Multicultural Resource Directory

A Directory of Services for the Vietnamese, Arabic, Turkish, Pacific (Maori, Samoan, Tongan, Cook Island, Fijian), & Somali Communities

North and West Metropolitan Juvenile Justice Unit
February 2005
Publications

Acknowledgments

The North and West Juvenile Justice Unit (NWJJU) would like to thank Mardi Price for initiating the process of compiling this directory and Agnieszka Sobolewska for updating it, during the periods of their Social Work Student Placements. In addition, NWJJU would like to thank members of the Multicultural Workers Network on Juvenile Justice Issues for their valuable feedback/comments on the various drafts of this directory.

NWJJU would like to acknowledge following organisations who have made their publications available, the information contained in these publications have made the development of this directory possible:

- Ethnic Communities Council of Victoria: African Services Directory
- City of Darebin: Multicultural Resources Directory 2003-2004
- Muslim Welfare Board of Victoria: Islamic Resource Directory

For further information about this directory, or information on the North and West Juvenile Justice Unit’s work with Culturally and Linguistically Diverse Communities please contact

Temukisa Vaeluaga
Multicultural Juvenile Justice Worker

Amelia van Lint
Assistant Manager

North and West Metropolitan Juvenile Justice Unit
679-685 High St
Preston 3072

Phone: 1300 664 977
Introduction

This Multicultural Resource Directory was developed in response to North and West Juvenile Justice Unit Staff’s need for accurate, detailed and updated information on multicultural/ethno-specific services to ensure that clients from Culturally and Linguistically Backgrounds (CALD) have the opportunity to:

- Be linked to or be provided with culturally appropriate services
- Gain better access to culturally sensitive services in health, educational, employment, social and recreational.
- Maintain cultural links and participate in cultural activities

It is important to highlight that young people of Culturally and Linguistically Diverse Backgrounds constitute over 40% of the North and West Juvenile Justice Unit’s (NJJU) client population. These statistics also highlight the over-representation of particular cultural groups in the Juvenile Justice system, which based on the current statistics include the following: Vietnamese, Turkish, Lebanese, Maori and Pacific Islanders young people.

Programs and services that cater for the specific needs of these young people including their families have been compiled in this directory with the aim to better meet their needs and maximising their re-integration and diversion from the Juvenile Justice system. Whilst not being overrepresented in the juvenile justice system, young people from new and emerging community, in particular Somalia has been noted in the North and West Juvenile Justice Unit statistics. As such a list of services and programs for Somalian young people and their families has also been included in this directory.

It is evident that the social welfare systems are better developed and established in some communities rather than others, and from the listings it is apparent that support and services are readily available for the Arabic, Vietnamese and Turkish community. Contrary to this is the lack of culturally specific community resources and supports for the Pacific Islanders community and services and programs for Pacific Islanders young people and their families are grossly inadequate. A number of local government and community agencies including the North and West Juvenile Justice Unit have attempted to address this via the Pacific Islanders Engagement Project.

Whilst we have cross checked, proof read and re-entered information as part of the process of compiling this directory, it will undoubtedly contain some out of date information or omissions. This is the reality of all directories and community information, which is constantly changing. A special feature of this directory is a list of multicultural websites and multicultural information on-line. We hope that you find this directory a useful resource and tool when working with CALD young people. In order to maintain this directory up to date we encourage your assistance/feedback on service changes/inclusions.
CONTENTS

1. THE ARABIC SPEAKING COMMUNITY
   Community Profile 5
   Community Support Services 6
   Religious Organisations 6 – 7
   Health Services 7 – 8
   Education 9 - 10
   Employment 10 - 11
   Accommodation/Housing 11
   Legal Services 11
   Sport and Recreation 11 - 12
   Youth Services 12
   Women's Services 12 – 13
   Family Support Services 13 - 14

2. THE VIETNAMESE COMMUNITY
   Community Profile 15 - 16
   Community Support Services 17
   Religious Organisations 17 - 18
   Health Services 18 – 19
   Education 19
   Employment 19 – 20
   Youth Services 20
   Women's Services 21 – 22
   Family Support Services 22 - 24

3. THE TURKISH SPEAKING COMMUNITY
   Community Profile 25 - 26
   Community Support Services 27
   Religious Organisations 28
   Health 28 - 30
   Education 30
   Youth Services 31
   Women's Services 31 - 32

4. THE SOMALI SPEAKING COMMUNITY
   Community Profile 33 - 34
   Community Support 35 - 36
   Family Support 36 - 37
   Youth Services 37 - 38
   Women's Services 38 - 39

5. THE PACIFIC ISLANDERS COMMUNITY
   Community Profile 40
   Community Support 41
   Church Groups 41 - 42
   Youth Support 42 - 43
   Family Support 43
   Arts and Culture 43 - 44

6. GENERAL MULTICULTURAL RESOURCES
   Community Health Centres 45 - 48
   Community Support Services 48 - 49
   Migrant Resource Centres 49 - 51
   Family Support 51 - 52
   Legal Services 52
   Education 52 - 54
   Youth Support 54 – 56
   Resources for Asylum Seekers and Refugees 57 - 61
   Translating and Interpreter Services 62 - 64
   Useful Websites 65 - 67

7. REFERENCES 68
THE ARABIC SPEAKING COMMUNITY

Language and Culture
The Arab world is made up of 22 countries who are members of the Arab League of Nations and where the Arabic Language is an official language. This includes the countries of: Lebanon, Egypt, Syria, Iraq, Somalia, Palestine, Jordan, Libya, Sudan.

In defining the Arabic Speaking Community, we are discussing a cultural group defined by a common language and heritage rather than a “race” of people. The Arabic language is the 4th most widely used community language in Australia.

Arrival in Australia.
Lebanese settlement in Australia occurred in predominately two waves. The first wave came immediately after World War II, the second coming around 1975, with large numbers of refugees leaving Lebanon due to the Civil War. Since this time, immigration has been relatively slow but sustained. The first two waves were mainly Christian, more recently the majority are of the Muslim faith.

The main countries of origin of Arabic speaking immigrants to Australia are Lebanon, Egypt, Syria, Iraq, Jordan and Palestine, with small numbers from the Arabic speaking countries of Northern Africa including Sudan, Somalia and Eritrea.

Religion
Both Islam and Christianity are important faiths for Arabic speakers in Victoria. 50% are Christian and 42% follow Islam.

Demographic Information.
Arabic speakers represented 4.4% of Victoria’s Culturally and Linguistically Diverse Population. Currently, 50% of Arabic/Lebanese speakers live in the Northern Metropolitan Region (NMR). 16% of these are not proficient in English.

Population in local government areas:
- Moreland (NMR) – 20%
- Darebin (NMR) – 11%
- Hume (NMR) – 10%
- Whittlesea (NMR) – 3-5%
- Yarra (NMR) – 3-5%

75% of the Arabic community in the Northern region are young couples with dependents.

61% of Arabic speakers are not participating in the workforce. (Arabic speakers are less likely to be employed full time.

The Arabic/Lebanese community earn less than their Victorian counterparts. 30% of households earn less than $400 per week. 66% earn less than $700 per week

North and West Juvenile Justice Clients
Within the North and West Juvenile Justice Unit client population, the majority of young people from an Arabic Speaking Background are of Lebanese descent and are young males. From snapshot data, this group has constituted 6-9% of the NJJU client population at any one time.2

COMMUNITY SUPPORT SERVICES

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Victorian Arabic Social Services (VASS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Leila Alloush</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>74 Phillips St Broadmeadows 3047</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9309 0055 (fax) 83076656</td>
</tr>
<tr>
<td></td>
<td>e-mail: <a href="mailto:mail@VASS.org.au">mail@VASS.org.au</a></td>
</tr>
<tr>
<td></td>
<td>website: <a href="http://www.VASS.org.au">www.VASS.org.au</a></td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>VASS endeavours to meet the social, cultural and welfare needs of the Arabic community</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Australian Lebanese Welfare Inc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Amal Khoury – Social Worker</td>
</tr>
<tr>
<td></td>
<td>Michael Mawal – Youth Worker</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>Level 1- 233 Sydney Road, Brunswick 3056</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9380 9536/9380 9637 (fax) 9387 8811</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>Youth Services</td>
</tr>
<tr>
<td></td>
<td>Training Programs in personal development</td>
</tr>
<tr>
<td></td>
<td>Activity groups</td>
</tr>
<tr>
<td></td>
<td>Social Groups</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Alawi Islamic Association of Victoria</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Community Service Officer: Mr Hallabi</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>780 Samerton Rd Greenvale 3059</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>(mob) 0411 403 031 (Ph) 9333 5576 (fax) 9333 4938</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>Youth Services</td>
</tr>
<tr>
<td></td>
<td>Social/activity groups</td>
</tr>
</tbody>
</table>

RELIGIOUS ORGANISATIONS

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>St Nicholas Antiochan Orthodox Church</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Fr Dimitri Baroudi</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>176 Simpson St East Melbourne 3002</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9417 2266 (mob) 0412 172 236</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>St Joseph Melkite Catholic Church</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Rev Henry Dabbous</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>40 Gillies St Fairfield 3078</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9481 6846 (fax) 9481 6846</td>
</tr>
<tr>
<td>AGENCY</td>
<td>Arabic Baptist Church</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>------------------------------------------------------------</td>
</tr>
<tr>
<td>CONTACT NAME</td>
<td>Rev Paul Kelada</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>482 Gilbert Rd Preston 3072</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9471 0505 (mob) 0401 134 143</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>St Marks Coptic Orthodox Church</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Fr Victor Raphael</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>40-42 Gilbert Rd Preston 3072</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 94804848 (mob) 0411114434 (fax) 94169828 (e-mail)</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:stmarks@connexus.net.au">stmarks@connexus.net.au</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Jehovah’s Witness Kingdom Hall</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>William Saad</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>1 Woolacott St Coburg 3058</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9364 0962 (e-mail) <a href="mailto:wsaad@majestic.net.au">wsaad@majestic.net.au</a></td>
</tr>
</tbody>
</table>

**HEALTH SERVICES**

**GENERAL PRACTITIONERS**

<table>
<thead>
<tr>
<th>CONTACT NAME</th>
<th>Dr Mourad Georgy</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
<td>753 High St Thornbury 3071</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9480 6232 (fax) 9484 9531</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CONTACT NAME</th>
<th>Dr Daher Francis</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
<td>5 Holmes St Brunswick 3056</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9384 1113 (fax) 9384 2626</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Bell St Medical Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Dr Youssef Khoury</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>364 Bell St Pascoe Vale South 3044</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9355 7077 (fax) 9355 7088</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Derby Street Family Practice</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Dr Magdi Shehat</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>175C Derby St Pascoe Vale 3044</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9350 7022 (fax) 9354 5114</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Coburg Medical Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Dr Sobhy Shihata</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>139 Sydney Rd Coburg 3058</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9383 1883 (fax) 9383 6514</td>
</tr>
</tbody>
</table>
### PSYCHIATRISTS

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>The Melbourne Clinic</th>
<th>CONTACT NAME</th>
<th>Dr Samir Ibrahim</th>
<th>ADDRESS</th>
<th>140 Church St Richmond 3121</th>
<th>PHONE/FAX/E-MAIL</th>
<th>Ph) 9331 2319</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Vaucluse Hospital</th>
<th>CONTACT NAME</th>
<th>Dr Samir Ibrahim</th>
<th>ADDRESS</th>
<th>78 Moreland Rd Coburg 3058</th>
<th>PHONE/FAX/E-MAIL</th>
<th>Ph) 9331 2319</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>North Park Private Hospital</th>
<th>CONTACT NAME</th>
<th>Dr Samir Ibrahim</th>
<th>ADDRESS</th>
<th>Greenhills Rd Bundoora 3083</th>
<th>PHONE/FAX/E-MAIL</th>
<th>Ph) 9331 2319</th>
</tr>
</thead>
</table>

### PSYCHOLOGISTS

<table>
<thead>
<tr>
<th>CONTACT NAME</th>
<th>Fares Abdulwahab</th>
<th>ADDRESS</th>
<th>9 Carbon Crt Mill Park 3082</th>
<th>PHONE/FAX/E-MAIL</th>
<th>Ph) 9408 8268 (mob) 0419 527 296</th>
</tr>
</thead>
<tbody>
<tr>
<td>SERVICES PROVIDED</td>
<td>General Counselling</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CONTACT NAME</th>
<th>Rhonda Sidaoui</th>
<th>ADDRESS</th>
<th>505 Sydney Rd Coburg 3058</th>
<th>PHONE/FAX/E-MAIL</th>
<th>Ph) 9350 4477 (mob) 0413 016 553</th>
</tr>
</thead>
<tbody>
<tr>
<td>SERVICES PROVIDED</td>
<td>Vocational and Rehabilitation</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### DISABILITY SERVICES

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Arabic Speaking Association for People with Disabilities</th>
<th>CONTACT NAME</th>
<th>Mr Kamal Ishak</th>
<th>ADDRESS</th>
<th>271 Mahoneys Rd Reservoir 3073</th>
<th>PHONE/FAX/E-MAIL</th>
<th>9359 3585</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>NEAMI</th>
<th>CONTACT NAME</th>
<th>Ms Lucy McConville – Community Support Worker for Arabic Speaking Community</th>
<th>ADDRESS</th>
<th>678 High St Thornbury 3071</th>
<th>PHONE/FAX/E-MAIL</th>
<th>Ph) 9484 0333 (fax) 9484 9600</th>
</tr>
</thead>
</table>
DRUG AND ALCOHOL COUNSELLING

<table>
<thead>
<tr>
<th>CONTACT NAME</th>
<th>Samir Mourad</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
<td>6 Hall Crt Meadow Heights 3048</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>(Ph) 9309 9442</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>Drug and Alcohol education and counselling</td>
</tr>
</tbody>
</table>

EDUCATION

PRIMARY SCHOOLS – CATHOLIC

<table>
<thead>
<tr>
<th>SCHOOL</th>
<th>St Margaret &amp; Mary’s Primary School</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Mary Chukri</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>47-49 Mitchell St Brunswick Nth 3056</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9383 6699  (fax) 9386 4948</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SCHOOL</th>
<th>Sacred Heart Primary School</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Nakia Dawood</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>1 Clifton Grove Preston 3072</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9484 3514  (fax) 9416 8357</td>
</tr>
</tbody>
</table>

PRIMARY SCHOOLS – STATE

<table>
<thead>
<tr>
<th>SCHOOL</th>
<th>Moreland Primary School</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Leila Khattar</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>De Carle St Coburg 3058</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9386 2510  (fax) 9386 2313</td>
</tr>
</tbody>
</table>

SECONDARY SCHOOLS

<table>
<thead>
<tr>
<th>SCHOOL</th>
<th>Brunswick Secondary College</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Sue Mohammed – VCE Arabic teacher</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>Hala Chamas – VASS Out Posted Worker</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>47 Dawson St Brunswick 3056</td>
</tr>
<tr>
<td></td>
<td>Ph) 9387 6133  (fax) 9387 0061</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SCHOOL</th>
<th>Merrilands Secondary College</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Nouha Hairiri – Ethnic Teacher Aide</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>Merrilands Rd Reservoir 3073</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9462 2177  (fax) 9469 5535</td>
</tr>
<tr>
<td>SCHOOL</td>
<td>King Khalid Islamic College</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>---------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>CONTACT NAME</td>
<td>Gafiah Dickinson</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>653 Sydney Rd Coburg 3058</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9354 0833  (fax) 9355 8768</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>SCHOOL</td>
<td>Ilim College</td>
</tr>
<tr>
<td>CONTACT NAME</td>
<td>Yusuf Kirca</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>30 Inverloch Cres Broadmeadows 3047</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9302 3770  (fax) 9302 3771</td>
</tr>
</tbody>
</table>

**SATURDAY SCHOOLS**

<table>
<thead>
<tr>
<th>SCHOOL</th>
<th>East Preston Islamic College</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Ali Chawk</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>55 Tyler St East Preston</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9478 3323  (mob) 0418 996 661</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>SCHOOL</td>
<td>Islamic Society of Victoria</td>
</tr>
<tr>
<td>CONTACT NAME</td>
<td>Sheikh Fehmi El-Imam</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>90 Cramer St Preston 3072</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9470 2424  (mob) 0419 156 006</td>
</tr>
</tbody>
</table>

**EMPLOYMENT**

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Migrant Resource Centre - Spectrum Employment Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Hany Nakhla – Employment Consultant</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>251 High St Preston 3072</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9484 7944  (fax) 9484 7942</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Salvation Army – Employment Plus</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Ezzedine Rafhi – Employment Consultant</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>Level 3 1100 Pascoe Vale Rd Broadmeadows 3047</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9301 5700  (fax) 9301 5725</td>
</tr>
</tbody>
</table>
### ACCOMODATION/HOUSING

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>St Vincent de Paul Housing Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Joumana Dennaoui</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>163 Wheatsheaf Road, Glenroy</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9300 2977 (Fax) 9300 3977</td>
</tr>
</tbody>
</table>
| SERVICES PROVIDED |  - Housing information and referral service  
- Housing Establishment Fund (HEF) assistance |

### LEGAL SERVICES

<table>
<thead>
<tr>
<th>NAME</th>
<th>Haisam Sidaoui</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
<td>505 Sydney Rd Coburg 3058</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9350 4477 (fax) 9350 5377</td>
</tr>
</tbody>
</table>

### SPORTS AND RECREATION

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Middle East Social Sports Club</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Jamal Ahmad</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>PO Box 63 Brunswick West 3055</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>(Ph) 9384 0363 (mob) 0411 115 271</td>
</tr>
</tbody>
</table>
| SERVICES PROVIDED |  - Soccer  
- Volleyball  
- Basketball |

### YOUTH SERVICES

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Victorian Arabic Social Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Omar Osman – Youth Worker</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>74 Phillip Street Broadmeadows 3047</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9309 0055 (Fax) 8307 6656</td>
</tr>
</tbody>
</table>
| SERVICES PROVIDED |  - Direct support, information provision, referral and advocacy  
- Support groups and programs  
- Provision of additional outreach support to Juvenile Justice Clients with brokerage funding |
<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Islamic Society of Victoria Belal Assad Moslem Youth Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
<td>90 Cramer St Preston 3072</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9470 2424 (fax) 9471 0250</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>Educational/Sporting Activities</td>
</tr>
<tr>
<td></td>
<td>Service is available from Monday to Thursday and on Saturday</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Amanah’s Girl’s Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Fadila Sankari</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>90 Cramer St Preston 3072</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>9470 2424</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>Outings</td>
</tr>
<tr>
<td></td>
<td>Self Defence Program</td>
</tr>
<tr>
<td></td>
<td>Time: Sunday 1-4pm</td>
</tr>
</tbody>
</table>

### WOMEN’S SERVICES

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Thornbury Women’s Neighbourhood House</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Mrs Feyrouz Khayet – Family Support Worker</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>131 Shaftesbury Pde Thornbury 3071</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9480 0466 (fax) 9480 3403</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>Social and educational groups</td>
</tr>
<tr>
<td></td>
<td>Parenting casework</td>
</tr>
<tr>
<td></td>
<td>Holiday programs</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Arabic Mother’s Support Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Marsiel Iskander – Parent Liaison</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>St Fidelis Primary School Saunders St Moreland 3058</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>9383 3600</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>Social and educational sessions</td>
</tr>
<tr>
<td></td>
<td>Time: Wednesday 9-11am</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Islamic Society of Victoria Women’s Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
<td>90 Cramer St Preston 3072</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>9470 2424</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>Educational and recreational sessions</td>
</tr>
<tr>
<td>AGENCY</td>
<td>Lebanese Women’s Group</td>
</tr>
<tr>
<td>---------------------------</td>
<td>---------------------------------------------</td>
</tr>
<tr>
<td>CONTACT NAME</td>
<td>Amal Longo</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>Moreland Community Health Service</td>
</tr>
<tr>
<td></td>
<td>93 Bell St Coburg, 3058</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9350 4000 (fax) 9350 1518</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>@ Social excursions</td>
</tr>
<tr>
<td></td>
<td>@ Health education</td>
</tr>
<tr>
<td></td>
<td>@ The group runs on the second Tuesday of each month</td>
</tr>
</tbody>
</table>

**FAMILY SUPPORT SERVICES**

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Melkite Catholic Immigration Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Henry Dabbous</td>
</tr>
<tr>
<td></td>
<td>Samir Haddad</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>40 Gillies St Fairfield 3078</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9481 6846 (fax) 9410 9698</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>Family Casework</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Thornbury Women’s Neighbourhood House</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Feyrouz Khayet – Family Support Worker</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>131 Shaftesbury Pde Thornbury 3071</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>9480 0466</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>@ Community Support for Arabic families</td>
</tr>
<tr>
<td></td>
<td>@ Accredited Classes: Certificate 3 &amp; 4</td>
</tr>
<tr>
<td></td>
<td>@ Short courses</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Anglicare Mission – Broadmeadows Family Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Hada Nahal – generic Social Worker</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>32 Railway Crescent, Broadmeadows</td>
</tr>
<tr>
<td></td>
<td>1/848 Pascoe Vale Rd Glenroy 3046</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>(Ph) 9301 5200 (fax) 9306 4265</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>@ Family support and casework</td>
</tr>
<tr>
<td></td>
<td>@ Foster care</td>
</tr>
<tr>
<td></td>
<td>@ Arabic Women’s Group</td>
</tr>
</tbody>
</table>
THE VIETNAMESE COMMUNITY

Vietnamese Speakers represent approximately 6% of Victoria’s population at this time. The Australian Born Second Generation represents around 19% of the Vietnamese speaking community in Victoria. Nearly 42% of all Vietnamese speakers are not proficient in English.

Arrival in Australia.
In Victoria, Vietnam-born speakers are primarily recent arrivals. At the end of Vietnam War in 1975, there was a mass arrival of Vietnamese refugees fleeing their homeland. During the period of 1975-85, 79,000 people arrived in Australia. Two thousand boat people had arrived on Australian shores in 1975.

An agreement was also reached between the Vietnamese and Australian Governments to allow relatives of Vietnamese Australians to enter Australia under the Orderly Departure Program. Over 4000 Vietnamese arrived in Australia between 1982-85 under this program. Since mid 1980s to the present time, the program has continued as the Family Reunion Program to allow family members of Vietnamese Australians, to enter Australia. In 1996, more than 80% of the population had arrived since 1981, with the majority arriving during the 1980’s. Between 1996-9, the population grew by around 5%, with one in five Vietnam-born immigrants entering under the humanitarian settler program

Religion
From recent census information, of Vietnamese speakers in Victoria, 42% are Buddhist, 32% are Christian, and 21% had no religion.

Demographic Information.
The Vietnamese speaking population in Victoria has primarily settled in the local government areas of Brimbank, Greater Dandenong, Maribyrnong, Yarra, Whittlesea and Darebin.

Population of Vietnamese Speakers in DHS Regions:
- 46% Western Metropolitan Region
- 23% Southern Metropolitan
- 22% Northern Metropolitan
- 59% of Vietnamese speakers are not participating in the workforce
- Over 15% are single parent families.
- Over 31% of Vietnamese Speaking Households earn less than $400 a week.
**North and West Juvenile Justice Clients**
In 1998 the Northern Juvenile Justice Program observed that Vietnamese young people were significantly over-represented as a proportion of the total of clients involved with the Program. At the time, Vietnamese people comprised approximately 1.7% of the Northern Metropolitan Region population. Simultaneously, 15% of the client population involved with the Northern Juvenile Justice Program, were young people of Vietnamese background, the majority presenting with drug related offending. On re-examining the cultural backgrounds of Northern Juvenile Justice clients in 2002, it has become apparent that there has been a significant reduction in the number of Vietnamese Young people entering the Juvenile Justice system, and the on-going emergence of young people from other culturally and linguistically diverse (CALD) backgrounds. Currently Vietnamese young people constitute 6-7% of the North and West Juvenile Justice Client Group at any one time.\(^3\)

---

\(^3\) From North and West Metropolitan Region Juvenile Justice snapshot data July 2004.
## COMMUNITY SUPPORT SERVICES

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Vietnamese Welfare Resource Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Son Nguyen – Community Worker</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>58 Holland Crt Flemington 3031</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9376 2033 (fax) 9376 4687</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>Activity, social and sporting Groups for different age groups</td>
</tr>
<tr>
<td></td>
<td>Women Groups</td>
</tr>
<tr>
<td></td>
<td>Education Programs</td>
</tr>
<tr>
<td></td>
<td>Drug and Gambling Counselling</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>WestArc – Vietnamese Support Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Co-ordinator</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>PO Box 548, Sunshine</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9284 7272 (fax) 9284 7269</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>This service offers information and support for families of Vietnamese background residing in Brimbank Shire</td>
</tr>
</tbody>
</table>

## RELIGIOUS ORGANISATIONS

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Linh Son Buddhist Congregation</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Mr Thich Tinh Dao</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>33-35 Radford St Reservoir 3073</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9462 1799</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Vietnamese Temple</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Thich Tam Phuong Nguyen</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>85-105 Lynch Rd Fawkner 3060</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9357 3544 (fax) 9357 3600</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Buddhist Centre F.W.B.O</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
<td>1 Pitt St Brunswick</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9380 4303</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Father Tien Vietnamese Catholic Community</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
<td>Cnr Hoddle St &amp; Victoria St Richmond</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9417 4949</td>
</tr>
</tbody>
</table>
## HEALTH SERVICES

### GENERAL PRACTITIONERS

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Moreland Medical Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Dr Lean Teoh</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>154 Moreland Rd Moreland</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9386 2885</td>
</tr>
</tbody>
</table>

| CONTACT NAME                  | Dr Sonnie Ng                            |
| ADDRESS                       | 23 Craigieburn Rd Craigieburn            |
| PHONE/FAX/E-MAIL              | Ph) 9308 1849                           |

### DRUG AND ALCOHOL COUNSELLING

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Mary of The Cross Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Chau Tran</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>7 Brunswick Street, Fitzroy</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9495 6144 (fax) 9495 6166</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>Drug and alcohol prevention and harm minimisation program for Vietnamese community</td>
</tr>
<tr>
<td></td>
<td>Drug and alcohol counselling</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>North Richmond Community Health Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Minh Vo</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>23 Lennox Street, Richmond</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9429 5477</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>Drug and alcohol information</td>
</tr>
<tr>
<td></td>
<td>Referral and support</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Youth Substance Abuse Service (YSAS)- City North West</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Tammy Nguyen</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>165 Smith Street, Collingwood</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>9417 3431</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>Youth drug and alcohol outreach</td>
</tr>
<tr>
<td></td>
<td>Counselling</td>
</tr>
<tr>
<td></td>
<td>Residential and home based detox</td>
</tr>
<tr>
<td></td>
<td>Residential rehab</td>
</tr>
</tbody>
</table>
### EDUCATION

<table>
<thead>
<tr>
<th>SCHOOL</th>
<th>University of Technology Department of Asian Studies and Languages</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Mr Giung Phan</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>Ballarat Rd Footscray</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9688 4308 (fax) 9688 4063 (e-mail) <a href="mailto:gioung.phan@vut.edu.au">gioung.phan@vut.edu.au</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SCHOOL</th>
<th>Footscray Vietnamese Language School</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Nhuong Thai</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>5 Clive Court</td>
</tr>
<tr>
<td></td>
<td>Avondale Heights 3034</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 0425 720 263/</td>
</tr>
<tr>
<td></td>
<td>8309 0263 (after hours)</td>
</tr>
<tr>
<td></td>
<td>(fax) 9378 2046</td>
</tr>
<tr>
<td></td>
<td>(e-mail) <a href="mailto:nhuoung@alphalink.com.au">nhuoung@alphalink.com.au</a></td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>Vietnamese is taught on Saturdays from Years Prep to 10. The school comprises four campuses: in Footscray (Footscray City College), Kealba (Kealba Secondary College), and Sunshine (Marian College)</td>
</tr>
</tbody>
</table>

### EMPLOYMENT

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Indo-Chinese Employment Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Duty Caseworkers</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>54 Johnson St Fitzroy</td>
</tr>
<tr>
<td></td>
<td>324 High St Northcote</td>
</tr>
<tr>
<td></td>
<td>292 Victoria St North Richmond</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Contact staff at Centrelink and request referrals to the following employment agency</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>This service is available for people who are unemployed and are registered with Centrelink</td>
</tr>
</tbody>
</table>
Australian Vietnamese Services Resource Centre
Community Jobs Program Employment

CONTACT NAME: reception
ADDRESS: Shop 6&7 Main Road West, St Albans
PHONE/FAX/E-MAIL: (Ph) 9310 7884
SERVICES PROVIDED: This service is targeted at members of the Vietnamese community between the ages of 15-24 residing in outer western suburbs. Services include:

- job matching assistance
- 14 week post-placement support
- a recruitment service for employers who are looking to fill or create positions in their organisations

---

**YOUTH SERVICES**

Agency: City of Darebin Youth Services

Contact Name: Van Trinh
Address: 185 High Street, Northcote
Phone/Fax/E-mail: 9481 9546
Services Provided: Social, recreational and educational programs for young people between the ages of 12 to 17, who are living, working or studying in the City of Darebin.

---

Agency: North Richmond Community Health Centre

Contact Name: Hoai Thu Dinh (Dalena Dinh)
Address: 23 Lennox St, Richmond 3121
Phone/Fax/E-mail: 9429 5477
Services Provided:

- Direct support, information provision, referral and advocacy
- Support groups and programs
WOMEN’S SERVICES

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Immigrant Women’s Domestic Violence Service of Victoria</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Hang Pham</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>GPO Box 2905DD Melbourne 3001</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>9898 3145</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>This service aims to provide culturally appropriate and supportive environment for all women and children escaping situations of domestic violence. Services include: Linguistic support, Advocacy, Co-case management with other support agencies, Immigration advice, Face-to-face support</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Australian Vietnamese Women’s Welfare Association</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Ms Cam Nguyen</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>30-32 Lennox St Richmond 3121</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9428 9078 (fax) 9428 9079</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>Reconnecting Vietnamese Youth and their families, Assisting Vietnamese people to access services, Counselling: drug and alcohol; gambling, Supporting prisoners and their families, Assisting people to find employment/training, English classes, Recreational Services for young people, Outreach Aged Care Service</td>
</tr>
<tr>
<td>AGENCY</td>
<td>Australian Vietnamese Women’s Welfare Association</td>
</tr>
<tr>
<td>--------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>CONTACT NAME</td>
<td>Reception</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>Head Office: 30-32 Lennox St, Richmond 3121 Level 1, 144 – 148 Nicholson St, Footscray</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9396 1922 (fax) 9396 1923 (e-mail) <a href="mailto:info@avwa.com">info@avwa.com</a> (website) <a href="http://www.avwa.com">www.avwa.com</a></td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>employment assistance and accredited vocational training housing social welfare and community development services counselling and support rehabilitation (drugs, prisons, corrections) Prisoners’ Support Program Assistance in developing skills in parenting, budgeting, home management and dealing with personal difficulties</td>
</tr>
</tbody>
</table>

### FAMILY SUPPORT SERVICES

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Carlton Family Resource Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Chu Tran</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>216 Rathdowne St Carlton</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9347 6211 (fax) 9347 7502</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>Maternal and child health Early Childhood services Family support and counselling Baby capsule hire service</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>City of Yarra – Family Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>My Tien Ngo/ Hong Vo</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>Collingwood Town Hall – 140 Hoddle Street, Abbotsford 3067</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>(Ph) 9205 5441 (Fax) 9205 5500</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>These services are targeted at families with children 0–18 years living, working or studying in the City of Yarra Services include: Home based support and counselling</td>
</tr>
<tr>
<td>AGENCY</td>
<td>Multicultural Health Resource Centre</td>
</tr>
<tr>
<td>------------------------</td>
<td>---------------------------------------</td>
</tr>
<tr>
<td>CONTACT NAME</td>
<td>Man Duong – Ethnic Family Support Worker</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>175 Glenroy Road, Glenroy 3046</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>9306 5611/ 9306 5644</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>This service is available on Thursdays to members of the Vietnamese, Chinese and other Asian communities residing in the Cities of Hume and Moreland who have children 0-18 years of age. Provision of information, advocacy and referrals to families and individuals on a range of issues including: relationship difficulties, family breakdown, parenting children with special needs, support for families and carers</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Orana Family Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Van Bui</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>6 Papworth Pl, Meadow Heights</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9302 2700 (fax) 9302 1023</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>Counselling, support and information provision on a range of issues including parenting, housing, income support and employment. Advocacy Groups and programs including Vietnamese Parenting, Young Adolescents Program, school holiday activities, Families and Schools Together project</td>
</tr>
<tr>
<td>AGENCY</td>
<td>Berry Street Victoria</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>------------------------------------------------</td>
</tr>
<tr>
<td>CONTACT NAME</td>
<td>Hien Bui</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>165 Burgundy St, Heidelberg 3084</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9458 57 88 (fax) 9458 58 25</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>Family therapy/counselling (individual or groups sessions)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Vietnamese Family Counselling and Support – Centacare Catholic Family Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Ling Thai</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>3 Wingfield St, Footscray</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9689 3888 (fax) 9689 4901</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>Family centred in-home counselling and support</td>
</tr>
<tr>
<td></td>
<td>This service is available for members of the Vietnamese community residing in the cities of Maribyrnong, Brimbank and Melbourne</td>
</tr>
</tbody>
</table>
THE TURKISH SPEAKING COMMUNITY

Language and Culture
The Turkish speaking community in Melbourne is a diverse population, originating from a number of countries including **Turkey, Cyprus, Bulgaria, Middle East, Former Yugoslavia, Russia and Afghanistan**.

Turkish is one of the top 10 languages spoken at home in Victoria (0.61%), and this is much higher in particular local government areas, such as Hume where it is one of the most common languages other than English (15%). Nearly 25% of the Turkish speaking population is not proficient in English, although 38% of the population is Australian born, indicating low levels of English proficiency amongst first generation speakers.

Arrival in Australia.
**Turkey Born**
Since the 1960’s, Turkey has been a major emigrant nation and Australia one of the preferred destinations for Turkish emigrants. Dramatic growth in Turkish immigration occurred in the late 1960’s and early 1970’s as a result of an agreement signed between the Australian and Turkish Governments in 1967. In Victoria in 1996, 60% of the Turkey-born population had arrived before 1981 and only 13.6% had arrived between 1991-96. Between 1996-9 the population grew by around 6%. Migrants from Turkey have gained entry to Australia mainly through the family migration stream, with a small number also arriving under the skilled and humanitarian streams.

**Cyprus Born**
Cyprus has been a major source of migration to Australia, especially relative to the size of the population on the Island. Much of this migration was prompted by civil unrest in Cyprus and conflict between those of Greek and Turkish Ethnicity.

Religion
The vast majority of Turkish Speakers in Victoria follow Islam; within this there are many religious Muslim sub groupings. There is a non-Muslim minority within the Turkish speaking community including those of Christian and Jewish faiths.

Demographic Information.
Traditionally, arrivals from Turkey settled in the inner suburbs of Melbourne. With the move out into the suburbs, the Turkish population is highly concentrated in the northern suburbs of Melbourne.
Population of Turkish speakers in the Department of Human Services

- Northern Metropolitan – 54% (Hume 31.3%, Moreland 11.8%, Whittlesea 6.4%)
- Western Metropolitan – 19%
- Southern Metropolitan – 17%
- Around 72% of Turkish speaking families are couples with dependents
- 61% of Turkish speakers are not participating in the workforce.
- More than 30% of Turkish speaking households earn less than $400 a week. Over 66% earn less than $700 per week.

North and West Juvenile Justice Clients
Within the North and West Juvenile Justice Unit client population, the majority of young people from the Turkish Speaking community have constituted 2-3% of the NJJU client population at any one time.⁴

⁴ From North and West Metropolitan Region Juvenile Justice snapshot data July 2004.
## COMMUNITY SUPPORT SERVICES

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Kurdish Association of Victoria</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Ibrahim Dost – Social Worker</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>36 Fawkner Rd, Pascoe Vale 3044</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9379 5679 (fax) 9379 5467</td>
</tr>
<tr>
<td>SERVICES</td>
<td>The Association works with newly arrived Kurdish refugees and migrants. Services include:</td>
</tr>
<tr>
<td></td>
<td>Settlement assistance</td>
</tr>
<tr>
<td></td>
<td>Advocacy</td>
</tr>
<tr>
<td></td>
<td>Referral</td>
</tr>
<tr>
<td></td>
<td>Education</td>
</tr>
<tr>
<td></td>
<td>Cultural and recreational programs</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Melbourne Turkish Community Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Ramazan Altintas</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>Level 4, 24 Albert Rd, South Melbourne 3205</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9699 8317</td>
</tr>
<tr>
<td>SERVICES</td>
<td>Education advice</td>
</tr>
<tr>
<td></td>
<td>Migration legal advice</td>
</tr>
<tr>
<td></td>
<td>Referrals to employment services</td>
</tr>
<tr>
<td></td>
<td>Gallipoli issues</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>North Cyprus Turkish Community of Victoria</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Aysel Yousuf</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>547 Ballarat Rd, Sunshine 3020</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9312 5628 (fax) 9310 2648</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>Community education</td>
</tr>
<tr>
<td></td>
<td>Cultural activities</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Australian Turkish Cultural Association</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Halil Demirbas</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>85 Church St Richmond 3121 PO Box 1185 Richmond Nth 3121</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9428 8250 (fax) 9428 9899</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>Community education</td>
</tr>
<tr>
<td></td>
<td>Cultural activities</td>
</tr>
</tbody>
</table>
## RELIGIOUS ORGANISATIONS

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Islamic Council of Victoria</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
<td>66 Jeffcott St West Melbourne</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9328 2067 (fax) 9326 8634</td>
</tr>
</tbody>
</table>

## MOSQUE

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Mosque - Broadmeadows</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
<td>45-55 King St, Broadmeadows 3047</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9359 0054</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Mosque - Coburg</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
<td>31 Nicholson St, Coburg 3058</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9386 5324 (fax) 9386 5311</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Mosque - Thomastown</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
<td>124-130 Station Road, Thomastown 3074</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9465 3526</td>
</tr>
</tbody>
</table>

## HEALTH

## GENERAL PRACTITIONERS

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Dalton Village Medical Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Dr Hakan Baglar</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>351-371 Dalton Road Epping 3076</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9401 4511 (fax) 9401 4622</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Jewel Medical Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Dr M. Ahmet</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>732 Sydney Road Brunswick 3056</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9383 1082 (fax) 9383 2107</td>
</tr>
<tr>
<td>AGENCY</td>
<td>Contact Details</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>---------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| **Blair Medical Clinic**       | **CONTACT NAME** : Dr Mustafa Erciyes  
ADDRESS : 212 Blair St, Broadmeadows 3047  
PHONE/FAX/E-MAIL : Ph) 9309 0533 (fax) 9309 6088 |
| **North Fawkner Family Clinic**| **CONTACT NAME** : Dr Nihad Allahverdi  
ADDRESS : 88 Anderson Road, Fawkner 3060  
PHONE/FAX/E-MAIL : Ph) 9357 1995 (fax) 9357 2043 |
| **Sydney Road Medical Centre** | **CONTACT NAME** : Dr Sibel Ildiri  
ADDRESS : 157 Sydney Road, Coburg 3058  
PHONE/FAX/E-MAIL : 9386 5627 |
| **Magnolia Boulevard Medical Clinic** | **CONTACT NAME** : Dr Suleyman Saban  
ADDRESS : 25 Magnolia Blv, Meadow Heights 3048  
PHONE/FAX/E-MAIL : Ph) 9308 0311 (fax) 9308 0344 |
| **Meadow Heights Medical Clinic** | **CONTACT NAME** : Dr Tursel Alpay  
ADDRESS : 1 Papworth Place, 3048  
PHONE/FAX/E-MAIL : Ph) 9351 1388 (fax) 9351 1565 |
| **Medlot Medical Clinic**       | **CONTACT NAME** : Dr Halil Munir  
Dr Bulent Munir  
ADDRESS : 132 Sydney, Coburg  
PHONE/FAX/E-MAIL : Ph) 9383 3355 (fax) 9386 6993 |
| **Coolaroo Clinic**             | **CONTACT NAME** : Dr Serpil Ozturk  
ADDRESS : 512 Barry Road, Coolaroo 3048  
PHONE/FAX/E-MAIL : Ph) 9309 7033 |
| **Sun Crescent Medical Clinic** | **CONTACT NAME** : Dr Usuk Uluca  
ADDRESS : 29 Sun Crescent, Sunshine 3020  
PHONE/FAX/E-MAIL : Ph) 9312 6050 |
### PSYCHOLOGIST

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Total Psychological Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Aliye Akarsu / Muradiye M. Selvi</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>124 Sydney Road Coburg 3058</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9384 2280</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Coburg Medical Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Hatice Kurtoglu</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>362 Sydney Road Coburg 3058</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9386 5666 (fax) 9386 5451</td>
</tr>
</tbody>
</table>

### PSYCHIATRIST

| CONTACT NAME                  | Dr Can Tuncer            |
| ADDRESS                       | 163 Bell St Coburg 3058  |
| PHONE/FAX/E-MAIL              | Ph) 9350 4035            |

### EDUCATION

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Moreland City College</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Mr Karim Noura – LOTE co-ordinator</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>Alva Grove Coburg 3058</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9354 1004 (fax) 9354 8936</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Thomastown Turkish Education and Islamic Society</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Bahattin Gucuyener</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>130 Station St Thomastown 3074</td>
</tr>
<tr>
<td></td>
<td>PO Box 238 Thomastown</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9465 3526 (fax) 9464 3972</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Turkish Teachers Association of Victoria</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Hasan Sayer</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>Brunswick Primary School</td>
</tr>
<tr>
<td></td>
<td>PO Box 185 Glenroy 3046</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9364 3201</td>
</tr>
</tbody>
</table>
**YOUTH SERVICES**

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Merhamet Muslim Welfare Association</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Munevera Omanovic – Social Worker</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>18 Leonard Ave Noble Park 3174</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9562 4630 (fax) 9574 1334</td>
</tr>
</tbody>
</table>
| SERVICES PROVIDED | Social activities  
| | Cultural and Welfare support |

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>City of Moreland Youth Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Nuray Jarkan</td>
</tr>
</tbody>
</table>
| ADDRESS | 90 Bell St Coburg 3058  
| Locked Bag 10, Moreland 3068 |
| PHONE/FAX/E-MAIL | Ph) 9240 2301 (fax) 9240 1212 |
| SERVICES PROVIDED | These services are available for young people 11 to 25 years old, living, working or studying in the City of Moreland. A range of social, recreational and educational programs and activities are offered. These aim to assist young people in developing and building skills as well as to promote active participation in the community. |

**WOMEN’S SERVICES**

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Islamic Women’s Welfare Council of Victoria</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Sultan Cinar</td>
</tr>
</tbody>
</table>
| ADDRESS | 169 Fitzroy St, Fitzroy 3065  
| (Ph) 9419 7888 (Fax) 9419 3002 |
| IWWCV@vicnet.net.au |
| SERVICES PROVIDED | This service is available to all Muslim women living in Victoria and it includes:  
| | Information and referral  
| | Individual casework support and counselling  
| | Range of skill development Group work and community education sessions  
| | Recreation and support groups  
| | Volunteer and student placements  
<p>| | Access to IWWCV publication and library |</p>
<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Broadmeadows Women’s House</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Duty Worker</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>PO Box 258 Dallas 3047</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9309 9433</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>Groups for women only in the domains of:</td>
</tr>
<tr>
<td></td>
<td>☐ educational and personal development</td>
</tr>
<tr>
<td></td>
<td>☐ domestic violence</td>
</tr>
<tr>
<td></td>
<td>Also:</td>
</tr>
<tr>
<td></td>
<td>☐ provision of HACC funded groups for older women</td>
</tr>
<tr>
<td></td>
<td>☐ Turkish specific groups</td>
</tr>
<tr>
<td></td>
<td>☐ Child Care</td>
</tr>
<tr>
<td></td>
<td>☐ transport</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Meadow Heights Turkish Women’s Association Inc</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Mrs Ayse Koksuz, Chairperson</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>6 Papworth St, Meadow Heights, 3048</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 0401 160 053 (fax) 9302 1023</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>The association has about 300 members who meet every Wednesday at Orana Family Services. The group aims to minimize barriers and increase participation of Turkish women in Australian society. Services include: seminars, exercise programs, health courses, educational activities, social outings and events.</td>
</tr>
</tbody>
</table>
THE SOMALI SPEAKING COMMUNITY

Language and Culture
While Somali is the official language of Somalia, it should be noted that Arabic is used in the instruction of Islam and in ritual ceremonies.

Around 33% of the Somali speakers in Victoria are not proficient in English.

Arrival in Australia.
The Somalia born are one of the most recent immigrant groups in Victoria. In 1991, they numbered only 237. The population then grew rapidly, almost doubling each year. Three quarters of these arrived under the humanitarian settler program, due to civil war. Since 1998 over 1.5 million people are estimated to have been displaced as a result of the civil war. In 1991-2 conflict and famine led to an influx of 300,000 refugees into northeast Kenyan camps. These camps have been prone to violence and crime.

Religion
Almost 94% of Somali speakers in Victoria follow Islam.

Demographic Information.
Somali speakers represented less than .5% of Victoria’s population.5

Population in local government areas:
The majority of the Somali population have settled within the Northern (47%) and Western (42%) Metropolitan Regions of Melbourne. Within local government areas, this has included:

Population of Somali Speakers   LGA
19%   Monee Valley
18.3%  Banyule
13.5%  Darebin
3-5% (each)  Moreland, Brimbank and Yarra.

The Somali speaking population in Victoria is a very young one, with around 50% being under the age of 25.
37% of Somali speaking families are single parents with dependants.

79% of Somali speakers are not participating in the workforce.

Nearly 52% of Somali speaking households earn less than $400 a week.

North and West Juvenile Justice Clients

To date, young people of Somalia background have been a small proportion of Juvenile Justice clients in the North and West Metropolitan region, on average constituting 1% of the total client population.\textsuperscript{6} It should be noted that given their refugee experiences, a number of these young people have been victims of torture and trauma, some exhibited Post Traumatic symptoms.

\textsuperscript{6} From Northern JJU snapshot data November 2002-September 2003.
## COMMUNITY SUPPORT

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Horn of Africa Communities’ Network</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Mr Omar Jabir</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>3 Pilgrim St, Footscray 3011</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9689 2586 (fax) 9689 4901 (e-mail) <a href="mailto:HornofAfrica@footscray.centacare.org.au">HornofAfrica@footscray.centacare.org.au</a></td>
</tr>
</tbody>
</table>
| SERVICES PROVIDED | This network was established to assist settlers from Eritrea, Ethiopia, Somalia, and Sudan. Services include:  
- Assistance with addressing settlement issues such as education, health, employment and welfare  
- Advocacy  
- Support and educational groups and programs  
- Translation |

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Al-Ansaar Islamic Society – Somalian Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Mr Abdi-Kahl Hashi</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>87 Little Hardiman St, Kensington</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9376 3533 (fax) 9376 9211</td>
</tr>
</tbody>
</table>
| SERVICES PROVIDED | These services are available for members of the Somalian community residing in the Moonee Valley Shire, and they include:  
- Education program  
- Support and recreational groups  
- Information, referral, advocacy and support for families and individuals |

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Migrant Resource Centre North East</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Malyun Ahmed</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>251 High Street, Preston</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>(Ph) 9484 7944 (Fax) 9484 7942</td>
</tr>
</tbody>
</table>
| SERVICES PROVIDED | Somali Settlement Worker is available to provide assistance with immigration and sponsorship issues.  
- Support in relation to the issues of housing, family, aged care, income maintenance and general settlement issues. |
<table>
<thead>
<tr>
<th>AGENCY</th>
<th>African Australian Welfare Council of Victoria</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Ahmed Kin</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>Moreland Community Enterprise Centre Level 1, 233 Sydney Road, Brunswick 3056</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>(Ph) 9380 9156 9 (fax) 9381 0701 <a href="mailto:aawc@bigpond.com">aawc@bigpond.com</a></td>
</tr>
</tbody>
</table>
| SERVICES PROVIDED | The AAWC aims to address the issues faced by African migrants, refugees and humanitarian entrants and their families in their settlement process with regard to access and equity. It provides:  
- support in securing housing  
- immigration advice  
- access to education and training  
- support for young people and women  
- employment assistance  
- access to health services  
- access to income support  
- support with civic and legal issues  
- access to sporting and recreational activities |

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Horn of Africa Counselling and Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Duty Worker</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>3 Wingfield St, Footscray</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9689 3888 (fax) 9689 4901</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>counselling and support for members of the Horn of Africa community living in Western Suburbs</td>
</tr>
</tbody>
</table>

**FAMILY SUPPORT**

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Carlton Family Resource Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Mulki Kamil</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>216 Rathdowne Street, Carlton</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>(Ph) 9347 6211 (Fax) 9347 7502</td>
</tr>
</tbody>
</table>
| SERVICES PROVIDED | The service is available for families with children 0-18 years of age residing within the City of Melbourne.  
- Somali Family Support Worker is available to provide information, support, advocacy and referral  
- Groups including playgroups, |
parenting courses, women’s groups as well as social and cultural activities.

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Drummond Street Relationship Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Halakhe Ganyu</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>195 Drummond St Carlton 3053</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9663 6733 (Fax) 9639 3363 <a href="mailto:enquiries@drummond.org.au">enquiries@drummond.org.au</a> <a href="http://www.drummondstreet.com.au">www.drummondstreet.com.au</a></td>
</tr>
</tbody>
</table>
| SERVICES PROVIDED | Inter-Cultural Programme:  
- counselling  
- community education  
- African Community Project: group work with African refugee young people  
- community work with African families and integration issues  
- support/training for African community welfare workers  

Fees are charged according to the ability to pay |

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Victorian Co-operative on Children’s Services for Ethnic groups (VICSEG)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
<td>11 Munro Street, Coburg 3058</td>
</tr>
</tbody>
</table>
| CONTACT NAME | Abdirashid Ahmed – Horn of Africa Youth Worker  
Yousis Mohamed – Juvenile Justice  
Abdul Rashid – Somalian worker |
| PHONE/FAX/E-MAIL | (Ph) 9383 2533 (Fax) 9383 2711 email: mail@vicseg.com.au |
| SERVICES PROVIDED | @ Social, educational and recreational groups/programs for Somali and young people from other African backgrounds.  
@ Outreach support, information, referral and welfare assistance to young people of African descent who are involved in the Juvenile Justice System. |

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Migrant Resource Centre North East</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
<td>251 High Street, Preston</td>
</tr>
<tr>
<td>CONTACT NAME</td>
<td>Abdinur Welli</td>
</tr>
</tbody>
</table>
Somali Youth Settlement Worker is available to provide advocacy, casework, information service referral and facilitate youth groups.

**AGENCY**  
**City of Darebin Youth Services – African Access Project**

**ADDRESS**  
23 Edwards Street, Reservoir 3073

**CONTACT NAME**  
Abdirashid Ahmed/Fowzia Issa.

**PHONE/FAX/E-MAIL**  
(Ph) 9496 1020 (Fax) 9496 1026

**SERVICES PROVIDED**  
Somali Youth Workers coordinate and facilitate a range of social, educational and recreational activities for young people.

**WOMEN’S SERVICES**

**AGENCY**  
Islamic Women’s Welfare Council of Victoria

**CONTACT NAME**  
Munira Mahmoud

**ADDRESS**  
161 Fitzroy Street, Fitzroy 3065

**PHONE/FAX/E-MAIL**  
(Ph) 9419 7888 (Fax) 9419 3002

**SERVICES PROVIDED**  
Somali Family Support Worker is available to provide information and referral, individual casework, support and counselling.  
- Skill development groups
- Community education workshops

**AGENCY**  
Women’s Health in the North

**CONTACT NAME**  
Kiin Osman

**ADDRESS**  
680 High St, Thonbury 3071

**PHONE/FAX/E-MAIL**  
Ph) 9484 1666 (Fax) 9462 3270

**SERVICES PROVIDED**  
FARREP Worker is available to provide education, information and interaction services.
<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Family and Reproductive Rights Education Program (FARREP)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Duty worker</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>72-78 Paisley St, Footscray</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 8398 4150 (fax) 9689 5150</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>Health information and education, antenatal and postnatal care and support for women from the Horn of Africa community</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Women’s Health West</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Community Workers: Rumia Abbas or Munira Adam</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>317 Barkly St, Footscray</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9689 9588</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>FARREP Worker is available to provide education, information and interaction services.</td>
</tr>
</tbody>
</table>
THE PACIFIC ISLANDER COMMUNITY

Language and Culture
South Pacific people are identifiable by several common values, particularly: land, language and Ancestry, extended families. These values highlight the importance of “connectedness”, and also their inseparable link to the land that nurtures, sustains and contains all life. Land or “mother earth” is both a gift and an integral part of one’s being and identity. Its so-called “ownership” is always understood and expressed in the context of a trust to the family rather than a commodity owned by an individual.

The languages used by different Pacific people vary from island to island, with some similarities. Oral tradition is crucial in the process of communicating heritage and history among the different generations.

Like all Indigenous cultures, Pacific people emphasise their ancestral roots because it highlights the importance of family and identity, which can be traced using ancestral kinships. Patriarchal and Matriarchal systems are evident in the family and other social structures like religion and community way of life.

Part of the struggle experienced by many Pacific people today, reflect the impact of colonisation and the rapid changes as consequences of technology, and the opening up of their cultures to the world.

Arrival in Australia.
Today many Pacific people wrestle with the issue of holding the balance between Pacific Traditional values and Western values. This inter-generational and cultural tension continues and, to some extent, it makes up part of the package that many Pacific people take with them when they migrate to countries like Australia and New Zealand.\footnote{This information has been provided by Temukisa Vaeluaga.}

Arrival to Australia more often is via New Zealand. This has resulted in the lack of accurate figures, highlighting the movement from the Pacific nations.

Large proportion of Pacific people congregate in areas such as:
- Dandenong
- City of Casey
- Frankston
- City of Hume: Broadmeadows, Glenroy, Faulkner, Craigeburn, Meadow Heights
- City of Whittlesea: Epping, Lalor, Thomastown, Mill Park

North and West Juvenile Justice Clients
There has been a considerable increase in the number of Maori and Pacific Islander young people, within the client population of the North and West Juvenile Justice unit over the past two years. The highest population appear to be from the Maori, Samoan, and Tongan communities. Cook Islands and Fijian are also represented. From snapshot data, this group has constituted 7-10\% of the NJJU client group at any one time.\footnote{From Northern JJU snapshot data November 2002-September 2003.}
### COMMUNITY SUPPORT

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Cook Islands Welfare Association</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
<td>C/O Springvale Neighbourhood House – 46-50 Queens Ave, Springvale</td>
</tr>
<tr>
<td>CONTACT NAME</td>
<td>Mr Tumu</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>(Ph) 9548 3972 (Fax) 9574 0483</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>- Social, educational and recreational activities for the Cook Islands community - Support groups including a Cook Islands Women’s Craft Group and a Polynesian Dance Group.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>NZ Polynesian Maori Welfare Support Group Inc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
<td>64 Corringam Ave, Brooklyn Vic 3025</td>
</tr>
<tr>
<td>CONTACT NAME</td>
<td>Ms Rebecca Tumai</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>(Ph) 93151540</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>- Support/welfare for families, single parent, and youth from the Pacific communities. - Respite for children</td>
</tr>
</tbody>
</table>

### CHURCH GROUPS

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Samoan Christian Church</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
<td>20 Houston Street, Epping</td>
</tr>
<tr>
<td>CONTACT NAME</td>
<td>Pastor Aviti Etuale</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>9401 4163</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>- Youth groups - Homework support groups</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Samoan Presbyterian Church</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
<td>15 William St Fawkner 3060</td>
</tr>
<tr>
<td>CONTACT NAME</td>
<td>Rev Simalu Cowley</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>9359 4271</td>
</tr>
<tr>
<td>AGENCY</td>
<td>Methodist Church of Samoa</td>
</tr>
<tr>
<td>--------------------------------------------</td>
<td>------------------------------------------------</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>139 View St Glenroy 3046</td>
</tr>
<tr>
<td>CONTACT NAME</td>
<td>Rev Tavita Faatoe</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>9300 2015</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Methodist Church of Samoa in Victoria</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
<td>17 Bundeena Ave Noble Park 3174</td>
</tr>
<tr>
<td>CONTACT NAME</td>
<td>Rev Mose Alaimoana</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>9798 7335</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>The Methodist Church of Samoa</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
<td>17 Herbert St Dallas 3047</td>
</tr>
<tr>
<td>CONTACT NAME</td>
<td>Rev Tavita Faatoe</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>9359 3235</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Assembly of God Church of Samoa</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
<td>345 High St Thomastown 3074</td>
</tr>
<tr>
<td>CONTACT PERSON</td>
<td>Pastor John Unasa</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>9464 6372</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Congregational Christian Church of America Samoa</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
<td>10 Earlwood Crt Thomastown 3074</td>
</tr>
<tr>
<td>CONTACT NAME</td>
<td>Pastor Ulumoo Ale</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>9464 3632</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Seventh Day Adventist Church</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
<td>2 Loddon Court, Thomastown 3074</td>
</tr>
<tr>
<td>CONTACT NAME</td>
<td>Peka Su’a</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>9466 3190</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Samoan Christian Congregational Church</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
<td>154 Right Street Sunshine</td>
</tr>
<tr>
<td>CONTACT NAME</td>
<td>Pastor Samani Sila</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>0405116317 or 93525260</td>
</tr>
<tr>
<td>AGENCY</td>
<td>Hume Samoan Youth Club</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>------------------------------------------------------------</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>Campellfield</td>
</tr>
<tr>
<td>CONTACT NAME</td>
<td>Moefaauo Lotomau Komiti</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>93093388 or 0427525351</td>
</tr>
</tbody>
</table>

**YOUTH SUPPORT**

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>City of Whittlesea Youth Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
<td>Locked Bag 1, Bundoora MDC 3083</td>
</tr>
<tr>
<td>CONTACT NAME</td>
<td>Hans Gregory/Fiona Su’a/Ramise</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>(Ph) 9401 6614 (Fax) 9401 6677</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>Social, educational and recreational activities specific for young people of Samoan/Pacific Islander backgrounds</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>City of Hobson Bay Youth Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
<td>Railway Ave and Crown St, Laverton 3028</td>
</tr>
<tr>
<td>CONTACT NAME</td>
<td>Leanne Budson</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>(Ph) 9932 1001 (Fax) 9932 2100</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>Social and recreational activities for young people of Maori and Pacific Islander backgrounds</td>
</tr>
</tbody>
</table>

**FAMILY SUPPORT**

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Kildonan Child &amp; Family Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
<td>188 McDonald’s Road, Epping 3076</td>
</tr>
<tr>
<td>CONTACT NAME</td>
<td></td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>8401 0100</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>Generalist Youth and Family Counselling Service to youth 10 24 years of age, and their families.</td>
</tr>
<tr>
<td></td>
<td>Youth Activity Services, providing after school and</td>
</tr>
</tbody>
</table>
holiday programs for youth 11-16 years. This includes: YAS, Transition, Learners Permit, and others.

This service is available to families with children between 10 to 24 years of age residing in the City of Whittlesea and Darebin.

Reconnect program to the city of Yarra, Darebin and Whittlesea.

**ARTS & CULTURE**

**AGENCY** Brown Roots/‘Sunga’

**ADDRESS**
2 Somers Pde
PO Box 166
Altona 3018

**CONTACT NAME** Grace Vanilau

**PHONE/FAX/E-MAIL** (Ph) 8307 8689 (fax) 9398 4363

**SERVICES PROVIDED**

This service provides a forum for expression of traditional and local Polynesian cultures through traditional and contemporary Polynesian creative arts.

This service is affiliated with Bayside College. Art programs are offered from Year 7 to 12.

**AGENCY** Royal Polynesian Group

**ADDRESS** 69 Springvale Rd
Springvale

**CONTACT NAME** David Mani

**PHONE/FAX/E-MAIL** 8502 7648

**SERVICES PROVIDED** Coordinates and facilitates social gatherings, cultural evenings and support for members of the Polynesian community.

**AGENCY** Sounds of Polynesia

**ADDRESS** 69 Springvale Rd
Springvale

**CONTACT NAME** Pherina Tuaiti

**PHONE/FAX/E-MAIL** 93868543, soundsofpolynesia@hotmail.com
<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Services Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Te Roopu Ataa Whai</strong></td>
<td>Cultural entertainments and tutor – (Cook Island group).</td>
</tr>
<tr>
<td><strong>AGENCY</strong></td>
<td><strong>Te Roopu Ataa Whai</strong></td>
</tr>
<tr>
<td><strong>ADDRESS</strong></td>
<td>St Albans</td>
</tr>
<tr>
<td><strong>CONTACT NAME</strong></td>
<td>Alicia Matene or Jean Kereopa (Administrators)</td>
</tr>
<tr>
<td><strong>PHONE/FAX/E-MAIL</strong></td>
<td>93643680 or 0412576368 <a href="mailto:patae@ataawhai.org.au">patae@ataawhai.org.au</a> <a href="mailto:amatene@bigpond.net.au">amatene@bigpond.net.au</a> <a href="mailto:jkereopa@bigpond.com">jkereopa@bigpond.com</a></td>
</tr>
<tr>
<td><strong>SERVICES PROVIDED</strong></td>
<td>Provide Language (Maori) Schools, Tapa Haka Cultural Group, General support for the Maori Community.</td>
</tr>
</tbody>
</table>

| **AGENCY**             | Hume City Rugby Union Club                                                       |
| **ADDRESS**            | Dallas                                                                           |
| **CONTACT NAME**       | Moefaaumo Lotomau Komiti                                                          |
| **PHONE/FAX/E-MAIL**   | 93093388 or 0427525351 patae@ataawhai.org.au amatene@bigpond.net.au jkereopa@bigpond.com |
| **SERVICES PROVIDED**  | Rugby Union for young Pacific youth.                                              |
# GENERAL MULTICULTURAL RESOURCES

## COMMUNITY HEALTH CENTRES

### MORELAND

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Brunswick Community Health Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Turkish and Arabic Bilingual Workers available on request</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>11 Glenlyon Rd Brunswick 3056</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9387 6711 (fax) 9387 5417</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Coburg Community Health Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Mandarin and Cantonese speaking worker, Italian and Arabic workers available once a week</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>93 Bell St Coburg 3058</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9350 4000 (fax) 9350 1518</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Fawkner Community Health Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Duty worker, Interpreters available upon request</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>79 Jukes Rd Fawkner 3060</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9357 2444 (fax) 9359 9542</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>A range of services is available, including podiatry, physiotherapy, counselling, dietician, diabetes education and day programs</td>
</tr>
</tbody>
</table>

### BANYULE

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Banyule Community Health Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Carol Bridgeford, Interpreters available upon request</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>Cnr Alamein Rd &amp; Catalina St Heidelberg</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9450 2045 (fax) 9459 5808</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>Health and welfare services for the City of Banyule, Adolescent counselling, Drug and alcohol (D&amp;A) counselling, Financial</td>
</tr>
</tbody>
</table>
counselling, Health education, Social Work, Youth accommodation and support, community nursing, doctors, dentists

## DAREBIN

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Darebin Community Health Centre – East Preston</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Lina Hussein</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>Cnr Blake and Crevelli St Reservoir</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 8470 1111 (fax) 8470 1107</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>Arabic self help groups – Wednesdays only</td>
</tr>
<tr>
<td></td>
<td>General services: Social work, Youth work, Homeless youth counselling, D&amp;A counselling, medical, optometry, community health nursing, dental, podiatry, Adult Day Activity Support Service</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Darebin Community Health Centre – Northcote</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Interpreters available on request</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>42 Separation St Northcote</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9489 1388 (fax) 9482 3690</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>Social work</td>
</tr>
<tr>
<td></td>
<td>Youth Work</td>
</tr>
<tr>
<td></td>
<td>Homeless, youth counselling, D&amp;A counselling, community health nursing</td>
</tr>
</tbody>
</table>

## HUME

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Wells Medical Clinic</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Dr Gulser Wells GP</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>176 Blair St Dallas 3047</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9302 1580</td>
</tr>
</tbody>
</table>
**WESTERN REGION**

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Western Region Health Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Intake Worker</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>72-78 Paisley St, Footscray</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 8398 4100 (fax) 9689 5150</td>
</tr>
<tr>
<td>SERVICE PROVIDED</td>
<td>Support Groups:</td>
</tr>
<tr>
<td></td>
<td>Italian Arthritis Self-Management</td>
</tr>
<tr>
<td></td>
<td>Vietnamese Healthy Lifestyle</td>
</tr>
<tr>
<td></td>
<td>Spanish Speaking Women’s Support</td>
</tr>
<tr>
<td></td>
<td>Vietnamese Diabetes Education</td>
</tr>
<tr>
<td></td>
<td>African Women’s Health Education</td>
</tr>
<tr>
<td></td>
<td>African Women’s Parenting Education</td>
</tr>
<tr>
<td></td>
<td>Women’s Health for Newly Arrived Refugees</td>
</tr>
</tbody>
</table>

Eligibility: migrant/refugee young people and their families residing in Western Suburbs

---

**YARRA**

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>North Richmond Community Health Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Vietnamese worker – Lan Vuong</td>
</tr>
<tr>
<td></td>
<td>Turkish worker – Cigdem Yilan</td>
</tr>
<tr>
<td></td>
<td>Interpreters available on request</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>23 Lennox St North Richmond</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9429 5477 (fax) 9428 2269</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>Medical – women doctors available</td>
</tr>
<tr>
<td></td>
<td>Nursing</td>
</tr>
<tr>
<td></td>
<td>Welfare/Community workers</td>
</tr>
<tr>
<td></td>
<td>Counselling - D&amp;A, individual, short term family</td>
</tr>
<tr>
<td></td>
<td>Youth Workers</td>
</tr>
<tr>
<td></td>
<td>Financial counselling</td>
</tr>
<tr>
<td></td>
<td>Legal Aid</td>
</tr>
<tr>
<td></td>
<td>Mental Health Living Skills Program</td>
</tr>
<tr>
<td></td>
<td>Various group programs</td>
</tr>
</tbody>
</table>

---

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>North Yarra Community Health Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Turkish Social Worker– Hulyer Akguner</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>365 Hoddle St Collingwood</td>
</tr>
<tr>
<td>AGENCY</td>
<td>Action on Disability within Ethnic Communities (ADEC)</td>
</tr>
<tr>
<td>-----------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>CONTACT NAME</td>
<td>Ms Licia Kokocinski</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>175 Plenty Road Preston</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9383 5566 (fax) 9383 5185 (e-mail) <a href="mailto:info@adec.org.au">info@adec.org.au</a></td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>This organisation provides policy advice, advocacy on issues affecting the target group, consultancy advice to other service providers on cultural awareness, planning and implementing culturally appropriate services. It works across all disability types and all language groups.</td>
</tr>
</tbody>
</table>

**COMMUNITY SUPPORT SERVICES**

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Community Information Victoria Inc (CIVic)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
<td>1/181 King Street, Melbourne 3000</td>
</tr>
<tr>
<td>CONTACT NAME</td>
<td>Gary Lloyd, Development Officer</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9670 1233 (fax) 9670 1997 (e-mail) <a href="mailto:civic@civ.org.au">civic@civ.org.au</a> (website) <a href="http://www.civ.org.au">www.civ.org.au</a></td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>CIVic has 52 Community Information Centres throughout Victoria and they provide free, confidential and impartial information, support and referral services to their communities</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Community Information – Whittlesea</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
<td>Shop 111, Epping Plaza, High St Epping</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9401 6666 (fax) 9401 6677 (e-mail)</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>Information, assistance and referral</td>
</tr>
</tbody>
</table>
on a wide range of issues
- Macedonian, Arabic and Generic support workers are available
- Income Tax advice
- Assistance for recently arrived migrants and refugees with settlement problems
- Volunteer Resource Service
- Computer/Internet Access
- Emergency relief

MIGRANT RESOURCE CENTRES

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Migrant Resource Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Cr Atanasovski</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>45 Main Rd West, St Albans</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>(Ph) 9367 6044</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>Migrant counselling, Immigrant case management, Bilingual workers, Social and recreational groups: 8 week programs, Recreational programs for young migrants</td>
</tr>
<tr>
<td>Eligibility: migrants and their families residing in the City of Brimbank, Bacchus Marsh and Melton</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Migrant Resource Centre Westgate Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Reception</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>72-82 Second Ave Altona</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>(Ph) 9391 3355 (fax) 9399 1796</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>Migrant counselling and case management, social and recreational groups and programs, African Women’s Support Groups, community development, migrant information, support and referral, English classes, emergency relief</td>
</tr>
<tr>
<td>Eligibility: newly arrived migrants or those struggling to integrate into the community that reside in Western Suburbs</td>
<td></td>
</tr>
<tr>
<td>AGENCY</td>
<td>Migrant Resource Centre – North Eastern Region</td>
</tr>
<tr>
<td>--------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>CONTACT NAME</td>
<td>Reception – no specific</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>251 High St Preston</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9484 7944 (fax) 9484 7942</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>@ Immigration advice and settlement support</td>
</tr>
<tr>
<td></td>
<td>@ Information and counselling</td>
</tr>
<tr>
<td></td>
<td>@ Accommodation assistance</td>
</tr>
<tr>
<td></td>
<td>@ Referral to: childcare, legal services, community health centres.</td>
</tr>
<tr>
<td></td>
<td>@ Employment services</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Ecumenical Migration Centre (EMC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
<td>97 Brunswick Street, Fitzroy 3065</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>(Ph) 9416 0044 (Fax) 9416 1827</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>@ EMC works with recently arrived emerging communities including refugees and asylum seekers and longer settled disadvantaged groups to aid their full access and participation in Australian society</td>
</tr>
<tr>
<td></td>
<td>@ EMC provides casework and counselling, community development, organisation support, service development, advice, information, special projects, advocacy, policy analysis, advice to government and community education.</td>
</tr>
<tr>
<td></td>
<td>@ EMC acts as a clearing house on Migration issues</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Centre for Multicultural Youth Issues</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
<td>Level 1, 308 Drummond St, Carlton 3053</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>(Ph) 9349 3466 (Fax) 9349 3766</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>@ Support to youth groups/organisations, newly arrived migrant and refugee communities/organisations and service providers.</td>
</tr>
<tr>
<td></td>
<td>@ Communicating with government</td>
</tr>
</tbody>
</table>
and the non-government sectors on trends and issues impacting young people from newly arrived and refugee backgrounds

@ Contributing to state and federal government policies on newly arrived migrant and refugee young people

@ Cross cultural consultancy and training to organisations within the government and non-government sectors

@ Managing and providing programs targeting newly arrived migrant and refugee young people

@ Community education and sector support on cross cultural issues+

Resourcing a state-wide network of individuals and community based organisations representing migrant and refugee communities

@ Research on multicultural youth issues

---

FAMILY SUPPORT

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Home Instruction for Parents of Pre-School Youngsters – HIPPY Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>reception</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>126 Moore St, Fitzroy</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9415 1316</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>This is an early childhood enrichment program. By providing them with support, information and tools HIPPY enables parents to prepare their children for positive learning experiences when they start school.</td>
</tr>
</tbody>
</table>

ELIGIBILITY: Parents with pre-school aged children residing in the City of Yarra.
### LEGAL SERVICES

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Refugee and Immigration Legal Centre (RILC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Duty Solicitors</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>95 Brunswick St, Fitzroy</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>(Ph) 9483 1144 (Fax) 9483 1136</td>
</tr>
<tr>
<td></td>
<td>Legal Advice Line: 9483 1140</td>
</tr>
<tr>
<td></td>
<td>(Wednesday 10:00am - 4:00pm and Friday 2:00-4:00pm)</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>RILC is an independent community legal centre, specialising in immigration and refugee law. Services include:</td>
</tr>
<tr>
<td></td>
<td>☑ Legal casework</td>
</tr>
<tr>
<td></td>
<td>☑ Community education</td>
</tr>
<tr>
<td></td>
<td>☑ Training programs</td>
</tr>
</tbody>
</table>

### EDUCATION

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Collingwood English Language School</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Reception</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>19 Cambridge St, Collingwood</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>(Ph) 9419 7633</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>This is a primary and secondary school for children and young people who are newly arrived migrants</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Outlets Co-operative Multicultural Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Ms Terese McKenny</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>43 Mason St, Newport</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>(Ph) 9391 8504 (Fax) 9391 8504</td>
</tr>
<tr>
<td>SERVICES PROVIDED</td>
<td>☑ Certificate of General Education for Adults (CGEA) – improves literacy, numeracy and speaking skills</td>
</tr>
<tr>
<td></td>
<td>☑ Outlets Co-operative utilise the services of several other multicultural programs such as:</td>
</tr>
<tr>
<td></td>
<td>➢ Baywest Housing – 9315 0061</td>
</tr>
<tr>
<td></td>
<td>➢ Migrant Resource Centre</td>
</tr>
<tr>
<td></td>
<td>➢ Victorian Arabic Social Services –</td>
</tr>
</tbody>
</table>
Eligibility: ethnic youth residing in the Shire of Hobsons Bay

ADULT MIGRATION EDUCATION CENTRES (AMES)

<table>
<thead>
<tr>
<th>SERVICES PROVIDED</th>
<th>Offers a range of needs based courses that integrate the development of listening, speaking and writing skills in English</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Classroom Based Programs</td>
</tr>
<tr>
<td></td>
<td>Individual learning centres – provide facilities for students to study at their own pace with the assistance of teachers</td>
</tr>
<tr>
<td></td>
<td>Distance learning – English at home, with regular support from teachers</td>
</tr>
<tr>
<td></td>
<td>Newly arrived migrants</td>
</tr>
<tr>
<td></td>
<td>Registered job seekers (migrants)</td>
</tr>
<tr>
<td></td>
<td>Clients with language and literacy needs</td>
</tr>
</tbody>
</table>

| AGENCY               | Broadmeadows AMES \n\nADDRESS | Cnr Blair and Belfast Sts Broadmeadows 3047 |
|----------------------|---------------------------------------------|
| PHONE/FAX/E-MAIL     | Ph) 9302 3700  (fax) 9309 9667             |

| AGENCY               | Collingwood AMES \n\nADDRESS | Collingwood College Abbotsford 3067 |
|----------------------|-------------------------------------|
| PHONE/FAX/E-MAIL     | 9417 6134                           |

| AGENCY               | Flagstaff AMES \n\nADDRESS | Level 3, 255 William St 3000 |
|----------------------|--------------------------------|
| PHONE/FAX/E-MAIL     | Ph) 9926 4717  (fax) 9926 4727    |

| AGENCY               | Moreland AMES \n\nADDRESS | 366 Sydney Rd Coburg 3058 |
|----------------------|----------------------------|
| PHONE/FAX/E-MAIL     | Ph) 9386 3053  (fax) 9386 1867 |

| AGENCY               | Preston AMES \n\nADDRESS | 505 High St Preston 3072 |
|----------------------|----------------------------|
| PHONE/FAX/E-MAIL     | Ph) 8478 4774  (fax) 9470 5338 |
AGENCY: Ascot Vale AMES  
ADDRESS: Wingate Ave Community Centre  
          13A Wingate Ave, Ascot Vale  
PHONE/FAX/E-MAIL: Ph) 9376 5244 (fax) 9376 2676

AGENCY: Footscray AMES  
ADDRESS: 289 Barkly St, Footscray  
PHONE/FAX/E-MAIL: Ph) 9687 3494 (fax) 9689 9851

AGENCY: Melbourne AMES  
ADDRESS: Level 5, 255 Williams St, Melbourne  
PHONE/FAX/E-MAIL: Ph) 9926 4666 (fax) 9926 4600

AGENCY: St Albans AMES  
ADDRESS: 16 Victoria Square, St Albans  
PHONE/FAX/E-MAIL: Ph) 9366 0433 (fax) 9367 8769

AGENCY: Werribee AMES  
ADDRESS: Suite 7&8, 75-79 Watton St, Werribee  
PHONE/FAX/E-MAIL: Ph) 9731 1134 (fax) 9731 1599

YOUTH SUPPORT

AGENCY: Brosnan Centre  
CONTACT NAME: reception  
ADDRESS: 10 Dawson St, Brunswick 3056  
PHONE/FAX/E-MAIL: Ph) 9387 1233 (fax) 9387 1178  
SERVICES PROVIDED:  
- Counselling to young people between the ages of 17 and 25 who have been in correctional institutions. Support is provided during the incarceration period and after the release into the community  
- Short to medium term accommodation  
- Assistance with finding accommodation  
- Training  
- Court advocacy

AGENCY: The Youth Resource Centre  
CONTACT NAME: Duty worker
ADDRESS
Reservoir Civic Centre
23 Edwardes St, Reservoir, 3073

PHONE/FAX/E-MAIL
Ph) 9496 1020 (fax) 9496 1026

SERVICES PROVIDED
The Youth Resource Centre is a service aimed at providing support, information, referral and a range of recreation, training and leadership programs for young people aged 12 to 25 years with links to the City of Darebin.

The Centre offers:
- Numeracy/literacy programs
- Learner Permit Course
- Homework Group
- Same Sex Attracted Young People’s Support Group and Worker
- A contact point for referral to services
- Young mothers group
- A range of short courses
- Decibels – youth music studio
- Information

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Western Young People’s Independent Network (WYPIN)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Duty Worker</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>214 Nicholson St, Footscray</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>Ph) 9680 8265 (fax) 9687 5740</td>
</tr>
</tbody>
</table>
| SERVICE PROVIDED | - Youth Anti-Racism Rap Competition
- WYPIN Youth Achievement Awards
- Youth Anti-Racism Peer Mentoring Program
- Homework Support for Migrant Youth Program
- Internet Access
- Horn of Africa – Young Womens Art and Drama Group
- VicHealth Gym Access
- Educational Programs
- Sports and Recreational Programs
- Excursions

Eligibility: 12-26 years old from refugee and migrant backgrounds from Western Suburbs
RESOURCES FOR ASYLUM SEEKERS AND REFUGEES

LEGAL SERVICE

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Refugee and Immigration Legal Service (RILC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Duty Solicitors</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>95 Brunswick St, Fitzroy</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>(Ph) 9483 1144 (Fax) 9483 1136</td>
</tr>
<tr>
<td></td>
<td>Legal Advice Line: 9483 1140</td>
</tr>
<tr>
<td></td>
<td>(Wednesday 10:00am - 4:00pm and Friday 2:00-4:00pm)</td>
</tr>
<tr>
<td></td>
<td>e-mail: <a href="mailto:rilc@rilc.org.au">rilc@rilc.org.au</a></td>
</tr>
<tr>
<td></td>
<td><a href="http://www.rilc.org.au">www.rilc.org.au</a></td>
</tr>
</tbody>
</table>

SERVICES PROVIDED

RILC is an independent community legal centre, specialising in immigration and refugee law. Services include:
- legal casework
- Community education
- Training programs

COMMUNITY SUPPORT

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>The Victorian Foundation for Survivors of Torture</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Duty Worker</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>Postal Address: P.O. Box 96 Parkville 3052</td>
</tr>
<tr>
<td></td>
<td>House 23, 35 Poplar Rd Parkville</td>
</tr>
<tr>
<td>PHONE/FAX/E-MAIL</td>
<td>(Ph) 9388 0022 (fax) 9387 0828</td>
</tr>
<tr>
<td></td>
<td>e-mail: <a href="mailto:administrator@survivorsvic.org.au">administrator@survivorsvic.org.au</a></td>
</tr>
<tr>
<td></td>
<td>website: <a href="http://www.survivorsvic.org.au">www.survivorsvic.org.au</a></td>
</tr>
</tbody>
</table>

SERVICES PROVIDED

The Victorian Foundation for Survivors of Torture is a politically independent and non-profit community organisation. It provides services and support for both adults and children from any country, who have fled persecution, torture and war-related trauma in order to find safety in Australia.
<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Australian Red Cross Asylum Seekers and the Asylum Seeker Assistance Scheme (ASAS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>International Tracing, Refugee and Asylum Seeker Services</td>
</tr>
</tbody>
</table>
| ADDRESS | 23-47 Viliers Street  
North Melbourne 3051 |
| PHONE/FAX/E-MAIL | (Ph) 8327 7883 (Free call) 1800 246 850  
(Fax) 8327 7884  
e-mail: asas@vic.redcross.org.au |
| SERVICES PROVIDED | ASAS provides a casework service and limited financial assistance to asylum seekers in the community. Casework services offer:  
- Crisis intervention and needs assessment  
- Counselling  
- Administration of limited financial Assistance, health care and pharmaceutical program  
- Referral to other agencies  
- Advocacy  
- Group work  
- Administration of limited emergency relief funds |

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Hotham Mission Asylum Seeker Project (ASP)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Duty Worker</td>
</tr>
</tbody>
</table>
| ADDRESS | 2/579 Queensberry Street  
North Melbourne, 3051 |
| PHONE/FAX/E-MAIL | (Ph) 9326 8343 (fax) 9326 7470  
e-mail: aspl@sub.net.au  
website: www.hothammission.org.au |
| SERVICES PROVIDED | ASP targets asylum seekers who have no right to Medicare, work rights or any welfare payment, no family to support them or any access to mainstream services.  
The services offered:  
- Free long-term housing with |
<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Asylum Seeker Resource Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Duty Worker</td>
</tr>
</tbody>
</table>
| ADDRESS | 67 Jeffcott Street  
West Melbourne 3003 |
| PHONE/FAX/E-MAIL | (Ph) 9326 6066 (fax) 9326 5199  
e-mail: asrc_footscray@yahoo.com  
website: www.asrc.org.au |
| SERVICES PROVIDED | The Asylum Seeker Resource Centre is an independent, non-profit community organisation run by volunteers and funded by donations. It provides a wide range of services for asylum seekers all of which are free, these include:  
- Legal advice  
- Advocacy  
- Counselling  
- Material aid  
- Drop-in-centre  
- English classes  
- Education and training  
- Medical care and health network  
- Information and referral |

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Asylum Seeker Resource Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Duty worker</td>
</tr>
</tbody>
</table>
| ADDRESS | 112 Dundas St  
Thonbury 3071 |
| PHONE/FAX/E-MAIL | (Ph) 9484 9655 (fax) 9484 9192  
e-mail: asrc_footscray@yahoo.com  
website: www.asrc.org.au |
| SERVICES PROVIDED | As above |

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Asylum Seeker Welcome Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>Duty worker</td>
</tr>
</tbody>
</table>
| ADDRESS | 212 Sydney Rd Brunswick (corner of Merri St)  
P.O. Box 253 Brunswick 3056  
Opening hours: mon, wed, thurs: 11 a.m. – 4 p. m.  
Tues: 11 a.m. – 6.30 p.m. |
SERVICES PROVIDED

The Centre operates from a community development model based on working with asylum seekers and on empowering and resourcing them to act on their own behalf.

Services include:
- Casework, information provision and referral
- Migration advice – Mondays and Tuesdays
- Employment assistance
- Computer access
- English tutoring on a one to one basis
- Recreational groups and fitness programs
- Monthly community lunches
- Weekly asylum seeker dinner program

EDUCATION

Fitzroy Learning Network

CONTACT NAME
Duty worker

ADDRESS
198 Napier St Fitzroy 3065

PHONE/FAX/E-MAIL
(Ph) 9417 2897
SERVICES PROVIDED

The service is available for children and young people between the ages of eight to seventeen, including refugees and asylum seekers.

The services offered include:
- English as a Second Language
- Computer classes
- Community lunches
- Fitzroy Club House

AGENCY

SPAN House

CONTACT NAME
Duty worker

ADDRESS
298 Victoria Pde
Thonbury 3071

PHONE/FAX/E-MAIL
(Ph) 9480 1364

SERVICES PROVIDED
- English tutoring on a one to one basis is available to asylum seekers and refugees
- A range of short-courses is available to all members of the community

HEALTH SERVICE

AGENCY

Asylum Seeker Specialist Clinic for Medicare – Ineligible Asylum Seekers

CONTACT NAME
reception

ADDRESS
75 Brunswick St, Fitzroy

PHONE/FAX/E-MAIL
(Ph) 9411 3555

SERVICES PROVIDED
This service is available once a fortnight on Thursdays. A General Practitioner who specialises in working with asylum seekers and refugees is present to see patients who have been referred by mainstream General Practitioners.
TRANSLATING AND INTERPRETER SERVICES

Organising an Interpreter.

- There are a number of translating and interpreter services available when working with young people and families from Culturally and Linguistically Diverse Communities. These services can be arranged quickly and easily.
- It is important to use professional interpreters whenever possible.
- Do not use children, relatives, friends or unqualified bi-lingual staff. This is to ensure that information is conveyed from one person to another as accurately as possible, and to ensure impartiality and confidentiality and professionalism.
- Do not assume that a person’s English proficiency is adequate, as a person will often be able to express their thoughts and feelings more easily when speaking in their own language, particularly when discussing complex issues.
- It is important to find out which language and dialect is appropriate.
- It is important to note the ethnicity of the interpreter. Some clients may not want to have interpreters from a specific community, for political reasons or because of confidentially fears in small communities.
- Check if the gender of the interpreter will be appropriate. Most services recommend an interpreter of the same gender as the client, when possible.

Using an Interpreter

- Brief the interpreter about the session prior to commencing the interview.
- Introduce everyone and define roles and objectives for the interview.
- Address and speak to the client not the interpreter and talk to the person in the first person. Remember you are holding a conversation with the client, not the interpreter.
- Look directly at the client, not the interpreter.
- Speak slowly and clearly, using short sentences and where possible avoid jargon.
- The interpreter should interpret all aspects of the conversation (even casual/side comments).
- Summarise the discussion regularly to ensure shared understanding.
- Allow time for preparation and debriefing opportunities for the interpreter.
# INTERPRETER AND TRANSLATION SERVICES

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Translating and Interpreting Service (TIS)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CONTACT NAME</strong></td>
<td>Director - Con Pagonis</td>
</tr>
<tr>
<td><strong>ADDRESS</strong></td>
<td>2 Lonsdale Street Level 6, Melbourne 3001</td>
</tr>
<tr>
<td><strong>POSTAL ADDRESS</strong></td>
<td>PO BOX 241 Melbourne 3001</td>
</tr>
<tr>
<td><strong>PHONE</strong></td>
<td>131 450</td>
</tr>
<tr>
<td><strong>FAX</strong></td>
<td>1300 654 151</td>
</tr>
<tr>
<td><strong>EMAIL</strong></td>
<td><a href="mailto:TIS@immi.gov.au">TIS@immi.gov.au</a></td>
</tr>
</tbody>
</table>

**Details**

TIS is Australia’s only national service, and is available to any person or organisation in Australia requiring interpreting or translating services. The TIS is available 24 hours a day, 7 days a week and is accessible from anywhere in Australia.

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>ON-CALL Interpreters and Translators Agency.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CONTACT NAME</strong></td>
<td>Deniz Hulusi, Administration Manager</td>
</tr>
<tr>
<td><strong>ADDRESS</strong></td>
<td>Level 3, Bowen Cres, Melbourne Vic 3004</td>
</tr>
<tr>
<td><strong>PHONE</strong></td>
<td>(03) 9867 3788</td>
</tr>
<tr>
<td><strong>FAX</strong></td>
<td>(03) 9867 4472</td>
</tr>
<tr>
<td><strong>EMAIL</strong></td>
<td><a href="mailto:enquires@oncallinterpreters.com">enquires@oncallinterpreters.com</a></td>
</tr>
</tbody>
</table>

**Details**

Australia wide interpreting service. Including on-site, telephone interpreting and translation of documents. Specialist teams of interpreters from Medical, Mental Health, Rehabilitation, legal/court and education.

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>VITS Language Link</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CONTACT NAME</strong></td>
<td>Bookings On Site</td>
</tr>
<tr>
<td><strong>ADDRESS</strong></td>
<td>Level 1, 371 Spencer St Melbourne.</td>
</tr>
<tr>
<td><strong>PHONE</strong></td>
<td>(03) 9280 1955</td>
</tr>
<tr>
<td><strong>FAX</strong></td>
<td>(03) 9280 1960</td>
</tr>
<tr>
<td><strong>EMAIL</strong></td>
<td><a href="mailto:vits@vits.com.au">vits@vits.com.au</a></td>
</tr>
</tbody>
</table>
**DETAILS**

VITS houses the specialist services of the Legal Interpreting Service, Mental Health Interpreting Service, and Health Interpreting Service. VITS offers a 24 hour, 7 days a week service for interpreting in over 100 languages either on site or over the telephone. VITS also provides a written translation service in over 80 languages.

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Multicultural Interpreter Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT NAME</td>
<td>reception</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>9 Kellaway Ave, Moonee Ponds</td>
</tr>
<tr>
<td>PHONE</td>
<td>9243 8888</td>
</tr>
<tr>
<td>FAX</td>
<td>9375 4393</td>
</tr>
<tr>
<td>DETAILS</td>
<td>Residents from non English speaking backgrounds can be connected with an interpreter who speaks their language</td>
</tr>
</tbody>
</table>
USEFUL WEBSITES

Information on CALD Communities

1. Knowledge Net: Communicating across Cultures
http://knowledgenet/cultures
   - This page provides summaries of different CALD communities, including demographic information, cultural practices and language.
   - Information on services and resources.
   - Information on translation services.

2. Stat Site
http://knowledgenet/statsite/index.htm
   - Skill development and support – courses, information sessions, workshops
   - Demographic Information and ABS Census Data.

Government Sites – Immigration and Multicultural Affairs.

3. Australian Department of Foreign Affairs and Trade
http://www.dfat.gov.au
   - This site provides information on travel alerts and travel information on foreign countries
   - Immigration requirements and documentation.
   - Policy issues relating to foreign affairs and immigration.

4. Department of Immigration and Multicultural Affairs
www.immi.gov.au
   - Immigration, Australian Citizenship, Indigenous affairs.
   - Information on translations, learning English.
   - Access to government information sheets and booklets in a number of community languages.

5. Victorian Multicultural Commission.
www.multicultural.vic.gov.au
Includes information on grants available to CALD communities.

6. Victorian Office of Multicultural Affairs
www.voma.vic.gov.au
This site includes press releases, publications, statistics and research and links to government and multicultural services.
   - There is a link to the 2002-2003 Victorian Multicultural Resources Directory.
Health, Welfare and Mental Health

   www.betterhealth.vic.gov.au
   www.healthtranslations.vic.gov.au
   - There is a link to the Health Translations Directory from the Better Health Channel.
   - The Health Translations online directory enables health practitioners and those working with culturally and linguistically diverse communities to easily find reliable translated health information.
   - The Directory provides web links to online multicultural resources across the health sector including government departments, peak health bodies, hospitals, community health centres and welfare agencies.

8. Public Health
   This site provides a large amount of health information documents available in community languages, which can be downloaded in a PDF format. Usually an English translation is also available.

9. Multicultural Mental Health Australia
   www.mmha.org.au
   - This website details the new national program in mental health and suicide prevention for Australians from culturally and linguistically diverse backgrounds.
   - Including the “Cultural Awareness Tool” – Cultural Diversity in Mental Health Practice.
   - Details lists of Organisations and Mental Health Centres.

10. Transcultural Mental Health Centres – Victorian Transcultural Mental Health Centre
    http://www.vtpu.org.au
    This site details services provided by the Transcultural Mental Health Centres and their contact details. It also contains useful current links to other related organisations, government departments and transcultural resources.

RESOURCES FOR ASYLUM SEEKERS, REFUGEES AND MIGRANTS

11. The Victorian Foundation for the Survivors of Torture Inc.
    www.survivorsvic.org.au

12. Migrant Resource Centre
    www.mrcne.org.au
A wealth of information is provided about the Centre’s services. This information is available in different languages and includes parenting resource guides that have been especially developed for the Chinese, Arabic and Samoan community. Copies of these guides include a full English translation. Information includes child and adolescent development, positive parenting, effective communication, conflict resolution, effective discipline of children and parenting and stress management.

13. Asylum Seeker Resource Centre
www.asrc.org.au
The website of this Australia’s largest asylum seeker aid, health and advocacy organisation contains a detailed guide to its programs and services. In addition, an on-line library is available containing a wealth of information pertaining to the political and social issues confronted by the asylum seekers. This website contains links to other Human Rights organisations.

14. Refugee Council of Australia
This site contains information on a variety of issues relating to humanitarian entrants. It includes analysis and statistics on Australian resettlement and asylum programs. In addition, there are commentaries about Government policy which affect both refugees and those working with them. ‘The Advocate’s Help Kit’ developed by the Council can be located. This extremely informative tool has been designed to assist advocates working with asylum seekers and refugees who are on Temporary Protection Visas.

15. Infoxchange Australia – Technology for Social Justice
www.infoxchange.net.au
This is an essential directory containing a service search engine across Australia.
REFERENCES:

In preparing this directory, we would like to acknowledge the following sources of information.


Department of Human Services, 2003 Communicating Across Cultures Website. http://knowledgenet/cultures


Northern Juvenile Justice Cultural Diversity Training Session Documentation
- Working with the Arabic Community May 2003. (Victorian Arabic Social Services)
- Working Effectively with the Turkish Speaking Community June 2003. (Turkish Speaking Workers from Carers Victoria, North Yarra CHCC, Dianella CHCC, Islamic Women’s Welfare Organisation, City of Moreland Youth Services.
- Working with the Horn of Africa Community – July 2003 VIGSEG.
- Working with Interpreters July 2004. (Ecumenical Migration Centre)
- Working with Refugees and Asylum Seekers May 2004. (Speakers from a range of organizations: Refugee and Immigration Legal Centre, RMIT Refugee and Asylum Seeker Project, Asylum Seeker Resource Centre, Hotham Mission, Australia Red Cross, Foundation for Survivors of Torture and Trauma, Department of Human Services: Refugee Minor Program)


West Australian Transcultural Mental Health Centre, The Royal Australian College of General Practitioners WA Research Unit, Commonwealth Department of Health and Ageing and Multicultural Mental Health Australia (2002) Cultural Awareness Tool, Understanding Cultural Awareness in Mental Health