

# Asylum Seeker Leisure Access Card

This card entitles the holder to concession prices at the City of Whittlesea's Mill Park Leisure Centre, Thomastown Recreation and Aquatic Centre and Whittlesea Swim Centre during opening hours.

The holder must be a person who is seeking asylum and/or living, studying or working in the City of Whittlesea. Evidence is required to prove eligibility.

This card is valid for 12 months from the date that it is first presented.

- Membership/concession cards will be issued by the centre
- Expiry date ..... / ..... /2020

see back for more details



## How to contact us

T: 9217 2170  
TTY: 133 677 (ask for 9217 2170)  
Fax: 9217 2111  
Email: [info@whittlesea.vic.gov.au](mailto:info@whittlesea.vic.gov.au)

### In person

City of Whittlesea Civic Centre,  
25 Ferres Boulevard,  
South Morang Victoria 3752

### Office Hours

Monday to Friday 8.30am – 5pm

Free Telephone Interpreter Service

عربي 9679 9871

فارسی 9679 9879

தமிழ் 9679 9879

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دری 9679 9879

اردو 9679 9879

ਪੰਜਾਬੀ 9679 9879

Other 9679 9879



[whittlesea.vic.gov.au](http://whittlesea.vic.gov.au)



## Welcome to Whittlesea

A support guide for those seeking asylum in Whittlesea



*“Welcoming is not just the right thing to do,  
it’s the smart thing to do.”*

## Information about this Booklet

This booklet contains information about City of Whittlesea services, other local services and some key statewide services that assist those in our municipality who are seeking asylum.

It is designed to make it easier to find services that can help and to make life for those seeking asylum just that little bit easier.

For information about travelling by train or bus visit the Public Transport Victoria (PTV) website at [ptv.vic.gov.au](http://ptv.vic.gov.au). This site can assist in your language. You can also call PTV on **1800 800 007**.

### How to Use the *Welcome to Whittlesea*

The front section of *Welcome to Whittlesea* contains a quick reference guide that enables you to easily cross reference the type of service you need with the organisations that offer it.

Following the quick reference guide there is an alphabetical list of all organisations and the services they offer. For comprehensive details about each organisation please contact them on the phone number provided, or visit their website.

### Other online resources available

- Ask Izzy - The A to Z Directory of Homeless Help [askizzy.org.au](http://askizzy.org.au)
- InfoExchange - housing and homelessness [infoexchange.net.au](http://infoexchange.net.au)

Information in this booklet was correct at time of publication (October 2018). Visit [whittlesea.vic.gov.au](http://whittlesea.vic.gov.au) to access this booklet online.



# Message from the Mayor



As Mayor of the City of Whittlesea, I am proud to present the *Welcome to Whittlesea* support guide. This guide which provides a comprehensive list of free or low cost services available from more than 40 organisations for those seeking asylum in the City of Whittlesea. It is one way Council can demonstrate support for some of the most vulnerable people in our community.

The organisations listed here offer many types of support including housing assistance, casework/settlement support, employment assistance, English classes, educational/social programs, health services, legal advice, food/financial assistance as well as maternal and child health services.

I would like to thank all those who have been involved in the development of the *Welcome to Whittlesea* support guide and express my gratitude for all the hard work that went in to its development.

A handwritten signature in black ink that reads "Kris Pavlidis".

**Cr Kris Pavlidis**  
Mayor, City of Whittlesea



# Health

Refugees and people seeking asylum are priority one clients for community health services and can expect to be seen as quickly as possible when they present at hospitals.

While their applications for permanent residence in Australia are being determined, people seeking asylum may be issued a number of different visas by the Commonwealth Government. Some visa conditions restrict access to Medicare and the right to work. If a person does not have work rights, they will not have access to Medicare.

## Entitlement to work rights and Medicare can change during the process to determine a person's refugee status.

Those seeking asylum are eligible for most health and community services funded by the Victorian Government, such as community health services and the Home and Community Care Program, as eligibility for most services is not determined by visa or residency status.

However those seeking asylum without access to Medicare may have difficulty accessing services that ordinarily require a Medicare card. It is also important to note that no asylum seekers have access to a Health Care card.

## People seeking asylum in Victoria have special access arrangements for the following services:

1. Public hospital services
2. Ambulance services in emergency situations
3. Community health and Home and Community Care Program services
4. Dental services
5. Catch-up immunisation
6. Public transport concession card
7. Kindergarten fee subsidy  
[education.vic.gov.au/childhood](http://education.vic.gov.au/childhood)
8. Other Victorian Government programs for which asylum seekers have special access.



## Emergency Services

Emergency services are for very serious health problems or illness.

Serious health problems may include having trouble breathing, chest pain, bleeding that doesn't stop or broken bones.

Call triple zero (000) for an ambulance or go to your nearest hospital emergency department.

In Whittlesea the main hospital is the Northern Hospital, 185 Cooper Street, Epping. Telephone 8405 8000.



### AMES Australia

**A:** 748 High Street, Epping 3076

Plus various offices (refer to website)

**P:** 132 637

**W:** ames.net.au

**E:** Enquiries@ames.net.au

**Cost:** Free

### Asylum Seeker Resource Centre

**A:** 214-218 Nicholson Street, Footscray 3011

**P:** 9326 6066

**W:** asrc.org.au

**E:** admin@asrc.org.au

**Cost:** Free

**Other Notes:** Medicare ineligible. Limited housing assistance.

### breakthru Craigieburn

**A:** Brotherhood of Street Laurence building,  
59 Craigieburn Road, Craigieburn 3064

**P:** 1800 767 212

**W:** breakthru.org.au

**E:** hello@breakthru.org.au

**Cost:** Free

### Brigidine Asylum Seeker Project

**A:** 52 Beaconsfield Parade, Albert Park 3206

**P:** 9696 2107

**W:** basp.org.au

**E:** queries@basp.org.au

**Cost:** Free (except with housing in certain circumstances)

**Other Notes:** Employment assistance - resume and some job seeking ideas, English classes-1:1 with volunteers

### Brotherhood of St Laurence (Multicultural Communities Team)

**A:** Epping Community Services Hub, 713 High Street, Epping 3076

**P:** 9422 5650

**W:** [bsl.org.au/contact/multicultural-communities-team](http://bsl.org.au/contact/multicultural-communities-team)

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

**Cost:** Free

### Brotherhood of St Laurence (Given the Chance for Asylum Seekers)

**A:** Epping Community Services Hub, 713 High Street, Epping 3076

Plus various locations

**P:** 9422 5637

**W:** [giventhechance.bsl.org.au](http://giventhechance.bsl.org.au)

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

**Cost:** Free

**Other Notes:** Educational / social programs - Referral to eligible training.

### Brotherhood of St Laurence Disability (NDIS)

**A:** 1/1 Latitude Boulevard, Thomastown 3074

16/797 Plenty Road, South Morang 3752

Plus various offices

**P:** 1300 275 634

**W:** [ndis.bsl.org.au/](http://ndis.bsl.org.au/)

**E:** [NDIS.Info@bsl.org.au](mailto:NDIS.Info@bsl.org.au)

**Cost:** Free



### Cabrini Asylum Seeker & Refugee Health Hub

**A:** 503 Sydney Road, Brunswick 3056

**P:** 8388 7874

**W:** [cabrini.com.au/asylum-seeker-and-refugees](http://cabrini.com.au/asylum-seeker-and-refugees)

**E:** [healthhub@cabrini.com.au](mailto:healthhub@cabrini.com.au)

**Cost:** Free

**Other Notes:** Specialist mental health Service

### City of Whittlesea (Immunisation Service)

**A:** Various locations and times (refer website)

**P:** 9217 2098 or 9356 6744

**W:** [whittlesea.vic.gov.au/media/2970/2018-immunisation-timetable.pdf](http://whittlesea.vic.gov.au/media/2970/2018-immunisation-timetable.pdf)

**E:** [refugeeimmunisation@whittlesea.vic.gov.au](mailto:refugeeimmunisation@whittlesea.vic.gov.au)

**Cost:** Free

### City of Whittlesea (Maternal and Child Health)

**A:** Most suburbs in City of Whittlesea (refer website)

**P:** 9404 8888 or 9217 2170

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

**E:** [mch@whittlesea.vic.gov.au](mailto:mch@whittlesea.vic.gov.au)

**Cost:** Free

**Other Notes:** MCH Service provides a platform that can:

- Help identify children and families who require further assessment, intervention, referral and support in regards to parenting and the child's development.
- Bring families together, foster social networks, support playgroups and strengthen local community connections.

## City of Whittlesea (Leisure Services)

**A:** Various Locations (refer website)

**W:** [directory.whittlesea.vic.gov.au/sport-and-leisure-clubs/leisure-centres-and-sport-facilities.aspx](http://directory.whittlesea.vic.gov.au/sport-and-leisure-clubs/leisure-centres-and-sport-facilities.aspx)

**Cost:** Concessional entry based on eligibility

## Department of Education & Training

**A:** Your local kindergarten, primary and secondary school

**P:** 9488 9488

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

**E:** [nwvr@edumail.vic.gov.au](mailto:nwvr@edumail.vic.gov.au)

**Cost:** Varies

## DPV Health

**A:** 187 Cooper Street, Epping 3076

**P:** 9409 8787

### Mill Park GP Super Clinic

**A:** 20 Civic Drive, South Morang 3082

**P:** 8401 7373

### DPV Health Whittlesea Township

**A:** 40-42 Walnut Street, Whittlesea 3757

**P:** 9407 6104

### Disability Services

**A:** 31A Morang Drive, Mill Park 3082

**P:** 9407 9699

### Farm Vigano Community Cultural Centre

**A:** 10 Bushmans Way, South Morang 3752

**P:** 1300 234 263

**W:** [dpvhealth.org.au](http://dpvhealth.org.au)

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

**Cost:** Varies. Fee waiver can apply to allied health services

**Other Notes:** Health Services include dental. Contact Arabic speaking refugee health access worker on 8401 7330.

## Each - Refugee Health Program

**A:** 75 Patterson Street, Ringwood East 3135

**P:** 9837 3900

Ask to speak to refugee nurse on duty

**W:** [each.com.au/service/refugee-health-program](http://each.com.au/service/refugee-health-program)

**E:** [Refugee.Health@each.com.au](mailto:Refugee.Health@each.com.au)

**Cost:** Bulk billed through Medicare

**Other Notes:** Refer website to find about other programs and services. No financial assistance provided.

## Encompass Care Vic

**A:** 31-61 McLeons Road, Bundoora

**P:** 9467 6777

**W:** [encompass.org.au](http://encompass.org.au)

**E:** [gobrato@encompass.org.au](mailto:gobrato@encompass.org.au)

**Cost:** Free

**Other Notes:** We provide food parcels and toiletries. Community cafe on Tuesdays 10:30am-12:30pm providing free morning tea & hot lunch.

## Epping Community Services Hub

**A:** 713 High Street, Epping 3076

**P:** 1300 015 107

**W:** [eppingcommunityserviceshub.org.au](http://eppingcommunityserviceshub.org.au)

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

**Cost:** Free

**Other Notes:** A number of organisations are based here and provide a wide range of programs and services.



### Epping Plaza Medical and Dental Centre

**A:** Shop 216, Epping Plaza, Corner Cooper and High Streets, Epping 3076

**P:** 9422 2222

**Cost:** Bulk Billing through Medicare

**Other Notes:** Free for Asylum Seekers with Medicare

### Fitted for Work

**A:** 210 Lonsdale Street, Melbourne 3000

**P:** 9662 4289 or 9662 4028

**W:** fittedforwork.org

**E:** info@fittedforwork.org

**Cost:** Free

**Other Notes:** Eligibility-Women

### Foundation House

**A:** 4 Gardiner Street, Brunswick 3056

**P:** 9388 0022

**A:** 161 Harvester Road, Sunshine 3020

**P:** 9300 8670

**W:** foundationhouse.org.au

**E:** info@foundationhouse.org.au

**Cost:** Free

**Other Notes:** Trauma Counselling



### Haven Home Safe

**A:** 52-56 Mary Street, Preston 3072

**P:** 9479 0700

**W:** havenhomesafe.org.au

**E:** metrointake@hhs.org.au

**Cost:** Free (based on assessment)

**Other Notes:** Homeless access point providing Initial assessment of housing and support needs, information on crisis and long term housing options. Appointments preferred or drop in if homeless.

### Headspace

**A:** Level 1, 78 Main Street, Greensborough 3088

Plus various locations

**P:** 9433 7200

**W:** headspace.org.au

**E:** HeadspaceGreensborough@mindaustralia.org.au

**Cost:** Free

**Other Notes:** Co-located services – YSAS, Relationships Australia, E Focus, Austin Health Area Mental Health service

### Life Without Barriers

**A:** Shop 5, 560-650 High Street, Epping 3076

**P:** 8405 4400

**W:** lwb.org.au/refugees-and-asylum-seekers/

**E:** northwestvictoria@lwb.org.au

**Cost:** Free

**Other Notes:** Status resolution support service.



### Melbourne Polytechnic

**A:** Corner Cooper St & Dalton Road, Epping 3076

Plus Various Offices

**P:** 9269 1200

**W:** melbournepolytechnic.edu.au

**E:** info@melbournepolytechnic.edu.au

**Cost:** Varies

**Other Notes:** Education for employment

### Mill Park Super Clinic

**A:** 250 Childs Road, Mill Park 3082

**P:** 9437 7437

**W:** millparksuperclinicpharmacy.com.au

**Cost:** Bulk billing through Medicare

**Other Notes:** Free for asylum seekers with Medicare. Open 24 Hours.

### Neami National - Yflex

**A:** Shop MM1, Westfield Plenty Valley, 415 McDonalds Road, Mill Park 3082

**P:** 8691 5353

**W:** neaminational.org.au/get-support/find-service/neami-yflex

**E:** yflex@neaminational.org.au

**Cost:** Free (Cases assessed on priority basis)

**Other Notes:** Service for young people aged 12-25 with severe mental illness. Casework assistance. No settlement support.

### Neami National Steps to Wellbeing

**A:** 422 Upper Heidelberg Road, Heidelberg 3084

**P:** 8691 5450

**W:** stepstowellbeing.org.au

**E:** stepstowellbeing@neaminational.org.au

**Cost:** Free (Cases assessed on priority basis)

**Other Notes:** Low intensity support for emerging mental health issues such as stress and anxiety.

### Neighbourhood Houses

Each centre offers slightly different types of courses, contact each Community House for course details.

### Creeds Farm Living and Learning Centre

**A:** 2 Snugburgh Way, Epping 3076

**P:** 9023 4606

**W:** creedsfarm.org.au

**E:** manager@cflc.org.au

### Greenbrook Community House

**A:** 40 McFarlane Crescent, Epping 3076

**P:** 9408 0916

**E:** greenbrookch@whittlesea.vic.gov.au

### Lalor Living and Learning Centre

**A:** French Street Hall, 47A French Street, Lalor 3075

**P:** 9465 6409

**W:** lalorllc.vic.edu.au

**E:** office@lalorllc.vic.edu.au



**Mill Park Community House and Adult Training Support Service****A:** 68 Mill Park Drive, Mill Park 3082**P:** 9404 4565**W:** millparkcommunityhouse.com**E:** admin@millparkcommunityhouse.com**Thomastown Neighbourhood House****A:** 52 Main Street, Thomastown 3074**P:** 8376 6939**W:** tnh.org.au**E:** manager@tnh.org.au**Whittlesea Community House****A:** 92a Church Street, Whittlesea 3757**P:** 9716 3361**W:** wchi.com.au**E:** wchi@whittleseach.com.au**Mernda Community House****A:** 5 Heals Road (corner Schotters Road), Mernda 3754**P:** 9717 8050**E:** greenbrookmernda@whittlesea.vic.gov.au**Cost:** Varies**Other Notes:** Some neighbourhood houses offer English Classes.**Northern Health****A:** The Northern Hospital, 185 Cooper Street, Epping 3076**P:** 8405 2000**W:** nh.org.au**Cost:** Free**Plenty Valley Salvation Army****A:** Corner of Morang Drive & Fred Hollows Way, Mill Park 3082**P:** 9436 9200**W:** salvationarmy.org.au/whittlesea**Cost:** Free**Public Transport Victoria****A:** PTV Hub, 750 Collins Street, Docklands 3008**P:** 1800 800 007**W:** ptv.vic.gov.au/tickets/fares/concession/asylum-seekers/**Cost:** Concession**Refugee Legal****A:** Level 6, 20 Otter Street, Collingwood 3066**P:** 9413 0101 (reception)**P:** 9413 0100 (advice line)

Telephone advice

• Wednesdays: 10am to 2pm

• Fridays: 10am to 2pm

**W:** refugeeelegal.org.au**E:** refugeeelegal@refugeelegal.org.au**Cost:** Free**RISE: Refugees, Survivors & Ex-detainees****A:** Level 01 247 Flinders Lane, Melbourne, 3000**P:** 9639 8623**W:** riserefugee.org**E:** admin@riserefugee.org**Cost:** Free**Other Notes:** RISE works in partnership with local authorities and neighbourhood services to ensure the sensitive and appropriate accommodation of refugees. RISE assists with the provision of emergency and crisis accommodation.

### Spectrum

**A:** 61 Riggall Street, Dallas 3047

Plus various locations

**P:** 9977 9000

**W:** [spectrumvic.org.au](http://spectrumvic.org.au)

**E:** [dallas@spectrumvic.org.au](mailto:dallas@spectrumvic.org.au)

**Cost:** Free

**Other Notes:** Family and relationship services

### Swanston Street Asylum Centre

**A:** Church of Christ, 194 Little Lonsdale Street, Melbourne 3000

**P:** 9623 9199

**W:** [crossculture.net.au](http://crossculture.net.au)

**E:** [admin@crossculture.net.au](mailto:admin@crossculture.net.au)

**Cost:** Free

**Other Notes:** Open first two Saturdays every month from 1-3pm. Service only available to asylum seekers (not refugees). Proof of asylum seeker status required

### Tenants Union of Victoria

**A:** 55 Johnston Street, Fitzroy 3065

**P:** Admin (only): 9411 1444

**Private Tenants:** 9416 2577

**Social Housing:** 1800 068 860

**W:** [tuv.org.au](http://tuv.org.au)

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

**Cost:** Free

**Other Notes:** Advice on tenancy



### The Royal Dental Hospital

**A:** 720 Swanston Street, Carlton 3053

**P:** 9341 1000 (Melbourne Metro)

1800 833 039 (Outside Melbourne Metro)

**W:** [dhsv.org.au/patient-information/refugee-services](http://dhsv.org.au/patient-information/refugee-services)

**E:** [Enquiries@dhsv.org.au](mailto:Enquiries@dhsv.org.au)

**Cost:** Free

### The Royal Melbourne Hospital

**A:** Level 9- North, 300 Grattan Street, Parkville 3052

**P:** 9342 7000

**W:** [thermh.org.au/about/who-pays-our-services](http://thermh.org.au/about/who-pays-our-services)

**E:** [vids@mh.org.au](mailto:vids@mh.org.au)

**Cost:** Free

### The Salvation Army Asylum Seeker & Refugee Service

**A:** 12 Tinning Street, Brunswick 3056

**P:** 9384 8333

**Cost:** Free

### Uniting

#### Asylum Seeker Project

**A:** Level 1, 503 Sydney Road, Brunswick 3056

**P:** 9326 8343

**W:** [lentarau.org.au/page/58/asylum-seeker-project](http://lentarau.org.au/page/58/asylum-seeker-project)

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

**Cost:** Free

**Asylum Seeker Welcome Centre****A:** 212 Sydney Road, Brunswick 3056**P:** 9388 2459**W:** [lentarauc.org.au/page/130/asylum-seeker-welcome-centre-landing-page](http://lentarauc.org.au/page/130/asylum-seeker-welcome-centre-landing-page)**E:** [info@lentarauc.org.au](mailto:info@lentarauc.org.au)**Cost:** Free**Victorian Arabic Social Services****A:** C1, 1-13 The Gateway, Broadmeadows 3047**P:** 9359 2861**W:** [vass.org.au](http://vass.org.au)**E:** [mail@vass.org.au](mailto:mail@vass.org.au)**Cost:** Free**Other Notes:** Family support and strengthening programs, aged care and disability support programs, *Win Back Your Life Gambling Program*, settlement services, youth services**VICSEG New Futures****A:** 1E, 560 High Street, Epping 3076**P:** 8401 6700**W:** [vicsegnewfutures.org.au](http://vicsegnewfutures.org.au)**E:** [communications@vicsegnewfutures.org.au](mailto:communications@vicsegnewfutures.org.au)**Cost:** Free**Victorian Legal Aid****A:** Level 1, Building 1, Broadmeadows Station Centre, 1100 Pascoe Vale Road, Broadmeadows 3047**P:** 9302 8777**W:** [legalaid.vic.gov.au](http://legalaid.vic.gov.au)**E:** [broadmeadows@vla.vic.gov.au](mailto:broadmeadows@vla.vic.gov.au)**Cost:** Free**Whittlesea Community Connections****A:** Shop 111, Epping Plaza, 583 High Street, Epping 3076**A:** Mernda Villages Activity Centre, Mernda (Mon, Tues, Thurs)**A:** Thomastown West Community Hub, 98 Main Street Thomastown, (Mon to Thurs)**P:** 9401 6666**W:** [whittleseacommunityconnections.org.au](http://whittleseacommunityconnections.org.au)**E:** [admin@whittleseacc.org.au](mailto:admin@whittleseacc.org.au)**Cost:** Free**Other Notes:** Volunteer opportunities, homework clubs for primary school aged children, one on one tutoring for secondary school aged children, advocacy and referral on housing assistance. Employment assistance. Employment readiness, form filling, internships**Whittlesea Food Share****A:** Shed at rear of Whittlesea Uniting Church

26 Forest Street (Corner Walnut Street), Whittlesea 3757

**P:** 8735 7131**E:** [lwboothinc@gmail.com](mailto:lwboothinc@gmail.com)**Cost:** Free**Other Notes:** Opening hours

Tuesdays 12pm-3pm, Wednesdays 11am- 2pm

## Women's Information Centre (WIRE)

**A:** 372 Spencer Street, West Melbourne 3003

**P:** 1300 134 130

**W:** wire.org.au

**E:** support@wire.org.au

**Cost:** Free

**Other Notes:** Free weekly programs like job coaching, women's lunch, separation and property legal clinic. Most of the activities require pre-registration but the walk-in space however access to public computers and a quiet seating area is available without an appointment. Registrations online through Eventbrite or over the phone: 9348 9416 Option #2.

## Yarra Plenty Regional Libraries

**A:** 2A May Road, Lalor 3075

**P:** 9465 2353

**A:** 52 Main Street, Thomastown 3074

**P:** 9464 1864

**A:** 394 Plenty Road, Mill Park 3082

**P:** 9437 8189

**A:** 57-61 Laurel Street, Whittlesea 3757

**P:** 9716 3028

**W:** yprl.vic.gov.au

**E:** ypmail@yprl.vic.gov.au

**Cost:** Free

**Other Notes:** Borrow in 15 different languages, bilingual storytimes (as well as a multitude of English storytimes at all branches), basic/beginner level technology classes, toy library at Lalor Library, English conversation groups at Lalor and Thomastown, free wifi and computers at all locations.