



SUPPORT SERVICES (VIC/TAS)

The Immigration Assessment Authority (IAA) recognises the special needs of review applicants, their families and friends. The organisations listed here may be able to provide information or assistance or referrals to persons in need of support. This covers:

- Migrant and Asylum Seeker Support Services
- Mental Health, General Health and Welfare Support Services

Translating & Interpreting Service (TIS)

Provides interpreting services for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.

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Migrant and Asylum Seeker Support Services in Victoria

Australian Red Cross – Red Cross Migration Hubs

www.redcross.org.au/migration-support.aspx

Dandenong (03) 8327 7370

North Melbourne (03) 8346 8334

Shepparton (03) 5835 6719

Asylum Seeker Resource Centre

Empowers asylum seekers and fosters their independence and self-determination.

www.asrc.org.au

(03) 9326 6066

Diversitat (Geelong)

Aspires to provide an innovative and high quality response to the changing needs of culturally diverse community.

www.diversitat.org.au

(03) 5221 6044

Phoenix Migrant Resource Centre Westage Region

A specialist service delivery agency for people of diverse ethnic, cultural and linguistic backgrounds living in the Altona, Williamstown and Werribee Local Government Areas.

www.wmrc.org.au

(03) 9391 3355

Migrant Resource Centre North West Region

Provides an environment where people from diverse cultural backgrounds are able to participate to their full potential in the life of the Australian Community while they are free to maintain their individual culture and heritage.

www.mrcnorthwest.org.au

Broadmeadows (03) 9351 1278

St Albans & Laverton (03) 9367 6044

Gippsland Multicultural Services

Assists established and newly arrived migrants and refugees through the provision of equitable access to information, support and education services that enhance community participation and inclusion.

www.gms.org.au

(03) 5133 7072

Spectrum Migrant Resource Centre

Works with migrants and refugees to successfully settle and participate in all aspects of community life.

www.spectrumvic.org.au

1300 735 653

Migrant Information Centre (Eastern Melbourne)

Provides a range of services for migrants and refugees living in the local government area.

www.miceastmelb.com.au

Box Hill (03) 9285 4888

Croydon (03) 9020 2969

Ringwood (03) 9870 1351

Southern Migrant and Refugee Centre

Recognises and promotes the potential of multiculturalism to enrich communities and build understanding.

www.smrc.org.au

(03) 9767 1900

Migrant and Asylum Seeker Support Services in Tasmania

Australian Red Cross – Red Cross Migration Hubs

www.redcross.org.au/migration-support.aspx

03 6235 6077

Migrant Resource Centre (MRC)

The Centre aims to provide relevant services and resources to promote the benefit and well being of humanitarian and migrant entrants to Tasmania, particularly those who are vulnerable or disadvantaged.

www.mrctas.org.au

Hobart (03) 6221 0999

Launceston (03) 6332 2211

Mental Health, General Health and Welfare Support Services – National Services

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In an emergency call '000' or go to a hospital emergency department.

Lifeline

Provides a free 24-hour telephone crisis support and suicide prevention service.

www.lifeline.org.au

13 11 14

Beyond Blue

Provides information on depression, anxiety, available treatments, and where to get help. Interpreting Services can be provided and fact sheets are available in a number of languages.

www.beyondblue.org.au

1300 224 636

Medicare – Department of Human Services

Delivers social and health-related payments and services.

www.humanservices.gov.au

13 20 11

1800RESPECT

Provides a service covering national sexual assault, domestic family violence counselling service.

www.1800respect.org.au

1800 737 732

Kids Helpline

Offers a free* 24-hour confidential counselling service for 5 to 25 year olds.

www.kidshelp.com.au

1800 551 800

* some mobile calls are not free.

Suicide Call Back Service

Provides a 24-hour, nationwide service providing telephone counselling to people 18 years and over who are suicidal, or caring for someone who is suicidal, or bereaved by suicide.

www.suicidecallbackservice.org.au

1300 659 467

Salvo Care Line

Provides 24 hour telephone counselling by trained counsellors for people experiencing a crisis or difficulties.

www.salvos.org.au

13 72 58

Healthdirect Australia - 24hr Health Advice Line

Offers a 24-hour telephone triage, information and advice line where every call is answered by a registered nurse.

1800 022 222 (*this service is not currently available in Victoria*)

Mental Health, General Health and Welfare Support Services in Victoria**Victorian foundation for Survivors of Torture**

Supports clients to recover from past experiences and build new lives in safety and with dignity.

www.foundationhouse.org.au

Brunswick (03) 9389 8900

Dallas (03) 9389 8899

Dandenong (03) 9389 8888

Ringwood (03) 9389 8700

Sunshine (03) 9389 8777

DPV Health

The service shares a vision of health, wellbeing and quality of life for all.

<https://dpvhealth.org.au/>

1300 234 263

Domestic Violence Resource Centre Victoria

Aims to prevent family violence and promote respectful relationships.

www.dvrcv.org.au

Mental Health Advice Line

Provides a 24 hour telephone service for people in Victoria with one source for expert advice, information and referral on any mental health issue.

1300 280 737

Australian Red Cross – Red Cross Migration Hubs

www.redcross.org.au/migration-support.aspx

Dandenong (03) 8327 7370

North Melbourne (03) 8346 8334

Shepparton (03) 5835 6719

Mental Health, General Health and Welfare Support Services in Tasmania**Phoenix Centre (Support Service for Survivors of Torture and Trauma)**

The Centre is a program area within the Migrant Resource Centre offering specialist services for survivors of torture and trauma.

www.mrchobart.org.au/content/phoenix-centre

North (03) 6724 2820

South (03) 6234 9138

Mental Health Service Helpline

The helpline provides a state-wide, 24 hour service for mental health crisis. Operated by mental health professionals who provide advice or referrals, and can arrange assessment and intervention.

www.dhhs.tas.gov.au/service_information/services_files/mental_health_services/mental_health_service_helpline

1800 332 388

Australian Red Cross – Red Cross Migration Hubs

www.redcross.org.au/migration-support.aspx

(03) 6235 6077