia



P: 1800 733 276  
E: [contactus@redcross.org.au](mailto:contactus@redcross.org.au)

### *North Melbourne Hub*

A: 23-47 Villiers Street, North Melbourne  
3051

A program connecting newly arrived migrants with experienced locals who provide mentoring and answering questions about finding employment and working in Australia

### Eligibility & Referral:

- Applicants must have arrived in Australia within the last five years
  - Application process is online through the Red Cross website
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**VICSEG  
New Futures**



A: Units 9-10/6 South Road, Braybrook 3019  
P: 8398 5000  
E: [nft@vicsegnewfutures.org.au](mailto:nft@vicsegnewfutures.org.au)

*Braybrook branch enrolment days:*  
Monday to Friday 9am-3pm  
Thursdays 10am-3pm

New Futures is a registered training organisation offering recognized courses and training opportunities. Course delivery is flexible offering online, classroom based, traineeships and distance education

**Eligibility & Referral:**

- Enrolment process is through visiting the training branch
- Government subsidies can be accessed by eligible students, fees apply to students who are not eligible

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**CareerSeekers  
New Australian Internship Program**



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

*Melbourne CBD office*  
*\*appointment only*  
A: 250 Collins Street, Melbourne 3000

Paid internship program for recently arrived humanitarian entrants who hold tertiary qualifications or professional experience from their country of origin

**Eligibility & Referral:**

- Expressions of interest to be submitted online
  - Refugees or asylum seekers enrolled in full time tertiary education can be eligible for the student stream
  - Participants must have a level of English that allows them to communicate within a professional environment
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## AMES Australia



### *St Albans*

A: 16 Victoria Square, St Albans 3021

P: 9367 5204

H: Monday to Friday, 8.30am-5pm

### *Footscray*

A: 289 Barkly Street, Footscray 3011

P: 9687 6503

H: Monday to Friday, 8.30am-5pm

### *Sunshine*

A: 24 Devonshire Road, Sunshine 3020

P: 9311 2100

H: Monday to Friday, 9am-5pm

AMES Australia offers employment and training programs for students and job seekers including English language, vocational education and training, career mentoring and youth services

#### Eligibility & Referral:

- AMES can assess eligibility through completing an online contact form or attending an AMES office

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## Djerriwarrh



### *Sunshine*

A: 266 Hampshire Road, Sunshine 3020

P: 9009 7900

E: [info@djerriwarrh.org](mailto:info@djerriwarrh.org)

### *Melton*

A: 239 Station Road, Melton 3337

P: 8746 1000

E: [info@djerriwarrh.org](mailto:info@djerriwarrh.org)

Djerriwarrh offers education and training services including Learn Local, Skills for Education and Employment, Victorian Training Guarantee, Adult Migrant English Program and short courses

#### Eligibility & Referral:

- Enrolments and enquiries regarding fees and eligibility can be made by phone, email or submitting an enrolment form available online

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## Centrelink



### *Sunshine*

*A: 103 Harvester Road, Sunshine 3020*

*H: Monday to Friday 8.30am-4.30pm*

### *Footscray*

*A: 75 Moore Street, Footscray 3011*

*H: Monday to Friday 8.30am-4.30pm*

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Centrelink delivers social security payments and support services in Australia. Payments such as the Status Resolution Support Services Payment and Special Benefit can be available to eligible new arrivals

# English Education

## Adult Migrant English Program



### Information line:

P: 13 38 73

E: [skilling@education.gov.au](mailto:skilling@education.gov.au)

### *Djerriwarrh, Sunshine*

A: 155 Harvester Road, Sunshine 3020

P: 9009 7900

### *Learning for Employment, Deer Park*

A: 822 Ballarat Road, Deer Park 3023

P: 8312 2000

### *Learning for Employment, St Albans*

A: 79 Main Road West, St Albans 3021

P: 8312 2000

AMEP is a government initiative that provides up to 510 hours of English language tuition to humanitarian entrants and eligible migrants

### Eligibility & Referral:

- Participants are required to be a permanent resident of Australia or hold an eligible temporary visa
- In addition participants are required to register with an AMEP service provider within six months of arriving in Australia, commencing tuition within 12 months and completing tuition within five years

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## Asylum Seeker Resource Centre



A: 214-216 Nicholson Street, Footscray 3011

P: 9326 6066

E: [admin@asrc.org.au](mailto:admin@asrc.org.au)

H: Monday to Friday 10am-5pm

The ASRC offers English language classes for beginner to intermediate levels. IELTS preparation classes and English at home tutoring is also available

### Eligibility & Referral:

- Participants need to be a member of ASRC to access services

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## Learning in Brimbank

<https://learning.brimbank.vic.gov.au/>

Your guide to low cost and no charge classes, courses and programs.

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**CatholicCare**  
**Refugee Settlement Program**



A: 3 Wingfield Street, Footscray  
P: 9689 3888  
E: [footscray@ccam.org.au](mailto:footscray@ccam.org.au)  
H: Monday & Thursday 9am-9pm  
Tuesday, Wednesday & Friday 9am-5pm

The Refugee Settlement Program offers a range of services to refugees and asylum seekers including access to English language classes and English Conversation groups

**Eligibility & Referral:**

- Participants can access settlement services with CatholicCare within five years of their arrival in Australia

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**Brimbank City Council**  
**Practise Your English**



*Deer Park*

A: 4 Neale Road, Deer Park 2023  
P: 9249 4660

*St Albans*

A: 71 Alfrieda Street, St Albans 3021  
P: 9249 4650

*Sunshine*

A: 301 Hampshire Road, Sunshine 3020  
P: 9249 4640

*Taylors Lakes*

A: 1 Station street Watergardens, Taylors Lakes 3038  
P: 9249 4680

Brimbank City Council libraries run weekly sessions for adults who speak English as a second language

**Eligibility & Referral:**

- Participants who live within Brimbank are able to access library services
- Fees may apply to some classes/sessions

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**RISE Refugees, Survivors and  
Ex-detainees  
Tutoring program**



A: 247 Flinders Lane level 01, Melbourne  
3000

P: 9639 8623

E: [admin@riserefugee.org](mailto:admin@riserefugee.org)

H: Monday to Sunday 10am-6pm

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Educational tutoring classes are held at the RISE Hub in the CBD, and offer an English language curriculum along with a homework and language support program. Students are able to loan computers and other materials for at home study

**Eligibility & Referral:**

- Referral to program is via email through [admin@riserefugee.org](mailto:admin@riserefugee.org)

# Family Services

## Parents Beyond Breakup



ParentsBeyondBreakup  
Empowering families - Creating futures

Dads in Distress support group  
A: 45 Kings Road, St Albans 3021

*Helpline: 1300 853 437*

Parents Beyond Breakup is a suicide prevention charity offering a helpline and support groups for men and women with children who are separated

## Raising Children



raisingchildren.net.au

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

Raising Children is a parenting resource offering articles, videos and interactive resources to parents. Areas include pregnancy, babies, pre-schoolers, teenagers, disability and more

## MensLine Australia



P: 1300 789 978  
E: [talkitover@mensline.org.au](mailto:talkitover@mensline.org.au)

MensLine offers free telephone and online support, information and referrals for men with relationship and family issues. Delivery includes a 24/7 hotline, call back service, online chat and video counselling

### Eligibility & Referral:

- To access services participants must register their details online
- For online chat participants must be aged 15 or over

For video chat participants must be aged 18 years or over

## Child FIRST

P: 1300 138 180

*Child Protection*  
P: 1300 664 977

Child FIRST is a central referral point linking children, young people and their families to relevant services where factors are affecting a child's safety, stability or development

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**Brimbank City Council  
Maternal and Child Health Service**



P: 9249 4433  
E: [mchadmin@brimbank.vic.gov.au](mailto:mchadmin@brimbank.vic.gov.au)

*St Albans*

A: 15 Epalock Crescent, St Albans 3021

*Sunshine*

A: 31A Alexandra Ave, Sunshine 3020

*Taylors Lakes*

A: G2/1 Station Street, Taylors Lakes 3038

\*more locations throughout Brimbank

Service provides free development and health checks to children from birth to school aged. Services include nutrition, child safety awareness, immunisation information, parent support groups and links to other services.

**Eligibility & Referral:**

- Appointments can be made online through the Brimbank City Council website or by phone

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**Drummond Street  
HEARTS Program**



A: 81 Elgar Road, Derrimut 3030  
P: 9663 6733  
E: [enquiries@ds.org.au](mailto:enquiries@ds.org.au)

The HEARTS program provides support for refugee and humanitarian entrants focusing on family wellbeing and resilience

**Eligibility & Referral:**

- Contact Drummond Street by phone or complete an online register form to be contacted

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**IPC Health  
Family Services**



*Brimbank-Melton Child First*

P: 1300 138 180

*Referral & Intake*

P: 9219 7103

IPC Health's Family Services program is a free program for families with children aged 0-17 seeking assistance with parenting, children behaviour and health, conflict and addiction issues

**Eligibility & Referral:**

Participants can contact IPC Health directly or be referred by a worker



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## VICSEG

### Playgroup & Children's groups



P: 8398 5000

E: [nnguyen@vicsegnewfutures.org.au](mailto:nnguyen@vicsegnewfutures.org.au)

Iranian/Middle Eastern playgroup

A: Sunshine Leisure Centre, 5 Kennedy Street Sunshine

Tamil Parents and Children's group

A: Sunshine Primary School, Corner of Hampshire Road and Derby Street Sunshine

Indian, Nepalese and Bangladeshi Family Social Support Group

A: West Footscray Neighbourhood House, 539 Barkley Street West Footscray

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VICSEG offers culturally diverse playgroups for parents and children. Groups are facilitated by trained bilingual playgroup leaders

Eligibility & Referral:

- Contact (8398 500) for information regarding access to playgroups

# Food and Material Aid

## Asylum Seeker Resource Centre Foodbank, Community Meals and Material Aid



P: 9326 6066

A: 214-216 Nicholson Street, Footscray 3011

E: [admin@asrc.org.au](mailto:admin@asrc.org.au)

H: Monday to Friday 10am-5pm

Foodbank is a free grocery store within the ASRC. Community meals are served for lunch from Monday to Friday and Wednesday evenings. Material aid is offered in the form of Myki credit, international calling cards, mobiles and gift cards

Eligibility & Referral:

- Participants need to be a member of the ASRC to access services

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## Public Transport Victoria PTV Asylum Seeker ID



PTV Metro Hub

A: Southern Cross Station, 750 Collins Street  
Docklands

P: 1800 800 007

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

Eligible asylum seekers can obtain a PTV Asylum Seeker ID and free Concession Myki

Eligibility & Referral:

- Application form available on PTV website
- Participants must be aged 17 years or older
- Be holding or applying for a bridging visa
- Be receiving case management from a PTV approved asylum seeker assistance provider (check by contacting 1800 800 997)
- Not hold other valid PTV concession

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**St Vincent de Paul Society**  
**Soup Van**



P: 1800 305 330  
Monday to Friday 10am-3pm  
E: [soupvans@svdp.vic.gov.au](mailto:soupvans@svdp.vic.gov.au)

**Soup Van Hours:**

Braybrook Library car park, 107-139 Churchill Avenue Braybrook  
Monday – 6.45pm  
Friday – 6.45pm

Clarke street car park, Dickson and Withers Street Sunshine  
Monday – 7.15pm  
Saturday – 5.30pm

Errington Reserve car park, St Albans Road near Big Sam's  
Monday – 7.45pm  
Saturday – 6.15pm

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**Anglicare**  
**Emergency Aid**



A: 1-3 Eagle Terrace, Taylors Lakes 3038  
P: 0438 589 630  
H: Wednesdays 10am-1pm

A: 100 Anderson Road, Sunshine 3020  
P: 0499 087 724  
H: Mondays and Thursdays 10am-1pm

A: Parish of St Alban the Martyr, Alexina Street, St Albans 3021  
P: 0408 316 414  
H: 1<sup>st</sup> and 3<sup>rd</sup> Monday of the month from 9.30am-12.30pm

Anglicare Victoria offers emergency relief provided in the form of food parcels and financial assistance

**Eligibility & Referral:**

- Contact Anglicare emergency relief centres for eligibility information

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## Uniting Care Sunshine Mission



P: 9311 5900

A: 32 Withers Street, Sunshine 3020

H: Tuesday to Friday 10am-12.30pm

The Sunshine Mission of Uniting Care offers emergency relief aid through providing food parcels, bill payment assistance, back to school (years 7-11) assistance and material aid

### Eligibility & Referral:

- Access to Back to School assistance is by referral from the individual's student support officer
- Access to food services are every 10 weeks with emergency food parcels being available once during that period
- Access to material aid, bill paying service and Back to School assistance program is once every 12 months

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## The Salvation Army Emergency Relief



A: 6/147 Harvester Road, Sunshine 3020

P: 137 258

H: Monday to Friday 9am-4pm

The Salvation Army provide free emergency relief to individuals and families in crisis

### Eligibility & Referral:

- Access is in person to ensure availability with the point of intake located at the Office Administration

## Asylum Seeker Resource Centre Health Centre



A: 214-216 Nicholson Street, Footscray 3011  
P: 9326 6066  
E: [admin@asrc.org.au](mailto:admin@asrc.org.au)  
H: Monday to Friday 10am-5pm

The ASRC Health Centre offers services including physiotherapy, psychiatry, pharmacy waivers, diabetes screening, immunisation and gp services. Referrals can also be made to external health services

### Eligibility & Referral:

- Participants are required to visit ASRC to be assessed for eligibility

## Brimbank City Council Immunisation Program



P: 9249 4000  
E: [health@brimbank.vic.gov.au](mailto:health@brimbank.vic.gov.au)  
W: [www.brimbank.vic.gov.au](http://www.brimbank.vic.gov.au)

The immunisation program is delivered at multiple sites within Brimbank by registered nurses according to the recommended immunisation schedule

### Eligibility & Referral:

- Program requirements and scheduled venues for 2018 are available on the Brimbank City Council website

## IPC Health



### *Sunshine*

A: 122 Harvester Road, Sunshine 3020  
P: 9313 5000

### *St Albans*

A: 1 Andrea Street, St Albans 3021  
P: 9296 1200

### *Deer Park*

A: 106 Station Road, Deer Park 3023

IPC Health offers a wide range of health and family services including GP services, counselling and support, cradle to kinder, Refugee Health Program, women's health and more

### Eligibility & Referral:

- Appointments can be made over the phone or by attending a campus
- Fees may apply to some services
- Referrals can be made by phone on (92197103)

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**Brimbank City Council  
Maternal and Child Health Service**

P: 9249 4433  
E: mchadmin@brimbank.vic.gov.au

*St Albans*

A: 15 Epalock Crescent, St Albans 3021

*Sunshine*

A: 31A Alexandra Ave, Sunshine 3020

*Taylors Lakes*

A: G2/1 Station Street, Taylors Lakes 3038

\*more locations throughout Brimbank

Service provides free development and health checks to children from birth to school aged. Services include nutrition, child safety awareness, immunisation information, parent support groups and links to other services.

**Eligibility & Referral:**

- Appointments can be made online through the Brimbank City Council website or by phone

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**The Royal Childrens Hospital  
Immigrant Health Service**

A: 50 Flemington Road, Parkville 3052  
P: 9345 6180

*Completed referral forms*

F: 03 9345 5034

<https://www.rch.org.au/immigranthealth>

The Immigrant Health Service is a free service that offers comprehensive health assessment for refugee and asylum seeker children

**Eligibility & Referral:**

- Referrals are made by a GP or specialist through the outpatient referrals process, marked to Immigrant Health Clinic

External referral forms are available to download on the Royal Children's website

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## CoHealth



Several Locations :Including  
78 Paisley Street, Footscray 3011  
P: 8398 4100

<https://www.cohealth.org.au/about/>

cohealth is a not-for-profit community health organisation that provides vital local health and support services including medical, dental, allied health, mental health, aged care and counselling, and many specialist health services across Melbourne's CBD, northern and western suburbs.

cohealth offers refugee and asylum seeker health nurses and support workers to provide healthcare, health education and referrals. A specialist paediatric clinic is run weekly from Footscray campus

### Eligibility & Referral:

- Refugee and Asylum Seeker Health service is free
- Appointments can be made by phone or through the online booking system
- Referrals can be made on the CoHealth website

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## Sunshine Hospital

A: Furlong Road, St Albans 3021  
P: 8345 1333  
W: [www.westernhealth.org.au](http://www.westernhealth.org.au)

Sunshine Hospital offers an emergency department and maternity services that are some of the busiest in Victoria. A pharmacy, children's services and specialist outpatient clinics are some of the services offered

### Eligibility & Referral:

Referral forms and templates for GP's and specialists are available on the Western Health website

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## Asylum Seeker Resource Centre Legal Aid

A: 214-216 Nicholson Street, Footscray  
3011

P: 9274 9827\**Monday and Thursday  
between 2pm-4pm*

E: [admin@asrc.org.au](mailto:admin@asrc.org.au)

H: Drop In Tuesday and Friday from 10am

The ASCR Human Rights Law Program offers free legal advice to asylum seekers who are unable to afford a private lawyer and have no access to government funded legal advice

### Eligibility & Referral:

- Participants must live in Victoria
- Be at risk of persecution and human rights abuses in their home country
- Not have government funded legal advice to complete protection visa

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## WEstjustice

Visy Cares Hub

A: 80b Harvester Road, Sunshine 2030

P: 9091 8237

H: Monday, Wednesday and Friday,  
9.30am-1pm and 2pm-4.30pm

Drop-In legal service

H: Monday, Wednesday and Friday from  
9.30am-4.30pm

WEjustice's Sunshine Youth Office offers free legal advice to young people aged 25 years and younger. Issues covered include credit and debt, family law, fines, tenancy and family violence

### Eligibility & Referral:

- Participants must be 25 years and under to access services

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## Department of Home Affairs Visa, Immigration and Citizenship



A: 2 Lonsdale street, Melbourne 3000

P: 131 881

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

The Department website provides information on issues such as visa expiry, the refugee and humanitarian program, ImmiCard and citizenship and an online enquiry form



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## Victoria Legal Aid



A: 474 Ballarat Road, Sunshine 3020  
P: 9300 5333

Victoria Legal Aid provides legal advice and aid in the areas of criminal, family and civil law. Free information can be accessed over the phone and online

### Eligibility & Referral:

- Some services are only available to eligible clients; eligibility can be assessed through contacting the service
- Appointments can be made to see a lawyer for free legal advice

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## Refugee Legal

**Refugee Legal:**  
Defending the rights of refugees.

P: 9423 0101  
A: Level 6, 20 Otter Street, Collingwood  
3066

### *Advice line*

P: 9413 0100  
H: Wednesdays and Fridays 10am-2pm

Refugee Legal provides free legal assistance to asylum seekers, refugees and migrants. Services include a telephone advice line, temporary visa application assistance clinics, casework, information sessions and legal representation

### Eligibility & Referral:

- Participants must initially contact the telephone advice line to access other advice and casework services

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## Brimbank Melton Community Legal Centre



St Albans office  
A: Suite 3, Level 1 358 Main Road West, St  
Albans 3021  
P: 8312 2020  
E: [legal@comm-unityplus.org.au](mailto:legal@comm-unityplus.org.au)  
H: Monday to Friday 9am-5pm

BMCL offers legal information, advice and referrals focusing on divorce workshops, community legal education, fines and infringements, family violence and family law

### Eligibility & Referral:

- Appointments are required and can be made by phone

## National Debt Helpline



P: 1800 007 007

H: Monday to Friday 9.30am-4.30pm

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

Free confidential financial counselling, debt advice and credit file information can be accessed through the National Debt Helpline

## RentRight



iPhone app: download from the App Store

Android app: download from Google Play

RentRight is a smartphone app that provides information for tenants and landlords to assist in the management of properties and tenancies. Assistance includes email templates for real estate correspondence, rights and responsibilities, rent calculation and budgeting

## The Salvation Army Moneycare Financial Counselling



A: 6/147 Harvester Road, Sunshine 3020

P: 9311 9285

Moneycare provides free counselling for individuals experiencing financial difficulties. Assistance can be through assessing financial situations, Centrelink issues, fines and court issues, negotiating and advocating with creditors and providing referrals

### Eligibility and Referral:

- Enquires to access services can be made through The Salvation Army website or by phone

# Mental health

## HeadSpace



A: Visy Cares Hub, 80b Harvester Road,  
Sunshine 3020

P: 9927 6222

E: [info-headspacesunshine@orygen.org.au](mailto:info-headspacesunshine@orygen.org.au)

HeadSpace Sunshine offers young people aged 12-25 health and wellbeing services. Offered includes mental health counselling, AOD services, health, education and employment opportunities

### Eligibility & Referral:

- Referrals can be made by GP'S, teachers or community workers
- Clients are able to bring a support person to their appointment
- Some services may involve a cost
- Appointments can be made by phone

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## The Victorian Survivors of Torture Inc Foundation House



Foundation House  
The Victorian Foundation for Survivors of Torture Inc.

A: 161 Harvester Road, Sunshine 3020

P: 9300 8670

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

Foundation House offers a range of free confidential services to people from refugee backgrounds that have experienced torture or trauma whilst fleeing their country of origin. These services include individual and family counselling, advocacy, group programs, mental health clinic and natural therapies

### Eligibility & Referral:

- Individuals can self-refer or be referred by another service
- Appointments can be made by phone or by visiting an office

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## CoHealth Youth Residential Rehabilitation



St Albans location  
P: 9448 5504  
H: Monday to Friday 8am-7pm, Saturday  
and Sunday 9.30am-5pm

Youth Residential Rehabilitation supports young people to recover from mental illness in a residential setting

### Eligibility & Referral:

- Visits and tours can be arranged by phone
- Referrals can be made by contacting NEAMI Intake and Assessment on 1300 379 462
- Fees are waived for young people without income or with low income

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## Beyond Blue



24/7 hotline  
P: 1300 224 636

Online Chat

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

H: 3pm-12am 7 days a week

Online forums

H: 24/7

Beyond Blue provides information and support to people experiencing mental health issues or are concerned about someone's mental health. Beyond Blue has a webpage dedicated to Multicultural communities the offers translated resources and information

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## Victorian Transcultural Mental Health



P: 9231 3300

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

The Victorian Transcultural Mental Health website offers links to translated mental health resources, a knowledge hub for exchange of transcultural mental health information and more

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## Mid West Mental Health

*Triage*

P: 1300 874 243

Mid West Mental Health is a public mental health service offering specialist, community and hospital based mental health services

### Eligibility & Referral:

- Referrals can be made by phoning the Triage number

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**CoHealth**  
**Refugee and Asylum Seeker Health**



P: 8398 4100  
A: 78 Paisley Street, Footscray 3011  
W: [www.cohealth.org.au](http://www.cohealth.org.au)

Specialised refugee and asylum seeker health nurses offer free assessments on physical and mental health to provide coordination and referral to appropriate services

**Eligibility & Referral:**

- Appointments can be made over the phone or through an online booking form
- Client referrals can be made via an online booking form

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**CATT**  
**Crisis Assessment and Treatment**

P: 1300 363 746

A crisis assessment and treatment team that provides immediate assistance to people experiencing mental health crisis or carers calling on behalf of an individual

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**Breakthru**



P: 1800 767 212  
A: 1 Andrea Street, St Albans 3012

Breakthru can offer referrals to a range of mental health support such as outreach support, peer support workers and family support

**Eligibility & Referral:**

- To access Community Based Outreach Support participants must be aged 16-64, and referrals can be made by calling Breakthru directly
- Family Support is offered to families with children or young people aged 0-18

Further information and access to support can be made by phone or completing an online enquiry form available on the website

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# Networks

## Refugee Health Network



P: 9388 0022

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

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

Information offered includes a service directory, clinical factsheet and best practice guidelines for service providers and forms for assessment such as vaccinations, refugee health assessment templates and additional tools and resources for practitioner

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## Brimbank & Maribyrnong Interfaith Network



P: 9688 0453

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

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

A network promoting interfaith and intercultural initiatives in the Brimbank and Maribyrnong area and surrounds. The website include details of local events and a places of worship map

# Useful Multicultural Resources

## Department of Health and Human Services Health Translations



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

An online directory providing health and wellbeing information that can be translated to over 100 languages. This service provides links to third-party websites that have registered their multilingual resource on Health Translations

## Australian Refugee Health Practice Guide



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

A guide for doctors, nurses and primary care providers in providing healthcare to refugees and asylum seekers. The website includes information about common health concerns and referral pathways

## Ethnic Communities Council of Victoria



A: Suite 101, 398 Sydney Road, Coburg 3058  
P: 9354 9555

E: [eccv@eccv.org.au](mailto:eccv@eccv.org.au)

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

Ethnic Communities Council of Victoria is a peak body that participates in advocacy and lobbying on behalf of multicultural communities

## Department of Health and Human Services Health Translations



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

An online directory providing health and wellbeing information that can be translated to over 100 languages. This service provides links to third-party websites that have registered their multilingual resource on Health Translations

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## The Victorian Multicultural Commission (VMC)

The VMC is the voice of Victoria's culturally and linguistically diverse (CALD) communities and is the main link between them and the government. Our unique multicultural society remains one of our state's greatest assets and strengths.

Operating under the [Multicultural Victoria Act 2011](#) the VMC consists of 12 commissioners: a Chairperson, Deputy Chairperson, a Youth Commissioner, a representative of a community organisation and eight other members.

Click on link below

<https://www.multicultural.vic.gov.au/>

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## Health Translations Directory

<https://www.ceh.org.au/health-translations-directory/>

The [Health Translations Directory](#) provides health professionals and community members with reliable, accurate, and up to date health information in many different languages.

The directory links to multilingual resources published by government departments, peak health bodies, hospitals, and community health and welfare organisations.

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# Family Violence

## **Brimbank Melton Family Violence Program**

*Women's Health West*

P: 9689 9588

This program offers support over the phone or face to face. Services include assistance in accessing housing and emergency support, legal and financial support and links to other services

### Eligibility & Referral:

- Participants can contact Women's Health West for program eligibility requirements

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## **Women's Health West**



A: 317-319 Barkly Street, Footscray 3011

P: 9689 9588

E: [fvassist@whwest.org.au](mailto:fvassist@whwest.org.au)

Women's Health West provides women and children affected by family violence with crisis services such as case management, crisis housing, outreach and court support

### Eligibility & Referral:

- Women's Health West is an appointment based service
- Workers can make referrals on behalf of their client by email and clients can self-refer by phone

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## **1800 RESPECT**

**1800**RESPECT

P: 1800 737 732

W: [www.1800respect.org.au](http://www.1800respect.org.au)

A free and confidential service offering telephone and online counselling for people at risk of or experiencing domestic or family violence

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## **Domestic Violence Resource Centre Victoria**



P: 8346 5200

DVRCV provide information, telephone support and referral to services assisting people who have experienced family violence

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**Multicultural Centre Against  
Family Violence  
InTouch**



P: 9413 6500

*Toll free:* 1800 755 988

E: [admin@intouch.org.au](mailto:admin@intouch.org.au)

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InTouch provides services and programs in response to issues of family violence within migrant and refugee communities, including referrals, a helpline for free confidential advice and connections for pro bono legal support

# Neighbourhood Houses

## Good Shepherd Community House

A: 168 Main Road East, St Albans 3021

P: 8312 8800

E: [stalbens@goodshepvic.org.au](mailto:stalbens@goodshepvic.org.au)

Good Shepherd provides free parenting and education programs including playgroups, meditation and sewing programs. Also offered are language programs, homework support and job ready skills programs

### Eligibility & Referral:

- Participants can register their interest by completing the application form found on the Good Shepherd website

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## Cairnlea Community Hub

A: 59 Carmody Drive, Cairnlee 3023

P: 9249 4800

Office hours: Monday, Wednesday and Friday from 9.15am-12.45pm

A neighbourhood house providing programs including arts and craft projects, family and children's programs (dancing, singing), health and fitness groups, language classes and school holiday programs

### Eligibility & Referral:

- Program bookings via phone, email or in person are essential

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## Braybrook and Maidstone Neighbourhood House

A: 113 Melon Street, Braybrook 3019

P: 9317 5610

E: [office@bmnh.org.au](mailto:office@bmnh.org.au)

H: Monday to Thursday 9am-3.30pm

Braybrook and Maidstone Neighbourhood House offers a range of services and activities to residents including financial counselling, computer access, craft activities, cooking and health workshops

### Eligibility & Referral:

- Program bookings via phone, email or in person are essential
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### **Delahey Community Centre**

A: 80 Copperfield Drive, Delahey 3037  
P: 9249 4900  
E: [delahaycc@brimbank.vic.gov.au](mailto:delahaycc@brimbank.vic.gov.au)  
Office hours: Monday to Friday 9am-4pm

Delahey Community Centre provides free and low cost programs, training and activities to the local community

#### Eligibility & Referral:

- Program bookings via phone, email or in person are essential
- Enrolment forms available online

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### **Hunt Club Community and Arts Centre**

A: 775 Ballarat Road, Deer Park 3023  
P: 9249 4800  
E: [huntclubarts@brimbank.vic.gov.au](mailto:huntclubarts@brimbank.vic.gov.au)  
Office hours: Monday to Friday 9.30am-4.30pm

Hunt Club Community and Arts Centre provides art classes/courses, exhibitions, studios and group spaces for hire

#### Eligibility & Referral:

- Program bookings via phone, email or in person are essential
- Cost generally involved with programs

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### **Keilor Community Hub**

A: 704b Old Calder Hwy, Keilor 3036  
P: 9249 4224  
E: [keilorcp@brimbank.vic.gov.au](mailto:keilorcp@brimbank.vic.gov.au)

Keilor Community Hub houses the Keilor Library, Customer Service Centre, community space and meeting rooms and Neighbourhood House programs

#### Eligibility & Referral:

- Program bookings via phone, email or in person are essential

Enquiries for neighbourhood house programs can be made through contacting Sydenham Neighbourhood House

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### **Sydenham Neighbourhood House**

A: 102 Station Road, Taylors Lakes 3038

P: 9249 4224

E: [sydnh@brimbank.vic.gov.au](mailto:sydnh@brimbank.vic.gov.au)

Office hours: Monday to Thursday 9am-6pm,  
Friday 9am-5pm

Delahey Community Centre provides free and low cost programs, training and activities to the local community

Eligibility & Referral:

- Program bookings via phone, email or in person are essential

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### **West Sunshine Community Centre**

A: 25 Kermeen Street, West Sunshine 3020

P: 9249 4555

E: [wsc@brimbank.vic.gov.au](mailto:wsc@brimbank.vic.gov.au)

Office hours: Monday to Friday 9am-5.30pm

West Sunshine Community Centre offers free and low cost activities, training and workshops local residents including basketball and tennis, a seniors walking groups, free internet access and more

Eligibility & Referral:

- Program bookings via phone, email or in person are essential
- Enrolment forms available online

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### **Westvale Community Centre**

A: 45 Kings Road, St Albans 3021

P: 9249 4665

E: [westvale@brimbank.vic.gov.au](mailto:westvale@brimbank.vic.gov.au)

Office hours: Monday to Friday 9am-5pm

Westvale offers a range of programs and services including health and wellbeing programs, sustainable living workshops, meeting rooms and training and support services

Eligibility & Referral:

- Program bookings via phone, email or in person are essential
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# Youth Services

## Visy Cares Hub



A: 80b Harvester Road, Sunshine 3020  
P: 9091 8200

The Visy Cares Hub is a western region Youth Services Centre for young people aged 12-25. The Visy Cares Hub consists of youth services that target various needs such as mental health, AOD, education, employment and more

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## Brimbank Youth Services



A: Visy Cares Hub, Harvester Road, Sunshine 3020  
P: 9249 4110  
E: [bys@brimbank.vic.gov.au](mailto:bys@brimbank.vic.gov.au)  
W: [www.brimbankyouth.com](http://www.brimbankyouth.com)

Brimbank Youth Services (BYS) works with young people aged 12-25. BYS supports young people in education, health and wellbeing, employment and community engagement. BYS offer a directory providing resources and information that can be found on their website

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## Centre for Multicultural Youth Reconnect



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

Reconnect is a program that works with young people who are newly arrived in Australia and are at risk of homelessness. Services offered through this program include counselling, group work, family mediation and practical support

### Eligibility & Referral:

- Participants must have arrived in Australia five years ago or less
- Referral to Reconnect is available through an online referral form available on the CMY website

# Culturally and Linguistically Diverse Organisations

## **Spectrum Migrant Resource Centre**

A: 163 Harvester Road, Sunshine 3020  
P: 1300 735 653

Spectrum Migrant Resource Centre delivers services to individuals and families from refugee and migrant backgrounds in the areas of advocacy, settlement, disability, and training.

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## **The Migrant Resource Centre (MRC) North**

**West Region** provides information and support to migrants and refugees in many community languages. It can also put you in contact with other organisations and services in the area. The workers provide advice and information about health, housing, education, immigration, relationships, income support, aged care, disability and youth services.

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Victorian Multicultural Commission **Community Directory** is a convenient and useful online guide to local community associations and organisations in Victoria.

Click on link below

<https://www.multicultural.vic.gov.au/resources/community-directory>

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# Women's Service

## WIRE

A: 372 Spencer Street, West Melbourne  
3003  
P: 1300 134 130  
E: [support@wire.org.au](mailto:support@wire.org.au)  
W: [www.wire.org.au](http://www.wire.org.au)

WIRE provides free information, support and referral information for women across Victoria. Some services offered include a telephone service, information centre and online

## Women's Health West



A: 317-319 Barkly Street, Footscray 3011  
P: 9689 9588  
E: [fvassist@whwest.org.au](mailto:fvassist@whwest.org.au)

Women's Health West provides women and children affected by family violence with crisis services such as case management, crisis housing, outreach and court support

## Australian Muslim Women's Centre for Human Rights

P: 9481 3000  
W: [www.ausmuslimwomenscentre.org.au](http://www.ausmuslimwomenscentre.org.au)

AMWCHR offers a range of services including case work, referrals, community program delivery and outreach to women from the Muslim community. Parenting programs and young women's programs are some of the programs available

## IPC Health Healthy Mothers Healthy Babies



*Brimbank*  
P: 9313 5000

*Wyndham*  
P: 9216 7777

The Healthy Mothers Healthy Babies program offers extra support to pregnant women with in-home visits providing information about mental health, emotional support, health information, family violence and more

### Eligibility & Referral:

- Participants who live, work or study in Brimbank or Wyndham can access this service by calling IPH Health directly



# Disability

## **Brimbank City Council**

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

P: 9249 4000

Brimbank City Council offers a range of services for Children and Young People with Disabilities, aiming to give them and their carers, family or friends meet other people and be involved in the community. Some of these services are recreational programs, libraries and activities, personal and respite care and playgroups

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## **Disability Services Directory**

The [Brimbank Disability Services Directory](#) provides information on programs and services in our municipality and neighbouring regions for:

- People with a disability
- Their families
- Their carers.

# Sport and Recreation

## **Brimbank City Council**

W: [www.brimbank.vic.gov.au/leisure-parks-and-facilities](http://www.brimbank.vic.gov.au/leisure-parks-and-facilities)

P: 9249 4000

Brimbank City Council offers a range of sporting and recreation programs to the community. An online Brimbank Sports Guide covers facilities, programs, events, parks and sporting opportunities that operate throughout the municipality

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## **Brimbank City Council**

### **In2Sport**

W: [www.brimbank.vic.gov.au/leisure-parks-and-facilities](http://www.brimbank.vic.gov.au/leisure-parks-and-facilities)

P: 9249 4000

Children aged 6-18 years can apply for up to \$200 financial assistance to access community sporting programs

#### Eligibility & Referral:

- Applicants must have their name on a Health Care Card or Pension Concession Card
  - Applicants must live in Brimbank
  - Applications can be made on the Brimbank City Council website and referral agent application forms are also available
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## Other Useful Directories

### ASRC Asylum Seeker Resource Centre

National Directory of Asylum Seeker and Refugee Service Providers

<https://www.asrc.org.au/resources/>

### Refugee Council of Australia

Peak body for refugees, people seeking asylum, and those who work with and support them

<https://www.refugeecouncil.org.au/>

### Brimbank Family and Children's Service Directory

Is your family looking for assistance or advice? Our **Family and Children's Service Directory** supports Brimbank families, outlining many useful resources. Services listed include:

- Government and legal support
- Indigenous, migrant and refugee services
- Personal help
- Family crisis support.

## Aged Care

Want to find an activity for you?

Download our **Seniors Directory**. It's full of contact details for clubs of all nationalities and activities in Brimbank.