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An Australian Government Initiative

North Western Melbourne Primary Health Network

**Service mapping of refugee and
asylum seeker health and
humanitarian settlement services**

Final Report

7 October 2016



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List of Abbreviations

AAT	Administrative Appeals Tribunal
AMEP	Adult Migrant English Program
APOD	Alternative Place of Detention
ARC	Australian Red Cross
ASAS	Asylum Seeker Assistance Scheme
ASP	Asylum Seeker Project
ASRC	Asylum Seeker Resource Centre
ASWC	Asylum Seeker Welcome Centre
ATAPS	Access to Allied Psychological Services
BLA	Basic Living Allowance
CALD	Culturally and Linguistically Diverse
CAMHS	Child and Adolescent Mental Health Service
CCEH	Centre for Culture, Ethnicity and Health
CCS	Complex Case Support
CEH	Centre for Culture, Ethnicity and Health
CFMHS	Community Forensic Mental Health Service
CHC	Community Health Centre
CHS	Community Health Service
CMY	Centre for Multicultural Youth
D2DL	Day to Day Living
DCH	Darebin Community Health
DH	Dianella Health
DHHS	Department of Health and Human Services
DIAC	Department of Immigration and Citizenship
DJHS	Djerriwarrh Health Service
DIBP	Department of Immigration and Border Protection
DSS	Department of Social Services
EMC	Ecumenical Migration Centre
FLN	Fitzroy Learning Network
GLBTI	Gay, Lesbian, Bisexual, Transgender and Intersex
GP	General Practitioner
HIV	Human immunodeficiency Virus
HSS	Humanitarian Settlement Services
IDC	Immigration Detention Centre
IHMS	International Health and Medical Services
IMA	Illegal Maritime Arrival
ITA	Immigration Transit Accommodation
LGA	Local Government Area



LWB	Life Without Barriers
LWB NISS	Life Without Barriers National Immigration Support Service
MBS	Medicare Benefit Schedule
MHCSS	Mental Health Community Support Service
MPCN	Melbourne Primary Care Network
MRCNWR	Migrant Resource Centre North West Region
NESB	Non-English Speaking Background
NISS	National Immigration Support Service
NWMPHN	North Western Melbourne Primary Health Network
PhaMs	Personal Helpers and Mentors
PIMHI	Parent Infant Mental Health Initiative
PNDI	Post Natal Depression Initiative
RDHM	Royal Dental Hospital of Melbourne
RHP	Refugee Health Program
SA3	Statistical Area 3
SGP	Settlement Grants Program
SHP	Special Humanitarian Program
SHEV	Safe Haven Enterprise Visa
SRSS	Status Resolution Support Services
TAFE	Technical and Further Education
TB	Tuberculosis
TPV	Temporary Protection Visa
VIDS	Victorian Infectious Diseases Services
UCL	UnitingCare Lentara
UCHM	UnitingCare Hotham Mission
UHM	Unaccompanied Humanitarian Minors
VIDS	Victorian Infectious Diseases Services
VRHN	Victorian Refugee Health Network
VTMH	Victorian Transcultural Mental Health
VLA	Victoria Legal Aid

Disclaimer

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1 Executive Summary

It is generally recognised that refugee and asylum seeker health is an important area of healthcare. People of refugee and asylum seeker background are affected by distinct health issues that arise from their experiences both prior to arrival in Australia and after arrival. There is now significant evidence internationally which indicates that people from refugee and asylum seeker backgrounds require particular supports to access primary health care including GP clinics and community health, together with other services including specialist services, hospitals and dental care.

Although the Australian Government's policy on refugees and asylum seekers is complex and often controversial, there are health-based policies and services in place for those deemed to be refugees entering the country. There are also a range of Victorian and local government services that provide for the specific needs of refugees and asylum seekers.

The North Western Melbourne Primary Health Network (NWMPHN) catchment has a significant refugee and asylum seeker population. As such, NWMPHN has sought to better understand both the demographic profile and the service network within its catchment.

The specific objectives of this project were to:

- Undertake a desk-top analysis of the types of health services of relevance for refugees and asylum seekers;
- Undertake a service mapping of refugee and asylum seeker health and humanitarian settler services in the NWMPHN; and
- Validate the service mapping through a process of service provider review of the draft report prior to finalisation.

The mapping of services was structured within the construct of a service framework that sought to reflect the broad service streams available to asylum seekers and refugees that were relevant to the service purview of the NWMPHN. These broad categories are detailed in Figure 1-1.

Figure 1-1: Service Streams



Descriptions relating to services, including the overall service, the outline of services provided, access criteria and catchment information is based on public domain information, particularly websites. This information has subsequently been provided to the listed providers and disseminated to a broader audience for validation.

It should be noted that the current project scope excludes a detailed appraisal of the policy context, which is both complex and dynamic. In other words, the policy section within the document is intended as a high level policy summary and is not intended as a statement of definitive policy.

2 Purpose and context

2.1 Context

The Melbourne Primary Care Network (MPCN) is responsible for the operation of the NWMPHN. Its mission is:

Improving health through strengthening primary health care.

As a primary health care organisation focused on improving the health of our communities, its core intents are to:

- Support GPs (general practitioners) to develop as person-centred medical homes;
- Support GPs and other primary care settings to deliver comprehensive, quality, effective and efficient care that addresses the health needs of the community;
- Support all people in accessing comprehensive, quality and effective health care; and
- Enable the provision of better connected and coordinated health care.¹

Accordingly, NWMPHN seeks to:

- Identify the health care needs of its communities;
- Support, develop, innovate, coordinate and measure service responses to address identified gaps;
- Work closely and collaboratively with Government (Commonwealth, State and Local), GP and other primary care service providers, Local Hospital Networks, Non-Government Organisations and patients, consumers and carers;
- Be accountable to its communities; and
- Have the highest quality and safety standards in our work and within our organisation to ensure delivery of a consumer focussed service.²

Consistent with this strategic intent, this work is focused on identifying the services that are available within the NWMPHN for people in need of refugee and asylum seeker health and humanitarian settlement services.

2.2 Project objectives

The specific objectives of this project are to:

- Undertake a desk-top analysis of the types of health services of relevance for refugees and asylum seekers;
- Undertake a service mapping of refugee and asylum seeker health and humanitarian settler services in the NWMPHN; and

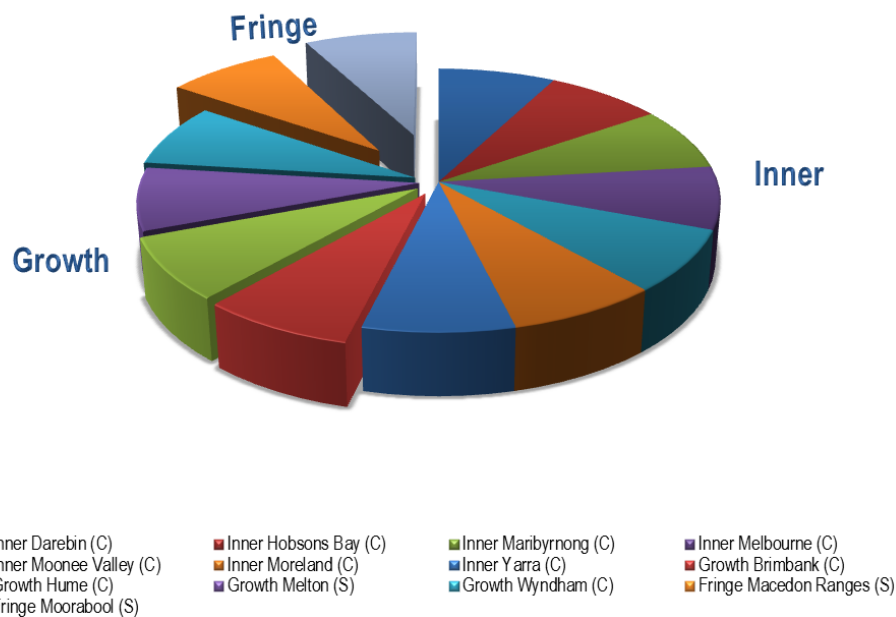
¹ Melbourne Primary Care Network, Strategic Plan, 2015 - 2017
² Ibid, 2015

- Validate the service mapping through a process of service provider review of the draft report prior to finalisation.

2.3 Catchment

The information on services for refugee and asylum seekers has been tailored to capture the 13 Local Government Areas (LGAs), including part LGAs, which comprise the NWMPHN region, namely:

INNER	GROWTH	FRINGE
<ul style="list-style-type: none"> Darebin (C) Hobsons Bay (C) Maribymong (C) Melbourne (C) Moonee Valley (C) Moreland (C) Yarra (C) 	<ul style="list-style-type: none"> Brimbank (C) Hume (C) Melton (S) Wyndham (C) 	<ul style="list-style-type: none"> Macedon Ranges (S) Moorabool (S)



2.4 Relevant demographics

2.4.1 REFUGEES AND ASYLUM SEEKERS

The NWMPHN catchment has a significant refugee and asylum seeker population. Based on LGA level data from the Settlement Database³, two of the LGAs within the catchment have a very high proportion of humanitarian arrivals as a percentage of new settlers when compared to the Victorian rate, or the higher rate, for rural Victoria.

3. Settlement Database, DIAC; 2012 Estimated Resident Population, ABS

Specifically, the LGA of Hume, which has 29.6% of new settlers being humanitarian arrivals and Brimbank which has 16.7%, compared with the Victorian rate of 7.2% or the rural Victorian rate of 13.6% - Figure 2-1. As such, services to these groups are of particular importance within these LGAs and the NWMPHN catchment.

Additionally, Figure 2-2 indicates that Darebin City has considerably larger numbers of new settlers per 100,000 than other LGAs within the catchment and when compared with rates for Victoria as a whole.

Figure 2-1: Humanitarian arrivals as a percentage of new settlers per 100,000 population (2012-13)⁴

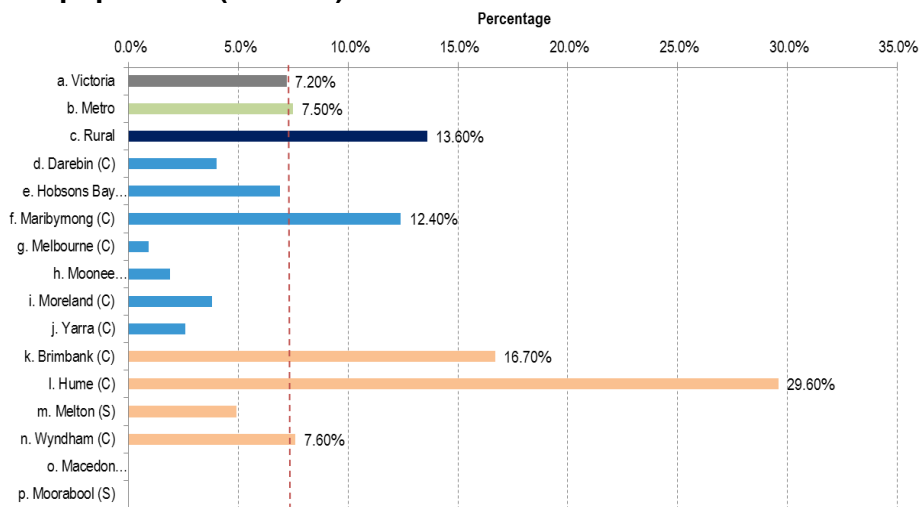
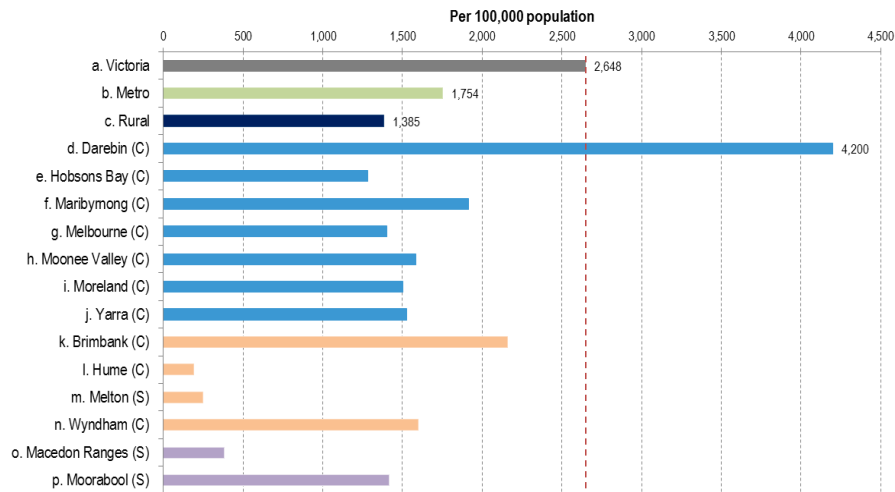


Figure 2-2: New settler arrivals per 100,000 population (2012-13)⁵

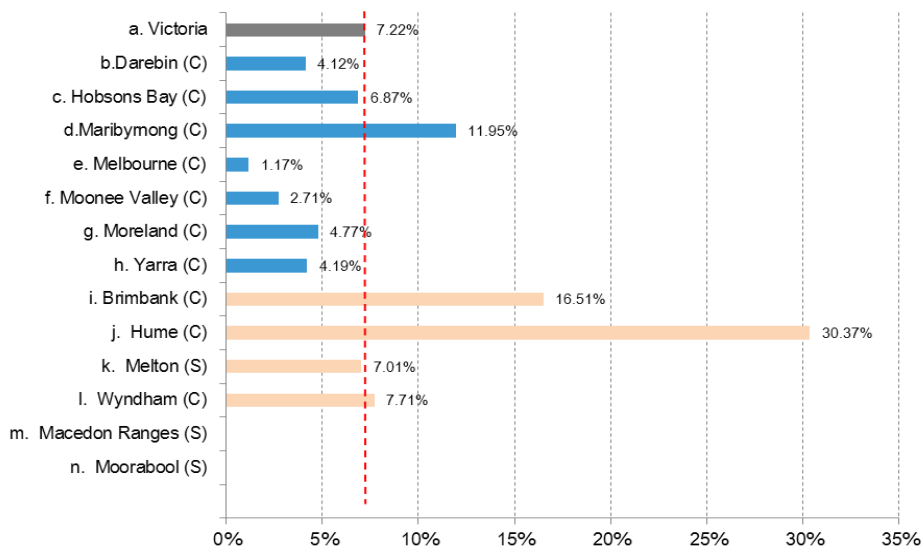


4. Ibid
 5. Ibid

It is recognised that the above analysis is based on 2012-13 data from the Department of Immigration and Border Protection (DIBP), formerly the Department of Immigration and Citizenship (DIAC). However, it is also noted that data at a granular level (LGA or SA3⁶), and as a population rate, is not available in a timely fashion. In addition, the raw data available from the Department of Social Services in the context of settlement reports by migration stream to March 2015, suggests that the pattern reflected in the earlier data is consistent in relation to humanitarian settlers (refugees and asylum seekers) as evidenced in Figure 2-3.

It is also noted that the data available through DIBP relates to initial settlement figures and do not reflect secondary settlement. Given the transient nature of this population these figures may not represent the current status of numbers in specific LGAs.

Figure 2-3: Percentage of humanitarian settlers a percentage of total migration streams April 2010 to March 2015⁷



It is also noteworthy that the largest numbers of illegal maritime arrivals (IMAs) on Bridging Visa Class E (BVE)⁸ are resident in Victoria, at 38% (10,373) of total IMAs nationally.⁹ Additionally, based on Australian Border Force data as at September 2015, 42% (4,326) of all BVE holders in Victoria reside in LGAs within the NWMPHN catchment. Numbers by LGA are detailed in Figure 2-4.¹⁰ Nevertheless, the single LGA of Greater City of Dandenong caters for even greater numbers of IMAs with 3,089 (30%) all Victorian BVE holders.

6. Statistical Area Level 3 is a unit of geographic measure used by the Australian Bureau of Statistics, Australian Statistical Geography Standard (ASGS). SA3s provide a standardised regional breakup of Australia. In general, the SA3s are designed to have populations between 30,000 and 130,000 persons.

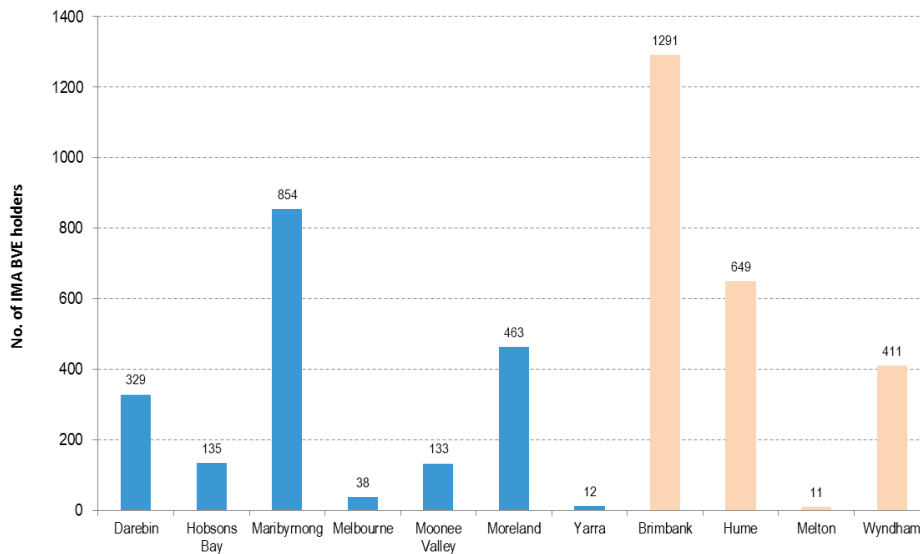
7. Department of Social Services, Settlement Reports by Local Government Areas by Migration Stream, April 2010 to March 2015. Migration streams include families, humanitarian, other/unknown and skilled.

8. Bridging Visas are discussed in greater detail in Section 3.1 of this report.

9. Australian Border Force, Illegal Maritime Arrivals on Bridging E Visa, September 2015

10. It is understood these figures do not include persons arriving by plane.

Figure 2-4: IMA BVE holders by LGA within NWMPHN catchment



Additionally, it is noted that the Maribyrnong Immigration Detention Centre (IDC) lies within the NWMPHN catchment. As at June 2016, the Maribyrnong IDC held a total of 111 people. However, it is noted that the DIPB contracts for all services provided to people held within IDCs and hence the impact of the Maribyrnong IDC on demand for services from catchment providers is unclear.¹¹

The report also notes that in June 2016, there were 179 people being held in Immigration Transit Accommodation (ITA) in Melbourne. An analysis of people held in IDC, Alternative Place of Detention (APOD), Immigration Residential Housing (IRH) and Immigration Transit Accommodation (ITA), together with those in community detention, is provided at Table 2-1. However, details as to their place of accommodation are unavailable and it is therefore not possible to assess any specific demands on services available within the NWMPHN.

Table 2-1: People in Immigration Detention Centres (IDC), Alternative Places of Detention (APOD), Regional Processing Centres (RPC) and the Community at 30 June 2016

PLACE OF IMMIGRATION DETENTION	MEN	WOMEN	CHILDREN	TOTAL
Christmas Island IDC	202	0	0	202
Maribyrnong IDC	101	10	0	111
Perth IDC	21	<5	0	25
Villawood IDC	394	46	0	110
Yongah Hill IDC	447	0	0	447
Christmas Island APOD	0	0	0	0
Wickham Point APOD	53	<5	0	54
Total IDC/APOD	1,218	61	0	1,279
Perth IRH	<5	<5	0	5

11. DIPB, Australian Border Force, *Immigration Detention and Community Statistics Summary, June 2016*

PLACE OF IMMIGRATION DETENTION	MEN	WOMEN	CHILDREN	TOTAL
Adelaide ITA	22	<5	0	23
Brisbane ITA	73	18	0	91
Melbourne ITA	144	56	0	179
Total in IRH and ITA	1,460	117	0	1,577
Total in Community under Residence Determination	178	149	296	623
Total in Community on Bridging Visa E (Including people in a re-grant process)	20,710	3,380	4,073	28,163

Of the 623 people approved for a residence determination to live in the community, just over one third (35%) or 218 people were living in Victoria including 69 adult males, 50 adult females, 58 child males (<18 years) and 41 child females (<18 years).

Data from the most recent Department of Health and Human Services (DHHS) report, *Local Government Area Profiles*, released in October 2014, indicates that a high proportion of refugees and asylum seekers are from a Non-English Speaking Background (NESB). By way of contextual background, the following analyses provide the most recent census information on the catchment distribution of NESB communities and English-language proficiency.

2.4.2 NON-ENGLISH SPEAKING BACKGROUND (NESB)

All of the LGAs within the inner and growth areas of the NWMPHN have a higher proportion of the population born in NESB countries than the Victorian rate of 20.9%. The highest proportions, with almost half the population, are in the City of Brimbank (46.4%) and City of Melbourne (44.7%) (Figure 2-5). These same LGAs all have high proportions of language other than English spoken at home with the City of Brimbank at 59.7% as compared with the Victorian rate of 24.2% and five other LGAs at higher than 40% (Figure 2-6).

Additionally, there are a number of LGAs within the catchment that have higher rates than the Victorian rate (4%) of low English proficiency, with the City of Brimbank having the highest rate at 13.4% of the population (Figure 2-7).

Figure 2-5: Percentage of population born in a non-English speaking country (2011)¹²

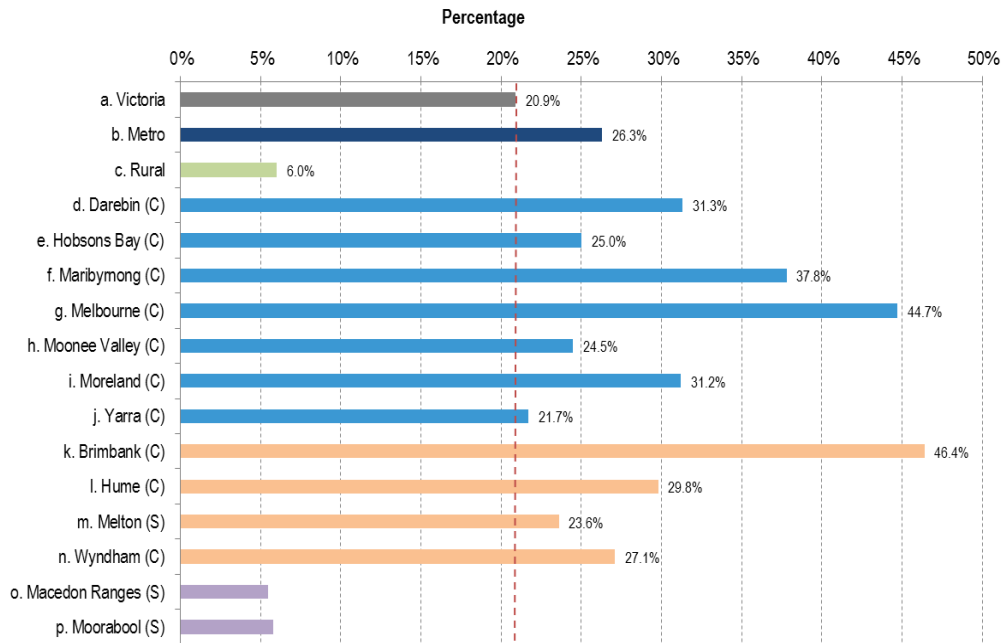
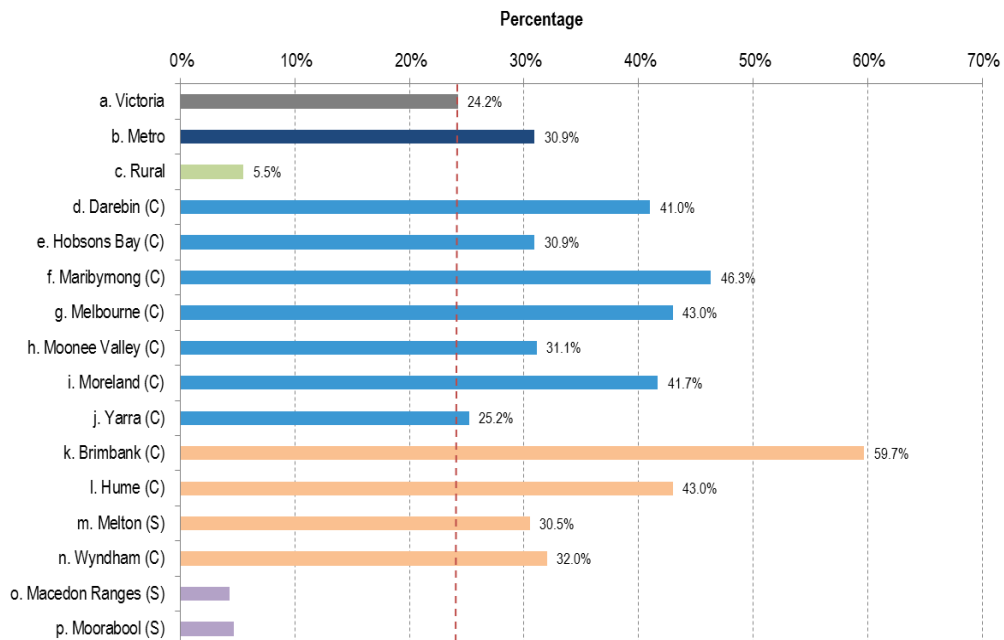


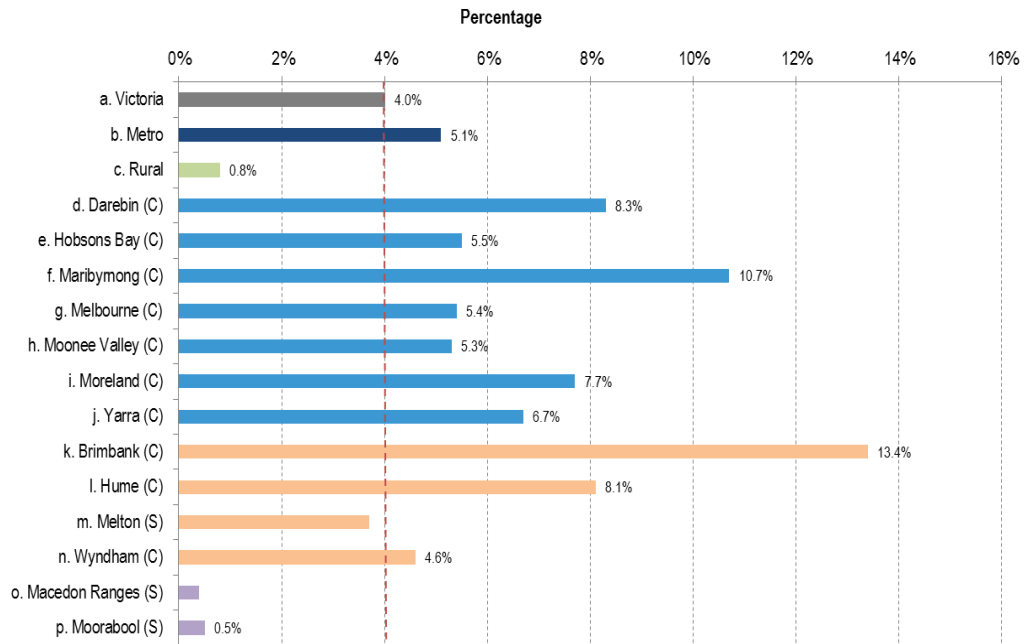
Figure 2-6: Percentage of population that speak a language other than English at home (2011)¹³



12. DHHS Local Government Area Profile 2013 with data from 2011 Census of Population and Housing, ABS. Basic Community Profile

13. Ibid

Figure 2-7: Percentage of population with low English proficiency (2011)¹⁴



14. Ibid

3 Policy Context

This section provides an overview of the policy context relevant to refugees and asylum seekers. It is based on a review of available on-line Commonwealth and Victorian Government policy documents including statutory references as appropriate. It should be noted that the current project scope excludes a detailed appraisal of the policy context, which is both complex and dynamic. In other words, this section is intended as a high level policy summary and is not intended as a statement of definitive policy.

For up to date information of policies relating to visa and immigration issues please refer <https://www.border.gov.au/>

3.1 Refugee and asylum seeker definitions

The 1951 Convention relating to the Status of Refugees (the 1951 Refugee Convention) is the fundamental international legal document that defines a refugee, his/her rights and the legal obligations of countries that are signatories to the 1951 Refugee Convention.¹⁵

Article 1A (2) of the 1951 Refugee Convention defines a **refugee** as:

“A person who is outside his country of nationality or habitual residence has a well-founded fear of persecution because of his race, religion, nationality, membership in a particular social group or political opinion, and is unable or unwilling to avail himself of the protection of that country, or to return there, for fear of persecution.”¹⁶

The *Migration Act 1958 (Cwlth)*, considers the person a **refugee** if the person:

- a. *In a case where the person has a nationality - is outside the country of his or her nationality and, owing to a well-founded fear of persecution, is unable or unwilling to avail himself or herself of the protection of that country; or*
- b. *In a case where the person does not have a nationality - is outside the country of his or her former habitual residence and owing to a well-founded fear of persecution, is unable or unwilling to return to it.*

An **asylum seeker** is less easily defined, as noted by the Lowy Institute, the 1951 Convention does not refer to asylum seekers per se, noting that this is one of the main reasons the Convention is so hard to implement under contemporary circumstances.¹⁷ In general, an **asylum seeker** is someone who has left their country in search of international protection, but is yet to be recognised as a refugee, in effect, someone who has applied for refugee status and is waiting for a decision. Specifically, this comes under Article 14 of the Universal Declaration of Human Rights, which states that everyone has “...the right to seek and enjoy in other countries asylum from persecution.”¹⁸

15. Parliamentary Library Research Paper – *Refugee resettlement to Australia: what are the facts?* February 2015 (accessed 19 April 2016) - citing the Convention relating to the Status of Refugees (adopted 28 July 1951, entered into force 22 April 1954) 189 UNTS 137; Protocol relating to the Status of Refugees (adopted 31 January 1967, entered into force 4 October 1967) 606 UNTS 267

16. Article 1A (2) of the 1951 Refugee Convention.

17. Koser, K - *Australia and the 1951 Refugee Convention- Analysis*, Lowy Institute, April 2015

18. Amnesty International, *People on the Move* refugee fact sheet, <http://www.amnesty.org/en/refugees-and-migrants/rights-of-refugees-andmigrants>, as cited in Koser (2015)

A fundamental distinction between refugees and asylum seekers is that a refugee is someone whose claim for protection has been successful. There are also distinctions that need to be made on the nature of asylum seekers and their status.

The first line of divergence amongst asylum seekers is based on the means of arrival into Australia. If the person has arrived via plane, it usually indicates that he/she has a valid visa (student or travel visa) and is therefore not subject to mandatory detention. Conversely, boat arrivals without visa are subject to mandatory detention.

The second line of differentiation relates to the date of arrival of the individual. Those who arrived by boat without a visa after 13 August 2012, and before 19 July 2013, **could be** subject to offshore processing and offshore settlement, whereas those who arrived by boat after 19 July 2013 are subject to offshore processing and settlement.

However, a fundamental change that occurred in 2012 was the introduction of the 'no advantage' principle being applied to onshore processing of asylum seekers. Under this scheme, if a person is found to be a refugee, they are not issued with permanent protection visas but instead are issued with bridging visas without work rights.

The different classes of bridging visas in Australia applicable to asylum seekers are:

- **Bridging Visa A (BVA)** – which allows a person to stay in Australia whilst their application for a new substantive visa is being determined. A person may be eligible for a BVA if they are in Australia, already hold a substantive visa and have applied for a new substantive visa that can be granted whilst in Australia;
- **A Bridging Visa B (BVB)** – allows a person to leave and return to Australia whilst their application for a new substantive visa is being processed;
- **Bridging Visa C (BVC)** – allows a person to stay in Australia whilst their application is being processed. A person may be eligible for a BVC if they are in Australia, have applied for a new substantive visa that can be granted whilst in Australia and do not already hold a substantive visa; and
- **Bridging Visa E (BVE)** - this visa allows a person to remain in Australia lawfully while making arrangements to leave, finalise immigration application processes, or are waiting for an immigration decision. There are two types of BVEs:
 - ▶ Bridging (General) visa (subclass 050) – which is applicable if the person is currently unlawful, are the holder of a BVE 050 or the holder of a BVD 041; or
 - ▶ Bridging (Protection Visa Applicant) visa (subclass 051) – this class of BVE is used in limited circumstances for eligible non-citizens who are not prevented from making a bridging visa application under the Migration Act or Regulations.

Additionally, the onshore component of the Refugee and Humanitarian program provides options for people who are in Australia and wish to apply for protection (or asylum). There are three types of protection visas available for people onshore who wish to apply for protection. These are:

- Protection visa (Class XA) (Subclass 866) – for people who arrive in Australia lawfully;
- Temporary Protection visa (Class XD) (Subclass 785) (TPV) – for people who arrive in Australia illegally; and
- Safe Haven Enterprise visa (Class XE) (Subclass 790) (SHEV) – for people who arrived in Australia illegally and intend to study and/or work in regional Australia.

Further information on these visas can be obtained at: <https://www.border.gov.au/Trav/Refu/Onsh>

Asylum seekers *who arrive with a visa* such as a tourist, business or student visa, and subsequently claim asylum in Australia are typically given a BVB or BVC upon expiry of their original visa.

A BVE is more typically applied to asylum seekers who arrived by boat.

3.2 Australian Government policy and programs

Although the Australian Government's policy on asylum seekers and refugees is complex and often controversial, there are health-based policies in place for those deemed to be refugees entering the country. Based on current advice on the Australian Government's Department of Health website, this includes an offshore visa health assessment that all permanent entrants to Australia, including humanitarian program entrants, must undergo approximately six months prior to departure for Australia. The assessment is intended to detect conditions of public health significance, including diseases such as Tuberculosis (TB), HIV, syphilis screening in those aged 15 years and older and any other screening that is deemed necessary at the discretion of the doctor undertaking the assessment. The advice specifically notes:

"All refugee and humanitarian entrants undergo a medical examination, chest x-ray, HIV and syphilis testing with a medical doctor approved by the Department of Immigration and Border Protection during the visa application process. This examination determines if they have any diseases or conditions which would represent a threat to public health, be a significant cost to the public health system or prejudice the access of Australian citizens to health care services."¹⁹

Any health issues identified are followed up by health care services in Australia. Information on Medicare eligibility and other health services is available from the Australian Government Department of Health website at: <http://www.health.gov.au/>

3.2.1 SUPPORT FOR REFUGEES

Once granted refugee status and following arrival in Australia, the Australian Government provides assistance through the Humanitarian Settlement Services (HSS) Program²⁰ administered by the Department of Social Services which provides support to humanitarian entrants on arrival and through the initial period of settlement. Services through the HSS program are generally available for the first six to twelve months from arrival.²¹ Supports include case managers to access services or programs.

The general aim of the HSS program is to provide humanitarian entrants with:

- Tailored support to begin a new life in Australia;
- An opportunity to strengthen their ability to fully participate in the economic and social life of Australia; and

19 Australian Government Department of Health website:
http://www.health.gov.au/internet/main/publishing.nsf/Content/mbsprimarycare_mbsitem_refugees_qanda (Sourced June 2016)

20 This report uses the spelling convention of 'program' rather than 'programme'.

21. It is understood that the Department of Social Services is currently revising its procurement processes to combine the HSS and the Complex Case Support (CCS) programs into a single program, Humanitarian Settlement Program (HSP) to commence July 2017 for a five year period.

- Skills and knowledge to independently access services beyond the HSS program.

However, participation in the program is voluntary and support is provided on an as needs basis, hence not all entrants will require all available services.

Eligibility for services includes those people holding refugee category visas (subclass 200, 201, 203 and 204) and Global Special Humanitarian visas (subclass 202).

Once within Australia, there are specific Medicare Benefit Schedule (MBS) items available to medical practitioners for health assessment for refugees and other humanitarian entrants. These item numbers are intended for assessment of refugees who arrive in Australia with complex and unusual medical conditions.

Further information on MBS items can be found on the Australian Government Department of Health website at:

http://www.health.gov.au/internet/main/publishing.nsf/Content/mbsprimarycare_mbsitem_refugees

Amongst other aspects, these assessments are intended to introduce refugees and asylum seekers who are unlikely to have much experience of western health care systems, to aspects of the Australian healthcare system. This includes preventive health care services such as immunisation, maternal and child health care, and breast and cervical screening. The assessments are also intended to include the patient's physical, psychological and social functioning and whether preventive health care and education should be offered to the patient to improve their health.

3.2.2 STATUS RESOLUTION SUPPORT SERVICES - ASYLUM SEEKER ASSISTANCE SCHEME²²

The Asylum Seeker Assistance Scheme (ASAS) previously separately funded by the DIBP is now part (Band 6) of the Status Resolution Support Services (SRSS) Programme which is described in detail in Section 4.5.1 in the context of support services. In summary, the ASAS is intended to provide assistance to protection visa applicants who satisfy specific eligibility criteria. The ASAS provides some case work and financial assistance to assist vulnerable asylum seekers within the Australian community. To be eligible for support through ASAS a person must have a valid application for a protection visa lodged with the DIBP where:

- The date of the lodgement of the protection visa application is more than six months old and the applicant is waiting for a decision;
- The date of the lodgement of the protection visa application is less than six months old, the application is waiting for a decision and meets the exemption criteria which include:
 - ▶ Unaccompanied minors;
 - ▶ Elderly persons;
 - ▶ Families with children under 18 years old;
 - ▶ People who are unable to work due to a disability, illness, care responsibilities or the effects of torture or trauma; and

22. <https://www.border.gov.au/Trav/Refu/Illegal-maritime-arrivals/status-resolution-support-services-programme-srss#>

- ▶ People experiencing financial hardship resulting from a change in circumstances since arriving in Australia;
- The protection visa application was refused by DIBP and the applicant has lodged an application for review by the Administrative Appeals Tribunal (AAT), Migration and Refugee Division and continues to meet the exemption criteria;
- The applicant is not in immigration detention;
- The applicant holds a visa; and
- The applicant is not eligible for either Australian or overseas government income support.

Assistance available through ASAS includes some limited financial aid through Communicare to assist with everyday living expenses and may also get assistance with the costs associated with processing their application for a protection visa. Limited financial assistance is also available to reduce the burden associated with health care costs.

It is understood that holders of BVA, BVC and some BVE holders are eligible for Medicare. They can register for Medicare and also renew their Interim Medicare Cards after their expiry. Nevertheless, it is noted that Medicare validity and expiry is linked to the conditions of the individual asylum seeker's BVE, which includes work rights.

In circumstances where a BVE has expired due to DIBP administrative processing delays, a client remains in the community without a valid Medicare card. In these instances payment for medical services may be arranged in advance with SRSS providers through a letter of supply.

Medicare ineligible asylum seekers include people who arrived without a visa, people who arrived on a substantive visa that did not have work rights, people who have had a negative AAT decision and have submitted a ministerial intervention or have an application in to the High Court. This group of asylum seekers are able to receive health services (such as public dental, emergency ambulance, pathology, diagnostic and pharmaceuticals) in Victorian hospitals. Asylum seekers who are held in detention have access to health care facilitated by the Australian government-contracted service through International Health and Medical Services (IHMS).

3.3 Victorian Government Policy and Guidelines

3.3.1 POLICY

The broad Victorian Government policy in relation to both humanitarian and migration program entrants is that they are eligible for the same services as other Victorians. There is also a network of specialist services to support refugees and asylum seekers. As noted above, asylum seekers who hold a visa and are eligible for Medicare have access to all public health services available to the broader Victorian community. Those asylum seekers who are Medicare ineligible are provided with health services including public dental, emergency, pathology and pharmaceuticals through the Victorian public hospital system.

3.3.2 GUIDELINES

The Department of Health and Human Services (DHHS) *Refugee and asylum seeker health services, Guidelines for the community health sector (2015)*, provides the overarching

framework for services delivered through the Community Health Program to meet the needs of people from refugee and asylum seeker backgrounds.

3.3.3 SPECIFIC INITIATIVES

The Victorian Government has adopted a number of special access initiatives for refugees and asylum seekers as detailed in Table 3-1. Details relevant to the relevant service providers within the NWMPHN catchment will be provided in subsequent sections of this document.

Table 3-1: Victoria’s special access initiatives for refugees and asylum seekers²³

ACCESS	DESCRIPTION
Priority of access	Refugees and asylum seekers receive priority access for dental and all other community health services (such as nursing, allied health, counselling, child health services, chronic disease programs). Refugees and asylum seekers have high clinical needs and/or disadvantage and require timely assessment and access to services. For further information visit http://www.health.vic.gov.au/pch/downloads/demand_management_framework_updated.pdf
Fee waivers	In addition to priority access, refugees and asylum seekers receive a full fee waiver for both general and specialist dental services. Fee waiver policies for Home and Community Care and Primary Health Programs apply as normal. For further information visit http://www.health.vic.gov.au/dentistry/public-dental-system.htm
Free access for hospital services	For asylum seekers without Medicare cards, government policy indicates that services in Victorian hospitals are provided for free, see policy for detail. For further information refer to the Diversity in Health website at http://www.health.vic.gov.au/diversity/refugee.htm
Free access to ambulance services in emergency situations	Asylum seekers currently have free access to ambulance services for emergency transport, as long as they are not in the Community Detention Program or other Australian Government Department of Immigration and Border Protection funded programs and otherwise have no capacity to pay. For further information refer to the Patient transport charging guidelines for Victoria available at http://www.health.vic.gov.au/ambulance/guidelines/index.htm
Catch-up immunisation program	A refugee and asylum seeker catch-up immunisation program is funded to ensure older children, adolescents and adults have free access to specified vaccines. For further information on eligibility in Victoria visit < http://www.health.vic.gov.au/immunisation/free-vaccine.htm >.
Oral health resources	The Victorian Refugee Health Network has resources for identifying clients who are refugees and asylum seekers – both those who need an initial assessment and course of care, and those who need continued priority support due to continued clinical and social risk. For further information visit http://refugeehealthnetwork.org.au/wp-content/uploads/Oral_Health_FINAL_Appendices_to_report_2013.pdf
Special access for asylum seekers to other Victorian Government programs	Special access for asylum seekers includes: <ul style="list-style-type: none"> ▪ Public transport concession card – Refer to http://ptv.vic.gov.au/tickets/concessions/asylum-seeker-concession-cards/ ▪ Aids and Equipment Program – Refer to http://www.dhs.vic.gov.au/for-individuals/disability/aids-and-equipment/aids-and-equipment-program-eligibility-and-application-steps

23. DHHS, Refugee and asylum seeker health services, Guidelines for the community health program

ACCESS	DESCRIPTION
	<ul style="list-style-type: none"> ▪ Kindergarten fee subsidy – Refer to http://www.education.vic.gov.au/childhood/parents/kindergarten/pages/fees.aspx ▪ Housing Establishment Fund and other homelessness assistance – Refer to http://www.dhs.vic.gov.au/about-the-department/plans,-programs-and-projects/programs/housing-and-community-building/housing-establishment-fund Refugees, as permanent residents, already have access to these services.
Guide to asylum seeker access to health and community services	Asylum seekers have special access arrangements for some health and community services, as outlined in these guidelines. For further information refer to the Diversity in Health website at http://www.health.vic.gov.au/diversity/refugee.htm
Guidelines for health services in community detention	Guidelines for Victorian public health services on community detention including reimbursement arrangements can be found at http://www.health.vic.gov.au/diversity/refugee.htm

There are also a number of specialist health services and programs in place to respond to the specific health needs of refugees and asylum seekers such as hospital and outreach immigrant and refugee health clinics.

3.4 The need for specific refugee and asylum seeker health services

It is generally recognised that refugee and asylum seeker health is an important area of healthcare. People of refugee and asylum seeker background are affected by distinct health issues that arise from their experiences both prior to arrival in Australia and after arrival. There is now significant evidence internationally which indicates that people from refugee and asylum seeker backgrounds require particular supports to accessing primary health care including GP clinics and community health, together with other services including specialist services, hospitals and dental care.

Factors that can affect the health of these groups of people include:

- Interrupted access to health care;
- Limited access to safe drinking water, inadequate/interrupted access to nutritious food;
- Limited access to preventative care, medical treatment or health education;
- Experiences of uncertainty, deprivation, loss of dignity, separation from loved ones and being forced to make impossible decisions;²⁴
- Low general literacy and low health literacy; and
- Poor understanding of the Australian health and social support system.

These issues are often compounded by the effects of torture and trauma, and in the case of asylum seekers, the impact of prolonged detention. Additionally, there is increasing evidence that refugees and asylum seekers are particularly vulnerable to mental health issues including propensity for self-harm and suicidal behaviours.

24. Victorian Refugee Health Network - website

4 Service Framework

This section provides an overview of the main service areas that have been identified as providing important services to people with a refugee or asylum seeker background. Descriptions are based on information provided on Victorian and Commonwealth Government websites.

The subsequent sections provide specific details on the nature of the services available from the different service providers within the catchment. Descriptions relating to services, including the overall service, the outline of services provided, access criteria and catchment information is based on public domain information, particularly websites. This information has subsequently been provided to the listed providers and disseminated to a broader audience for validation.

It is noted that the nature of this information is fraught with issues of currency and it is strongly recommended that this document be used as a guide only and current information be sourced directly from individual providers at the time of inquiry.



4.1 Health related humanitarian services

4.1.1 HUMANITARIAN SETTLEMENT SERVICES

Australia's Refugee and Humanitarian Program is administered by the DIBP and aims to support all people deemed to be 'humanitarian entrants'.

The Australian Government provides a range of settlement services aimed at assisting humanitarian entrants and eligible migrants within their initial period of settlement, generally for the first six to 12 months. These services, administered by the Department of Social Services' HSS program, are aimed at assisting people to become self-reliant and participate equally in Australian society and minimise longer-term reliance on support services. Service providers deliver the initial settlement support for humanitarian entrants on behalf of the Australian Government. Support is provided on a needs basis, which means that not all clients will require all available services. These services may include meeting clients when they arrive, helping find suitable accommodation, initial orientation and a package of basic household goods. HSS providers also assist clients to register with Centrelink, Medicare, health services, banking and schools.

4.1.2 SETTLEMENT GRANTS

Humanitarian entrants may also be referred to community organisations funded under Settlement Grants. Settlement Grants provide support for humanitarian entrants and other eligible migrants in their first five years of life in Australia, with a focus on fostering social and economic participation, personal well-being, independence and community connectedness.

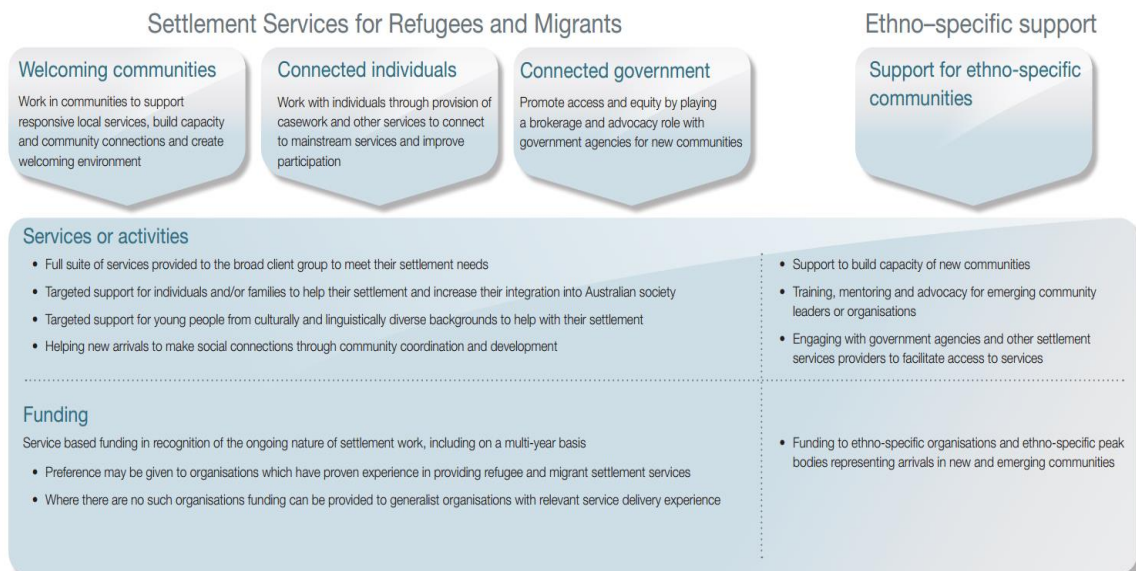
The Australian Government provides Settlement Grants to organisations in order to provide humanitarian entrants with:

- Casework/coordination and settlement service delivery;
- Community coordination and development;
- Youth settlement services; and
- Support for ethno-specific communities.

A snapshot of Settlement Services is provided in Figure 4-1.²⁵

Figure 4-1: Settlement Grant Snapshot

Grants for Settlement Services



4.1.3 COMPLEX CASE SUPPORT PROGRAM

The Complex Case Support (CCS) Program delivers specialised and intensive case management services to eligible humanitarian entrants with exceptional needs which extend beyond the scope of other settlement services, such as the HSS program and Settlement Grants. CCS is designed to work in partnership with settlement and mainstream services to address barriers that complex clients face in settling in Australia by focusing on providing tailored and flexible responses to meet their individual needs.

CCS services are available on an as needs basis and are subject to meeting specific program criteria. The following visa categories are eligible for services:

- Refugee category (subclass 200,201, 203 and 204) visas;
- Special Humanitarian Program (subclass 202) visa;

25. Australian Government Department of Social Services – sourced at: https://www.dss.gov.au/sites/default/files/documents/07_2014/sgp_2014-15_sgp_snapshot.pdf

- Protection (subclass 866) visa; and
- Temporary Protection (subclass 785), Temporary Humanitarian Stay (subclass 449), Temporary Humanitarian Concern (subclass 786) and Safe Haven Enterprise (subclass 790) visas.

Holders of these visas may be eligible for services for up to five years after their arrival in Australia or five years after the granting of their onshore visa.

Referral for CCS can be made from a variety of sources including but not limited to:

- Migrant resource centres and refugee support groups;
- Settlement service providers;
- Australian Government, state or territory government agencies
- Community and health organisations;
- Local church and volunteer groups;
- Doctors, teachers, police officers and school counsellors; and
- Individuals, including self-referral.

4.2 Community and primary health services

Community and primary health services provide universal access to services as well as some targeted services for vulnerable population groups. These services complement GP and privately funded services and are an important component of the primary health sector in Victoria.

In some instances community health services are also significant providers of a range of health and human services including drug and alcohol, disability, dental, post-acute care, home and community care, mental health services and community rehabilitation services.

Refugees (including asylum seekers) are priority clients for community health services. Priority clients are determined by use of the DHHS community health priority tools and are used for specific priority categories of people which include refugees and people seeking asylum, amongst other vulnerable groups.²⁶ However, due to increasing pressure to meet the demand for community health services, prioritisation of client access is necessary to ensure that clients with high clinical needs and/or disadvantage are provided with timely assessment and access to services. Programs provided through Community Health Services (CHSs) include health promotion, general counselling, allied health and community nursing services that aim to maximise people's health and wellbeing.

In addition to the range of general services available to residents within a specific community health service catchment, DHHS also funds the Community Health Refugee Health Program as a specialist refugee health service.

The local government, the not-for-profit sector and private health sector are also complementing Federal and State government funded programs with additional health

26. DHHS, Community Health generic priority tool - <https://www2.health.vic.gov.au/primary-and-community-health/community-health/community-health-program/ch-demand-management/generic-priority-tool>

programs specifically for refugees and asylum seekers, in particular, providing services for asylum seekers that are Medicare ineligible or those clients that are Medicare eligible but have no income. For example the Asylum Seeker Resource Centre (ASRC) and Cabrini Asylum Seeker and Refugee Health Hub.

4.2.1 COMMUNITY HEALTH REFUGEE HEALTH PROGRAM

The Refugee Health Program (RHP) (formerly the Refugee Health Nurse Program) operates in areas with high numbers of newly arrived refugees and/or asylum seekers. The program is delivered by nurses, allied health professionals, interpreters and bicultural workers who are funded by DHHS for delivery through community health centres.

The RHP aims to:

- Increase refugee access to primary health services;
- Improve how health services respond to refugees' needs;
- Coordinate a response to newly arrived refugees; and
- Help individuals, families and refugee communities improve their health and wellbeing.

In particular, refugee health nurses conduct initial health screening, facilitate access to GP and specialist healthcare, and provide case management, education and nursing care. They also refer clients to other support services, such as housing and employment services.²⁷

Services offered by the program

Services provided through the RHP seek to optimise the long-term health of refugees and thus focus on promoting accessible and culturally appropriate health care services. These services are innovative and responsive to the unique needs of refugees. In this way, the program builds the capacity of individuals, families and refugee communities to improve their health.

Specifically, the program strives to gain improvements through:

- Better disease management and prevention;
- Development of referral networks and cooperative relationships with general practitioners and other health providers; and
- Connection with social support and orientation programs.

It is noted that whilst the RHP rests within the scope of the community health program it is nonetheless a specialist service.

4.3 Specialist refugee health services

These services are provided by clinicians experienced in working with a range of complex medical conditions and who know the referral pathways and how to access relevant speciality services.

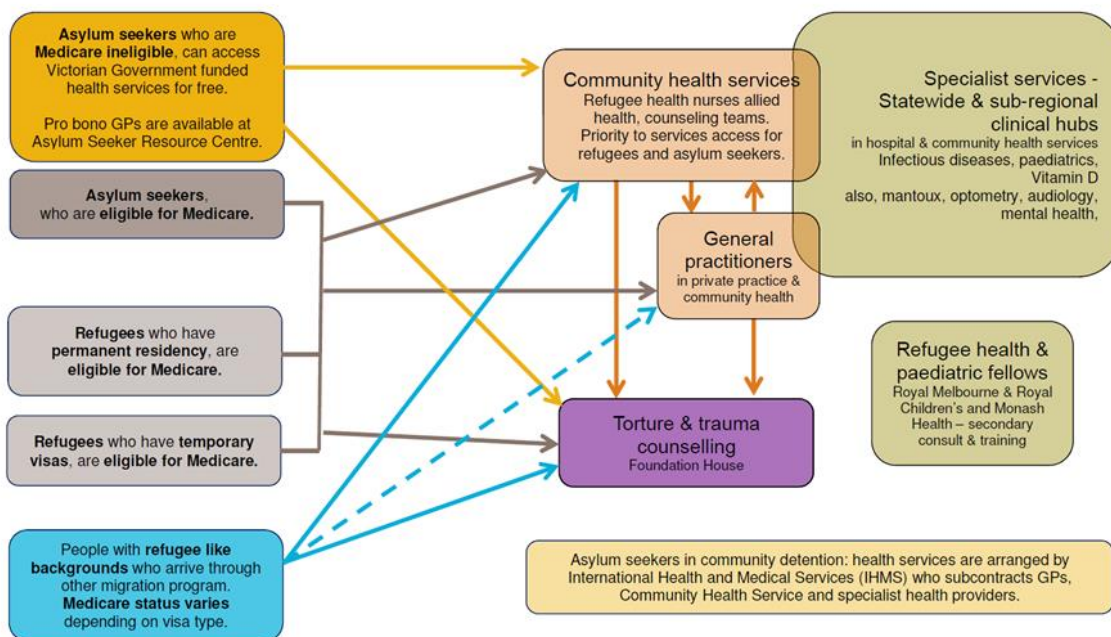
27. DHHS website - <https://www2.health.vic.gov.au/about/populations/refugee-asylum-seeker-health>

The Victorian Refugee Health Network (VRHN) was established to facilitate greater coordination and collaboration amongst health and community services in Victoria to provide more accessible and appropriate health services to people from refugee and asylum seeker backgrounds. The VRHN website provides extensive information and tools to better understand refugee and asylum seeker health and referral pathways. The VRHN aims to:

- Build the capacity of the Victorian health sector to respond to health concerns experienced by people of refugee backgrounds and address health inequality through health promotion;
- Support services to be more accessible to people from refugee backgrounds particularly in regional and outer metropolitan areas; and
- Improve service coordination for recent arrivals and those with more complex needs.

Figure 4-2 describes the Victorian service pathway as envisaged by VRHN.

Figure 4-2: Refugee and Asylum Seeker Health Services in Victoria²⁸



HealthPathways Melbourne is an additional tool designed specifically for general practitioners to support referral activity and includes specialist referral pathways for refugee health.

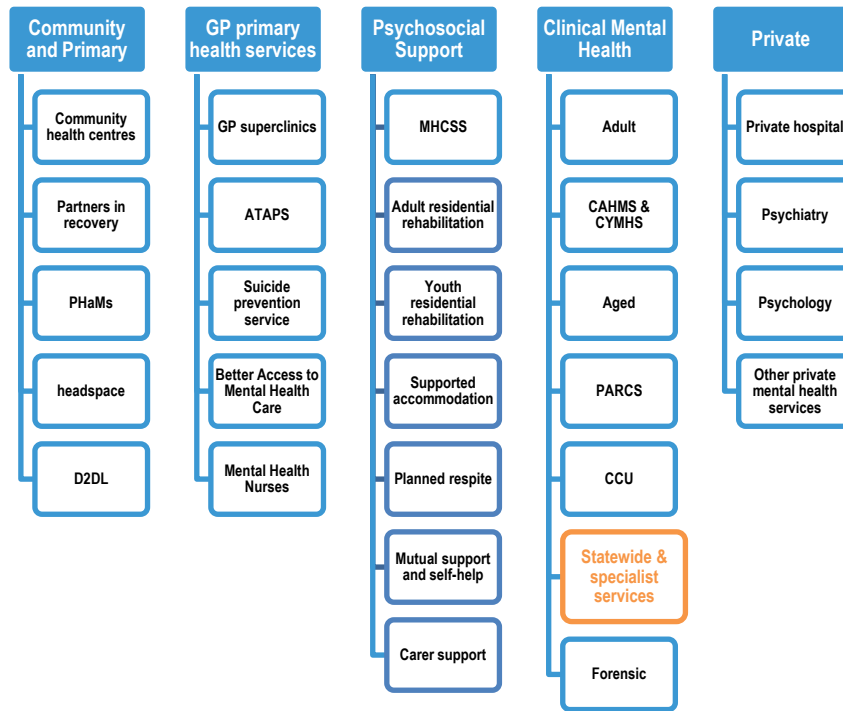
4.4 Mental Health Services

Mental health services can be broadly categorised into five main service clusters ranging from primary care to specialist mental health services (or 'clinical mental health services'). These clusters are diagrammatically listed in Figure 4-3.

28. Victorian Refugee Health Network –Service pathways

A detailed review of the spectrum of services has previously been undertaken by Aspex Consulting for the NWMPHN as part of the *Review of Mental Health and Alcohol and Drug Services within the MCPN*.²⁹ Accordingly, the focus of the current review is limited to those services that fall within Statewide and specialist services as highlighted in Figure 4-3.

Figure 4-3: Mental Health Service Clusters



There are a number of specialist services in Victoria including refugee mental health services, specialist health programs and community services such as the Victorian Foundation for Survivors of Torture, and the Victorian Transcultural Mental Health Service that are funded through public mental health services. Detailed descriptions of these services are provided in subsequent sections. It is these services that are the focus of this document. For all other services noted in Figure 4-3, refer the separate companion report *Review of Mental Health and Alcohol and Drug Services within the MCPN*.³⁰

4.5 Advocacy and support services

There are a number of organisations that provide advocacy and support services for refugees and asylum seekers as well as providing a 'peak organisation' voice for a variety of supports and services for people from a refugee background.

However, it is difficult to delimit advocacy and support services as being specific to solely the health needs of people. By definition, advocacy needs to take into consideration the person on whose behalf support is being sought in a holistic way.

29. Aspex Consulting, North Western Melbourne PHN In-depth Review of Mental Health and Drug Treatment Needs and Services in North Western Melbourne, June 2016

30. Aspex Consulting, North Western Melbourne PHN In-depth Review of Mental Health and Drug Treatment Needs and Services in North Western Melbourne, June 2016

One dictionary definition of *advocacy* is,

*“The act of (someone) pleading for, supporting, or recommending (on behalf of another); speaking in favour of another; professional representation; active espousal.”*³¹

A more sociological concept of advocacy requires the inclusion of a framework of principles that accommodates valuing human rights, respect for an individual’s beliefs and customs and the right of individuals to self-determination. As such, most organisations working within this paradigm or approach often cover a remit far broader than merely health services.

Advocacy and support is available from various organisations in the form of English classes, general settlement support, case workers, housing, food vouchers, material aid (such as cleaning products, clothes and toiletries), community support, advocating to various government agencies and services, provision of appropriate referrals to relevant community services, aged care and disability services.

Local governments also provide a range of services either directly or in collaboration with other providers. Services offered through Local councils may include a range of support services and volunteer coordination for associated support services such as transport and housing settlement support. However, these services do not fall directly within the service framework being utilised for this report.

It is, however, noted that a number of local governments also participate in the Refugee Council of Australia’s *Refugee Welcome Zones Initiative*. A Refugee Welcome Zone is an LGA which has made a commitment in spirit to welcoming refugees into the community, upholding the human rights of refugees, demonstrating compassion for refugees and enhancing cultural and religious diversity in the community. LGAs within the catchment that participate in the initiative are Brimbank City Council and Moreland City Council.

More information on this initiative can be found at: <http://www.refugeecouncil.org.au/our-work/refugee-welcome-zones/>

There are also a range of programs and organisations funded by both Federal and State governments to enable provision of advocacy and support to refugees and asylum seekers.

4.5.1 STATUS RESOLUTION SUPPORT SERVICES PROGRAM

The Department of Immigration and Border Protection, Status Resolution Support Services (SRSS) program provides services to certain non-citizens while their immigration status is being considered and resolved.

There are six bands within the SRSS program that offer varying levels of assistance and support to eligible people. The individual circumstances of the recipient will determine the type and level of assistance and support provided under the SRSS program.

- Band 1 – Unaccompanied Minors in Alternative Places of Detention;
- Band 2 & Band 3 – Community detention;
- Band 4 – Transitional Support;
- Band 5 – Community Assistance Support; and

31. Oxford English Dictionary

- Band 6 – Asylum Seeker Assistance Scheme.

Services delivered in the SRSS program depend on the individual circumstances of the person and could include:

- Financial assistance;
- Housing, including residential and out-of-home care for unaccompanied minors or accommodation assistance;
- Access to health care;
- Case worker support;
- Case management support;
- Access to 'English as a Second Language' lessons for all adults; and
- Access to schooling for school aged children.

People eligible for support under the SRSS program will receive services under one of six SRSS bands, depending on:

- The stage of visa processing;
- Any barriers that could prevent status resolution; and
- Their personal circumstances and level of need or vulnerability.

The Department of Immigration and Border Protection refers recipients to an SRSS provider in their region that delivers services under the appropriate band. SRSS recipients can move between bands or service providers as their status resolution progresses or if their circumstances change.

SRSS providers in Victoria include, Adult Multicultural Education Services (AMES Australia), the Australian Red Cross and Life without Barriers (LWB), through their National Immigration Support Service (NISS).

4.5.2 ADULT MIGRANT ENGLISH PROGRAM (AMEP)

The Adult Migrant English Program (AMEP) provides up to 510 hours of English language tuition to eligible migrants and humanitarian entrants to help them learn foundation English language and settlement skills to enable them to participate socially and economically in Australian society.

AMEP also offers childcare and document translation services.

5 Service Mapping – Health Related HSS

This section provides details of organisations that provide health related humanitarian settlement services available to refugees and asylum seekers within the NWMPHN catchment.

5.1 Humanitarian Settlement Services (HSS)

Service Description

As noted in Section 4.1.1 the HSS program provides early practical support to humanitarian entrants on arrival, and throughout their initial settlement period, generally for the first six to 12 months. Service providers deliver the HSS program on behalf of the Australian Government. Case managers help humanitarian entrants to access other services or programs if needed. Participation in the HSS program is voluntary and support is provided on a needs basis, which means that not all humanitarian entrants will require all available services.

Outline of suite of available services

The objectives of the HSS program are to provide humanitarian entrants with:

- Tailored support to begin a new life in Australia;
- An opportunity to strengthen their ability to fully participate in the economic and social life of Australia;
- Skills and knowledge to independently access services beyond the HSS program; and
- Services in accordance with the program's principles.

Access Criteria

Persons holding refugee category (subclass 200, 201,202 and 204), Global Special Humanitarian (subclass 202) are eligible for HSS services and protection visa (Class XA) (Subclass 866). However, only Unaccompanied Humanitarian Minors and those who are granted Protection Visas whilst living in immigration detention centres/facilities are eligible for HSS.

Catchment

Nationally available services.

5.2 HSS Service Providers

5.2.1 AMES AUSTRALIA HSS CONSORTIUM

Service Description

The AMES Australia HSS Consortium is made up of a number of organisations that provide free support to refugees and humanitarian entrants. As the lead agency, AMES Australia focuses on creating strong partnerships to deliver the HSS program across Victoria.

AMES Australia partners with community organisations and volunteers to build awareness and develop strong community support networks. AMES Australia has a network of over 2,000 volunteers who work with over 1,000 AMES Australia staff and provide services for people in over 55 languages.

HSS services include needs assessment (pre and post arrival) and case management planning. Specific HSS services include:

- Community guides;
- Transit assistance;
- Reception;
- Property induction and initial food provision;
- Essential registrations;
- Connection to health services;
- Orientation program; and
- Assistance to find long term accommodation.

In addition, the Adult Migrant English Program (AMEP) provides English language education and education about Australian society, culture and customs.

Outline of suite of available services

HSS promotes the skills and knowledge needed for people from refugee and humanitarian backgrounds to begin their new lives in Australia and to build the skills to participate in Australia's economic and social life. The services are generally provided for six to twelve months but may be extended in cases of particular need.

The specific AMES Australia services available within the NWMPHN catchment through offices in Dallas (Hume), Footscray and Sunshine (Maribyrnong) and Werribee (Wyndham) include:

- **Humanitarian Settlement Services** – Refugee entrants (visa subclasses 200, 201, 203 and 204), Special Humanitarian Program entrants (visa subclass 202), Protection visa holders (subclass 866). Services are offered for the first 4-12 months after arrival in Australia;
- **Status Resolution Support Services** – Asylum seekers awaiting their protection visa application to be resolved, mostly on Bridging Visa E; and

- **Complex Case Support** – All those listed above under HSS eligibility as well as any person who holds or have held a Temporary Protection Visa. Clients are eligible for CCS services for up to five years after their arrival in Australia.

Access Criteria

Eligibility for services includes the following:

- Refugee (visa subclass 200,201,203 & 204);
- Global Special Humanitarian (visa subclass 202);
- Protection visa (Class XA) (Subclass 866); and
- Bridging Visa E.

The services are offered free of charge and can be accessed through referral from HSSs (refer 4.1.1) DSS or the SGP (refer 4.1.2) service providers, Commonwealth, State or Territory Government agencies, local church and community groups, volunteers or through self-referral.

It is noted that eligibility criteria are different for different programs as follows:

- Eligibility for HSS includes refugees, Special Humanitarian Program (SHP) and Protection visa holders;
- Eligibility for SRSS includes some BVE holders and certain non-citizens as determined by DIBP while they resolve their immigration status; and
- Eligibility for CCS includes Refugee, SHP, Protection and Temporary Protection visa holders.

Catchment

AMES Australia is a national service which has specific services within the north-west metropolitan area of Melbourne and within the MCPN catchment includes the LGAs of:

- Hume;
- Maribyrnong; and
- Wyndham.

Contact Details

AMES Australia

Centres and Locations:

AMES Australia Dallas:

Address: 61 Riggall Street, Dallas 3047

Phone: 13 26 37

AMES Australia Footscray:

Address: 289 Barkly Street, Footscray 3011

Phone: 13 26 37

AMES Australia Werribee:

Address: Level 2, 75-79 Watton Street, Werribee 3030

Phone: 13 26 37

5.2.2 NEW HOPE FOUNDATION (REFUGEE & MIGRANT RESOURCE CENTRE)

Service Description

The New Hope Foundation provides a comprehensive range of services to asylum seekers, refugees and migrants living in the western, southern and inner Melbourne regions.

The New Hope Foundation is funded to deliver the full suite of Settlement orientation, casework and community development programs across all local government areas in the West, including; the HSS, SSP CCS, Asylum Seeker SRSS and Refugee and Asylum Seeker Partnership (RAP). The HSS and SRSS programs for refugees and asylum seekers are delivered as part of a consortium arrangement with AMES Australia.

The Refugee and Asylum Seeker Strategic Partnership is delivered in conjunction with AMES Australia, WEstJustice, cohealth, VIGSEG and Western Bulldogs Community Foundation and is state government funded. The partnership is an innovative community capacity building initiative which works to strengthen and empower communities from newly arrived refugee backgrounds to identify issues of concern and develop community owned and driven responses to these needs and issues.

Outline of suite of available services

- The New Hope Foundation provides a range of services tailored to meet the specific needs of asylum seekers, refugees and migrants, including; Settlement Casework services (information, advocacy and referral services) SSP
- Case Management (SRSS, HSS, CCS)
- Community Education (SSP, RAP)
- Support Groups (SSP, RAP)
- Community Capacity Building (RAP)
- Youth Services (including Homework Programs)
- Social Enterprise, Training and Employment Initiatives
- Aged Care Services

Access Criteria

Eligibility for services includes Refugee, Global Special Humanitarian, Family, Protection and Bridging E visa holders.

All services are offered free of charge and can be accessed through referral from DIBP, DSS and self-referral.

Catchment

The New Hope Foundation provides services across the Melbourne Metropolitan region. Specific service sites in the West include offices based in Footscray, Sunshine and Werribee with outreach services located in Ascot Vale and Melton.

Contact Details

New Hope Foundation Footscray

Address: 30a Pickett Street, Footscray 3011
Phone: 03 9948 8009
Email: footscray@newhope.asn.au

New Hope Foundation Werribee

Address: Suite 13-15, 2-14 Station Place, Werribee Vic 3030
Phone: 03 9974 1700
Email: werribee@newhope.asn.au

New Hope Foundation Ascot Vale Outreach

Address: Wingate Ave Comm Centre, 13A Wingate Ave
Phone: 03 9376 5244 (Wednesday Only)
Email: footscray@newhope.asn.au

New Hope Foundation Melton Outreach

Address: Melton Library & Learning Hub, 31 Mckenzie Street, Melton 3337
Phone: 03 9747 5246 (Wednesday/Friday Only)
Email: sunshine@newhope.asn.au

Website: www.newhope.asn.au

5.2.3 SPECTRUM MIGRANT RESOURCE CENTRE

Service Description

Spectrum Migrant Resource Centre (Spectrum) Settlement Services' main focus is to support newly arrived refugees to settle in Australia. Working with migrant and refugee individuals, families and communities, they help clients navigate their journey into the Australian way of life.

Spectrum also works with established communities, service providers and government agencies to create models and programs that provide sustainable solutions for the community. Individuals are encouraged to drop into the intake sessions to have their needs assessed to ensure they are provided the right support.

Outline of suite of available services

Spectrum provides a range of services tailored to meet the specific needs of refugees and migrants, including:

- Settlement services;
- Community development programs;
- Youth services;
- Parenting and family relationship programs; and
- Aged care and disability services.

Access Criteria

- Refugee (visa subclass 200, 201, 203 and 204);
- Global Special Humanitarian (visa subclass 202);
- Protection visa (Subclass 866); and
- Any person who is referred by DSS to the Service Provider.

Clients can self-refer by presenting at one of the intake sessions at the following times and days (no appointment or referral form needed):

- Sunshine and Preston, Monday and Wednesday between 9.00am - 12.00pm; or
- Dallas, Wednesday and Friday between 9.00am - 12.00pm.

Catchment

Spectrum Migrant Resource Centre provides HSS services to all eligible clients in the LGAs of Hume and Moreland.

Contact Details

Spectrum MRC Dallas

Address: 61 Riggall Street, Dallas 3047
Phone: 03 9301 7400
Email: dallas@spectrumvic.org.au

Spectrum MRC Sunshine

Address: 161 Harvester Rd
Phone: 03 9300 8600
Email: sunshine@spectrumvic.org.au

Spectrum MRC Preston

Address: Level 1, 306-308 Bell St, Preston, VIC, 3072
Phone: 03 9496 0200
Email: preston@spectrumvic.org.au

5.3 Complex Case Support services

Service Description

The Department of Social Services' CCS program provides specialised and intensive support for humanitarian entrants with exceptional needs. CCS provides extra help for people with complex or high needs not met by other settlement services.

Outline of suite of available services

CCS is designed to help specified visa holders and their family to address a range of complex needs that may include:

- Health, including mental health issues;

- Disability;
- Violence in the home or family;
- Personal or family relationship difficulties;
- Problems affecting children or young people in the family; and
- Accommodation, financial or legal difficulties

Access Criteria

The following people are eligible for CCS:

- Refugee entrants;
- Special Humanitarian Program entrants; and
- Protection visa holders.

Clients are eligible for services for up to five years after their arrival in Australia. Flexibility may be shown to this timeframe in exceptional circumstances.

Referral for CCS can be made by using the referral form available at:

https://www.dss.gov.au/sites/default/files/documents/12_2015/referral_for_complex_case_support_-_dec_2015_-_pdf.pdf

Catchment

Nationally available service.

Contact Details

Complex Case Support	
Phone:	1300 855 669 (free call in Australia) 131 450 (for Interpreter services)
Email:	ccs@dss.gov.au

5.4 CCS Service providers

5.4.1 AMES AUSTRALIA

Australia operates to help new and recently arrived refugees and migrants to settle in to Victoria. In addition to providing English language education AMES works with new arrivals and the broader community, business and government to develop sustainable and effective settlement solutions.

AMES Australia's language service offers a number of ways for clients to learn English with the AMEP to suit individual needs:

- In the classroom;
- With the Distance Learning service;
- With a Volunteer Tutor; and

- A combination of these options.

Service Description

AMES Australia partners with community organisations and volunteers to build awareness and develop strong community support networks. AMES Australia has a network of over 2,000 volunteers who work with over 1,000 AMES Australia staff and provides services for people in over 55 languages.

HSS services include needs assessment (pre and post arrival) and case management planning. Specific HSS services include:

- Community guides;
- Transit assistance;
- Reception;
- Property induction and initial food provision;
- Essential registrations;
- Connection to health services;
- Orientation program; and
- Assistance to find long term accommodation.

In addition, the Adult Migrant English Program (AMEP) provides English language education and education about Australian society, culture and customs.

Outline of suite of available services

The specific AMES Australia services available within the MCPN catchment through offices in Dallas (Hume), Footscray and Sunshine (Maribyrnong) and Werribee (Wyndham) include:

- **Humanitarian Settlement Services** – Refugee entrants (visa subclasses 200, 201, 203 and 204), Special Humanitarian Program entrants (visa subclass 202), Protection visa holders (subclass 866). Services are offered for the first 4-12 months after arrival in Australia;
- **Status Resolution Support Services** – Asylum seekers awaiting their protection visa application to be resolved, mostly on BVE; and
- **Complex Case Support** – All those listed above under HSS eligibility as well as any person who holds or has held a Temporary Protection Visa. Clients are eligible for CCS services for up to five years after their arrival in Australia.

Access Criteria

Eligibility for services includes the following:

- Refugee (visa subclass 200,201,203 & 204);
- Global Special Humanitarian (visa subclass 202);
- Protection visa (Class XA) (Subclass 866); and

- BVE.

The services are offered free of charge and can be accessed through referral from HSS, DSS or the SGP service providers, Commonwealth, State or Territory Government agencies, local church and community groups, volunteers or self-referral.

Catchment

AMES Australia is a national service which has specific services within the north-west metropolitan area of Melbourne and within the MCPN catchment includes the LGAs of:

- Hume;
- Melbourne;
- Maribyrnong;
- Moreland; and
- Wyndham.

Contact Details

AMES Australia Centres and Locations:

AMES Australia Broadmeadows:

Address: Level 2, 1100 Pascoe Vale Road, Broadmeadows 3047
Phone: 13 26 37

AMES Australia Dallas:

Address: 61 Riggall Street, Dallas 3047
Phone: 13 26 37

AMES Australia Footscray:

Address: 289 Barkly Street, Footscray 3011
Phone: 13 26 37

AMES Australia Sunshine:

Address: Level 1, 24 Devonshire Road, Sunshine 3020
Phone: 03 9687 4500

AMES Australia Werribee:

Address: Level 2, 75-79 Watton Street, Werribee 3030
Phone: 13 26 37

5.4.2 CATHOLICCARE

Service Description

CatholicCare's Refugee and Asylum Seeker Support Program focuses on supporting:

- Vulnerable individuals and families released from Immigration Detention Centres into Community Detention; and
- Individuals and families who are living in the community on bridging visas and who have virtually no support.

CatholicCare's Refugee Settlement Program equips newly arrived refugee and humanitarian entrants with the social and life skills necessary for successful integration and settlement in Australia. Services cater to the needs of people with vulnerabilities including those who may have mental health issues, be unemployed, have language barriers and who may be socially isolated.

Outline of suite of available services

Support services include:

- Case management;
- Employment and training support;
- English and financial literacy; and
- Family and community participation in local events, festivals and social occasions.

The range of activities offered includes homework support for school children, social support groups for adults, English conversation groups, information and orientation to Australian life, as well as forums and intensive support for some individuals and families.

Access Criteria

Refugee and humanitarian entrants are able to access the Settlement Support Program within the first five years of their arrival in Australia. Appointments are required.

Some small charges may apply for specific activities.

Catchment

CatholicCare's Refugee Settlement Program is offered from their offices in Footscray and Dandenong, with the Footscray site catering to the needs of people within the NWMPHN catchment. Catholic Care is on the DSS Panel of Complex Care Service providers.

Contact Details

CatholicCare - Footscray
Address: 3 Wingfield Street, Footscray 3011
Phone: 03 9689 3888
Email: footscray@ccam.org.au

5.4.3 CENTRE FOR MULTICULTURAL YOUTH

Service Description

The Centre for Multicultural Youth (CMY) is a Victorian (statewide) not-for-profit organisation supporting young people from migrant and refugee backgrounds to build better lives in Australia. Our purpose is to ensure that they have every opportunity to succeed.

CMY does this by:

- Working with young people - from case management support to leadership programs for young people;
- Working with services - forging sector and community partnerships to build a culturally responsive service system;
- Working with researchers and policy makers - partnerships with researchers and government and non-government stakeholders to build an evidence base on migrant and refugee young people's issues; and
- Working with decision makers - providing evidence based advice and advocacy at a local, state and national level.

Outline of suite of available services

Direct Services include:

Casework

- Reconnect – one-to-one case management for newly arrived young people from refugee backgrounds who are at risk of homelessness.
- CCS – provides intensive case management to refugees and humanitarian youth entrants with complex needs that cannot be met by other settlement services.
- Unaccompanied Humanitarian Minors (UHM) – provides housing and support for unaccompanied humanitarian minors and have been assessed as capable of living independently.

Youth leadership

- Shortburst – youth leadership training workshops for young people.
- Settle Smart – peer to peer information sessions for newly arrived young refugees.
- Shout Out – youth speakers' bureau where young people are trained and supported to share their experiences and views with the Victorian community.
- Youth Advisory Group – provides young people with the opportunity to actively participate in and inform CMY's work.

Social inclusion

- Sports Connects - program works to improve the social connections of multicultural communities in Brimbank through sports.

Employment programs

- Pathway to Opportunities - Targeting African and Pasifika young people to step them into the labour market via traineeships and apprenticeships. Young people are matched with mentors to sustain their placement.
- Youth Transitions – In partnership with the Brotherhood of St Laurence, CMY delivers a range of sports and recreation programs to engage newly arrived young people, assess

them for job readiness and help them to navigate a pathway to employment, training or education.

- UCan2 - Supports newly arrived young people from refugee backgrounds to settle successfully in Australia and to transition into education and employment. The program supports young people's mental health and wellbeing and builds on their strengths, skills and resilience.

Sector Capacity building services include:

Education

- RESP (Refugee Education Support Program): RESP seeks to improve educational outcomes of students from migrant and refugee backgrounds. It provides holistic and targeted support to schools to strengthen connections between student achievement and wellbeing and student, family, school and community engagement
- Learning Beyond the Bell (LBB): LBB supports over 250 out-of-school-hours learning support programs, also known as homework clubs. These programs provide high quality tuition and learning support to children and young people from migrant and refugee backgrounds and their families. They also support their children's learning at home.

Sector development

This program engages and supports services and organisations across a range of sectors to respond appropriately to the needs and issues of young people. Products include information and resources, forums, policy and briefing papers, advocacy on issues, relationship building and workshops on culturally competent youth work training.

Access Criteria

Detailed and specific eligibility criteria for the range of programs and services should be obtained by contacting CMY directly.

Catchment

CCS Services

CMY's CCS services are available across the State with specific service available within the following LGAs/areas within the NWMPHN catchment:

- Hume;
- Melton;
- Wyndham; and
- Melbourne.

Shout Out

Shout Out are two intensive weekend workshops held in Carlton that are open to young people aged 18-25 from migrant or refugee backgrounds from any part of Victoria.

Reconnect

Reconnect is available to young people living, working or studying in the LGAs of Brimbank, Wyndham, Moonee Valley or Hume.

Contact Details

Centre for Multicultural Youth

Address: 304 Drummond St, Carlton 3053
Phone: 03 9340 3700
Email: info@cmy.net.au
Website: cmy.net.au

Sunshine Office (Western Region)

Address: 80B Harvester Road, Sunshine 3021
Phone: 03 9091 8200
Email: info@cmy.net.au
Website: cmy.net.au

5.4.4 INTOUCH INC

Service Description

inTouch, the Multicultural Centre against Family Violence, is a statewide service, which provides services, programs and responses to issues of family violence in CALD (Culturally and Linguistically Diverse) communities. inTouch delivers specialised and intensive case management service to humanitarian entrants with exceptional needs. The program provides flexible and tailored responses to meet the individual needs of each case.

Outline of suite of available services

Priority areas of services include prevention and early intervention, crisis intervention, post-crisis intervention, research and advocacy and building sector capacity. inTouch staff have a comprehensive range of languages available to assist people from various linguistic backgrounds.

Access Criteria

The CCS program supports recently arrived refugee and Humanitarian Program entrants who have special or complex needs. CCS has three main client groups:

- Refugee entrants;
- Special Humanitarian Program entrants; and
- Protection visa holders and persons who hold or have held a Temporary Protection visa.

Holders of these visas may be eligible for services for up to five years after their arrival in Australia. Flexibility may be shown to these access criteria in exceptional circumstances. Clients have to have multiple special and complex needs.

Catchment

inTouch Inc provides CCS services in the LGAs of:

- Hume;
- Melbourne; and
- Wyndham.

Contact Details

inTouch Inc	
Address:	12 Harvey Street, Richmond Vic 3121
Phone:	03 9413 6500
Email:	admin@intouch.asn.au
Website:	http://www.intouch.asn.au/

5.4.5 MIGRANT RESOURCE CENTRE NORTH WEST REGION

Service Description

The Migrant Resource Centre North West Region (MRCNWR) provides a range of services to refugees, migrants and humanitarian visa arrivals/holders assisting them in their settlement process into the community and to navigate their journey into the Australian way of life.

Outline of suite of available services

Settlement Services includes assisting one-to-one case work, information sessions on various topics, building capacity for new and emerging communities, groups for men and women, recreational activities, community development projects, assisting mainstream agencies to work with culturally and linguistically diverse communities, service development, planning and other related activities. Specific programs include:

- Driving program;
- English language classes; and
- Youth programs.

Access Criteria

The following people are eligible for services through MRCNWR:

- Refugee entrants;
- Special Humanitarian Program entrants; and
- Protection visa holders.

Clients are eligible for services for up to five years after their arrival in Australia. Flexibility may be shown to this timeframe in exceptional circumstances.

Catchment

MRCNWR has offices in St Albans and Broadmeadows and serves the LGAs of Brimbank, Melton, Hobson's Bay and Hume.

Contact Details

MRC North West Region Inc.	
MRC North West Region St Albans - Head Office	
Address:	20 Victoria Crescent, St. Albans 3021
Phone:	03 9367 6044
MRC North West Region - Hume Office	
Address:	Suite 10, 11-17 Pearcedale Parade, Broadmeadows 3047
Phone:	03 9351 1278
Email:	mrcnw@mrcnorthwest.org.au
Website:	www.mrcnorthwest.org.au

5.4.6 NEW HOPE FOUNDATION (REFUGEE & MIGRANT RESOURCE CENTRE)

Refer to Section 5.2.2 for a description of the New Hope Foundation Complex Case Support Service which provides additional assistance to temporary protection visa holders, refugees and humanitarian entrants with complex and high support needs.

5.4.7 SPECTRUM MIGRANT RESOURCE CENTRE

Refer Section 5.2.3.

Catchment

It is noted the Spectrum provides CCS across three office locations in Melbourne's north-west located in Preston, Sunshine and Dallas.

Contact Details

Spectrum MRC	
Preston:	
Address:	Level 1, 306-308 Bell Street, Preston 3072
Phone:	03 9496 0200
Email:	preston@spectrumvic.org.au
Dallas:	
Address:	61 Riggall Street, Dallas 3047
Phone:	03 9301 7400
Email:	dallas@spectrumvic.org.au
Sunshine:	
Address:	161 Harvester Road, Sunshine 3020
Phone:	03 9300 8600
Email:	sunshine@spectrumvic.org.au
Website:	http://spectrumvic.org.au/

6 Service Mapping – Community & Primary Health

Community Health Services within the catchment include the range of universal services available through the Victorian Government funded Community Health Program. The Community Health Program includes specific services available to particular groups that are considered priority clients who include children, vulnerable pregnant women, Aboriginal and Torres Strait Islander communities, refugee and asylum seekers and those with chronic disease.

Community health services deliver the Community Health Program through strong community connections and flexible models of care that are responsive to people's needs. The program operates from a social model of health that acknowledges the social, environmental and economic factors that affect health, as well as the biological and medical factors.

Table 6-1 lists the Community Health Services within the catchment offering both universal services and **identifies those that provide refugee and asylum seeker specific health services** either funded through the DHHS Refugee Health Program (RHP) or providing services to this cohort on an unfunded basis. The program funds refugee health nurses and allied health staff to provide specific services through the community health centres in areas of high refugee settlement.

Additionally, local government provides a range of universal services such as maternal and child health services, immunisation programs and to a lesser extent counselling services in some areas.

Table 6-1: CHS within NWMPHN catchment providing Refugee and Asylum Seeker Health Services

COMMUNITY HEALTH SERVICE	UNIVERSAL SERVICE	REFUGEE AND ASYLUM SEEKERS HEALTH SERVICES
		✓ FUNDED PROGRAM ** UNFUNDED REFUGEE HEALTH SERVICES
cohealth - Fitzroy	✓	**
cohealth - Footscray	✓	✓
cohealth - Kensington	✓	✓
Darebin Community Health Service	✓	✓
Dianella Health	✓	✓
Djerriwarrh Health Services	✓	**
ISIS Primary Care Brimbank (Sunshine)	✓	✓
ISIS Primary Care Wyndham	✓	✓
ISIS Primary Care - Altona Meadows	✓	**
Merri Health	✓	**
North Richmond Community Health	✓	**
Sunbury Community Health Centre	✓	**

It is noted that although Macedon Ranges Health does not currently provide specific services that target refugees and asylum seekers, it does have the capacity and resources

to offer a range of services including, but not limited to, psychology, counselling, physiotherapy, podiatry, dietetics, social work.

Additionally, Banyule Community Health and Plenty Valley Community Health, which although outside the NWMPHN catchment, offer services targeting refugees and asylum seekers that include residents within the NWMPHN catchment.

6.1 Community health based Refugee Health Program service providers within NWMPHN catchment

6.1.1 COHEALTH

Service Description

The refugee health teams located at specific cohealth sites support the health and wellbeing of clients of refugee and asylum seeker background. Health nurses, mental health workers and allied health staff, assess clients' physical and mental health needs and assist them to access health and social services.

Outline of suite of available services

An extensive range of primary health care services are available at cohealth sites as detailed below. The aim is to promote client well-being and to enable clients to live independently in the community by identifying their strengths, and developing their living skills and social networks.

cohealth also hosts a range of specialist clinics services by specialists from Melbourne Health and Royal Children's Hospital including infectious disease clinics, Vitamin D clinics and paediatric clinics.

Access Criteria

The service is focused on people who are newly arrived with refugee-like experiences or those seeking asylum. People who arrived more than five years ago may still be eligible depending on need. Service access is not dependant visa type.

Referrals to services can be made via Connecting Care. Locations and contact details for all of our centres can be found our website: <https://www.cohealth.org.au/>

Catchment

cohealth has funded Refugee Health Programs operating from its sites at Footscray and Kensington with services available to refugee clients residing within the NWMPHN LGAs of Maribyrnong, Melbourne, Fitzroy, Collingwood and Moonee Valley.

Contact

cohealth – Joslin Clinic - Refugee and Asylum Seeker Health Assessment Clinic

Address: 571 Barkly St West Footscray 3012

Phone: 03 9912 2000

Joslin Clinic includes Infectious Disease Clinic, Vitamin D Clinic, Paediatric Refugee Clinic

cohealth – Fitzroy - Refugee and Asylum Seeker Health Assessment Clinic

Address: 75 Brunswick Street Fitzroy 3065

Phone: 03 9411 3555

Email: intake.refugeehealthclinic@cohealth.org.au

cohealth - Footscray

Address: 78 Paisley St, Footscray 3011

Phone: 03 8398 4100

cohealth - Kensington

Address: 6 Gower Street, Kensington 3031

Phone: 03 8378 1600

Website: <http://cohealth.org.au/>

6.1.2 DAREBIN COMMUNITY HEALTH

Service Description

Darebin Community Health (DCH) provides high quality, culturally appropriate and accessible health services and programs for the local community. DCH is committed to working with population groups with high levels of disadvantage providing priority access to services for these groups. Refugee and asylum seekers have priority access to all services with the Refugee Health Nurse and the Refugee Liaison Worker working together to provide timely and appropriate health and social support. This includes facilitating refugee and asylum seeker access to primary health care services, including medical and dental within DCH and the broader community.

Outline of suite of available services

Services provided through the Refugee Health Program at DCH include:

- Initial health screening of newly arrived refugee individuals and their family;
- Identifies the health care needs of individuals and families and facilitates access to GPs, specialist health care, dental care, mental health services, allied health services, optometry services and maternal and child health services including immunisation services;
- Provides linkages to social and family support services through referral and advocacy, for example, to housing services, employment services, the Migrant Resource Centre and other agencies as required;
- Provides direct nursing care such as refugee catch-up immunisation, Mantoux tests (tuberculin skin test), pap smear tests etc;
- Operation of specialised vitamin D and paediatric clinic for refugees and their families in partnership with the Royal Children's Hospital;
- Provides case management for complex cases;

- Delivery of evidence based health promotion activities;
- Provision of secondary consultation services and capacity building activities for services working with refugees and asylum seeker clients;
- Provision of support and capacity building to local General Practitioners to develop their capacity for service provision and use of the refugee health assessment tool; and
- Development of partnerships for service provision across service streams within DCH and with local health care and social service providers within the local area.

Access Criteria

All refugees and asylum seekers who have been in Australia less than 5 years are eligible for priority access. Referrals are accepted from settlement services, GPs, other health and social service providers and self-referrals. There are no fees and phone or personal interpreting services are available as required.

Catchment

The DCH Refugee Health Program primarily provides services to clients within the Darebin LGA. The service also assists clients from neighbouring LGAs without a refugee health program.

Contact

Darebin Community Health - East Reservoir
Centre location: 125 Blake Street, East Reservoir 3073
Phone: 03 8470 1111
Website: <http://www.dch.org.au/>

6.1.3 DIANELLA HEALTH

Service Description

The Refugee Health program at Dianella Health (DH) provides information and access to mainstream health services including Refugee Health Checks available through GPs to all refugee clients. The program also provides referral to other services such as Optometry, Emergency Dental, General Dental, Physiotherapy, Audiology, Diabetes Nurse Education, Dietetics and Nutrition, Podiatry and other services.

The program also provides a link to other culturally specific social services.

Outline of suite of available services

This program at DH provides:

- Access to the program through the Arabic Access Worker to assist with the scheduling a range of services including medical clinic, refugees health nurse and home visit appointments;

- Initial health assessments conducted by qualified nurses;
- Referral to GPs for health assessments;
- Linkages to bi-lingual GPs and information relating to accessing specialists;
- Referral into relevant allied health services, at Dianella or other agencies as appropriate;
- Referral to specific Dianella based counselling service such as a dedicated counsellor for refugees;
- Referral to other social support and culturally specific services including the Migrant Resource Centre, and Foundation House for trauma counselling;
- Linkages into other social support and ante-natal or post-natal programs including Dianella based healthy mothers healthy babies program;
- Assistance with appointment booking and interpreter provision; and
- Translated health information on relevant agencies, services and specific health issues e.g. women's health, pap tests, cervical vaccine, breast care, skin cancer and immunisation timetables.

Access Criteria

This service is available to all clients who have arrived in Australia in the last five years with a Refugee Visa or those seeking asylum. A written referral is required from a recognised agency such as AMES Australia, Red Cross or Spectrum. The service is free of charge and an interpreter can be arranged upon request.

Catchment

Priority access to all DH services is provided for refugees and asylum seekers as part of the Dianella and Victorian Government Priority of Access policies for clients within the DH catchment. The program is available to newly arrived refugees or asylum seekers who settle in Hume. It provides an initial health screening and links to primary health care services.

Dianella also provides a GP medical service for IHMS clients.

Contact

Dianella Health - Broadmeadows

Address: 42-48 Coleraine Street, Broadmeadows 3047

Phone: 03 8301 8888

Website: <http://www.dianella.org.au/>

6.1.4 DJERRIWARRH HEALTH SERVICE/MELTON COMMUNITY HEALTH CENTRE

Service Description

Djerriwarrh Health Service (DJHS) provides a comprehensive range of primary care services as part of its general community health services including counselling services, chronic disease management, diabetes education, dental care and maternity services amongst others. Despite not having specific funding through the RHP, DJHS provides priority access to people from refugee and asylum seeker backgrounds including for health assessments, general supports and linkages to other services. The service also provides similar access for all people from a migrant background irrespective of the duration of their residency in Australia.

Outline of suite of available services

The range of services available to all residents within the DJHS catchment including but not limited to:

- Women's Health and Men's Health;
- Needle and Syringe program;
- Refugee Health;
- Sexual and Reproductive health education (i.e. School Sex Education program);
- Oral health; and
- Diabetes education and chronic disease management, amongst other services.

Access Criteria

Residents within the DJHS catchment. Referrals are accepted from all sources including GPs, other service providers and self-referral. The referral process is via the central intake office fax 03 9746 0668

Catchment

Melton Shire of Melton and Bacchus Marsh.

Contact

Djerriwarrh Health Service - Melton Community Health Centre
Address: Corner Yuille and High St , Melton
Phone: 03 8746 1100
Intake Phone: 03 9747 7609 Intake Fax: 03 9746 0668
Website: www.djhs.com.au

6.1.5 ISIS PRIMARY CARE LTD

Service Description

ISIS Primary Care Ltd (ISIS) works with doctors, health workers and social services to enable people who have a refugee or asylum background gain the knowledge, support and tools needed to live a healthy life.

Outline of suite of available services

The range of services provided through ISIS used by refugees and asylum seekers includes dental services, alcohol and other drug services, gamblers help and financial counselling, women's health services, family services and allied health services such as dietician and podiatry.

Specifically, the targeted services include:

- Accessing external medical and or other health workers for treatment;
- Supporting emotional and wellbeing of refugee and asylum seeker clients;
- Providing assistance in how to live in Australia;
- Assistance in accessing and using other services;
- Health promotion and education to facilitate healthy living; and
- Advocating on behalf of refugee and asylum seeker clients.

Access Criteria

Refugees and asylum seekers living in Brimbank, Hobsons Bay or Wyndham. There is no cost for the Refugee Health Program service but appointments are required and interpreter services are available free of charge.

Catchment

Refugee Health Nurses, Community Case Workers, and Burmese Access Workers are located at Hobsons Bay (Altona Meadows), Hoppers Crossing (Wyndham), Sunshine and Wyndham Vale.

Contact

ISIS Primary Care - Altona Meadows

Address: 330 Queen St, Altona Meadows 3028

Phone: 03 8368 3000

ISIS Primary Care - Sunshine

Address: 122 Harvester Road, Sunshine 3020

Phone: 03 9313 500

Sunshine includes paediatric refugee clinic and vitamin D clinic

ISIS Primary Care - Wyndham

Address: 117 - 129 Warringa Cres, Hoppers Crossing 3029

Phone: 03 8734 1400

*Wyndham includes Australian College of Optometry Clinic & Adult Infectious Diseases and Refugee Health***ISIS Primary Care - Wyndham Vale Super Clinic**

Address: 510 Ballan Road, Wyndham Vale 3024

Phone: 03 9216 7777

Website: <http://www.isispc.com.au/>

6.1.6 MERRI HEALTH

Service Description

Merri Health creates healthy, connected communities through local health services for people at every age and stage of life. The approach is holistic, addressing the medical, social, environmental and economic aspects that affect health, with services spanning across children and young people, carer support, chronic disease management, mental health, disability support, population health and aged care. Merri Health has been the trusted health service of local communities for over 40 years. Merri Health engages with marginalised and vulnerable communities and is Rainbow Tick accredited.

Outline of suite of available services

The general range of GP services.

Access Criteria:

Access to community health services is generally open to those living, working or studying across the northern metropolitan region. Some programs have specific eligibility requirements - please refer to the Merri Health website for specific program details.

Catchment:

Merri Health catchment includes the following LGAs within the NWMPHN catchment:

- Darebin
- Hume;
- Melbourne;
- Moreland;
- Moonee Valley; and
- Yarra.

Contact Details

Merri Health - Brunswick

Address: 11 Glenlyon Road, Brunswick VIC 3056
Phone: 03 9388 9933 (new appointments)

Merri Health – VIC Place

Address: 21 Victoria Street, Coburg 3058
Phone: (03) 9355 9900

Merri Health – Coburg

Address: 93 Bell Street, Coburg 3058
Phone: (03) 9350 4000

Merri Health – Preston

Address: Level 2/110 Chifley Dr, Preston 3072
Phone: (03) 9495 2500

Merri Health – Fawkner

Address: 79 Jukes Road, Fawkner 3060
Phone: (03) 9357 2444

Merri Health – Glenroy

Address: 5D Cromwell St, Glenroy 3046
Phone: (03) 9304 9200

Merri Health – Thornbury

Address: 298 Victoria St, Thornbury 3071
Phone: (03) 9484 5314

Email: serviceaccess@merrhealth.org.au
Web: www.merrhealth.org.au

6.1.7 NORTH RICHMOND COMMUNITY HEALTH

Service Description

North Richmond Community Health (NRCH) provides comprehensive community health and social care to culturally and linguistically diverse (CALD) clients including refugees and asylum seekers and newly arrived migrants in inner city Melbourne and beyond. NRCH is located on the grounds of Victoria's largest public housing estate and is committed to improving access to care for socially and economically disadvantaged communities.

Outline of suite of available services

NRCH provides a range of services such as:

- Medical services including specialist medical (psychiatry and paediatrics);
- Nursing and allied health;
- Counselling and casework;
- Oral health;

- Alcohol and drug services;
- Needle syringe program;
- Health promotion; and
- Interpreters.

Access Criteria:

NRCH provides universal access to services and actively supports access to care for refugees, asylum seekers, recently arrived immigrants and people from CALD backgrounds including the provision of in-house interpreters and also employs many bilingual staff.

With the exception of dental services, all NRCH programs and services are free of charge. Medical services are bulk billed and there are no client fees for counselling, nursing and allied health services.

Catchment:

NRCH provides services to clients from all of the LGA's in the NWMPHN catchment.

Contact Details

North Richmond Community Health - North Richmond

Address: 23 Lennox Street, Richmond North 3121
Phone: 03 9418 9800
Fax: 9428 2269
Email: nrch@nrch.com.au

North Richmond Community Health - Fitzroy (Oral Health Program)

Address: 75 Brunswick Street, Fitzroy 3065
Phone: 03 9411 3505

Website: <http://www.nrch.com.au/>

6.2 Community Dental Clinics

There are over 80 community dental clinics located throughout metropolitan Melbourne and rural Victoria. To access services from these clinics, clients need to be eligible to receive public dental care. Refugees and asylum seekers are eligible for priority access to general, denture and specialist treatment through public dental care services.

cohealth - Footscray

Address: 2 Geelong Road, Footscray 3011
Phone: 03 8398 4100

cohealth - Kensington

Address: 6 Gower Street, Kensington 3031
Phone: 03 8378 1670

cohealth - Niddrie

Address: 3-15 Matthews Avenue, Niddrie 3042
Phone: 03 8378 1670

Website: <http://cohealth.org.au/>

Darebin Community Health Service – East Reservoir

Address: 125 Blake Street, East Reservoir 3073
Phone: 03 8470 1111

Darebin Community Health Service – Northcote

Address: 42 Separation Street, Northcote 3070
Phone: 03 9403 1200

Darebin Community Health Service – Preston

Address: 300 Bell Street, Preston 3072
Phone: 03 9485 9060

Website: <http://www.dch.org.au/>

Dianella Health - Broadmeadows

Address: 42-48 Coleraine Street, Broadmeadows 3047
Phone: 03 8301 8900

Website: <http://www.dianella.org.au/>

Dianella Health - Craigieburn

Address: 55 Craigieburn Road, Craigieburn 3064 (enter at rear of car park)
Phone: 03 9303 0571

Website: <http://www.dianella.org.au/>

Djerriwarrh Health Service

Address: 195-209 Barries Road, Melton West, 3337
Phone: 03 9747 7609

Website: <http://www.djhs.org.au/>

ISIS Primary Care - Altona Meadows

Address: 330 Queen St, Altona Meadows 3028
Phone: 03 8368 3000

ISIS Primary Care - Brimbank

Address: 1 Andrea Street, St Albans 3021
Phone: 03 9296 1360

ISIS Primary Care - Wyndham

Address: 117 - 129 Warringa Cres, Hoppers Crossing 3029
Phone: 03 8734 1400

Website: <http://www.isispc.com.au/>

Merri Health

Address: 11 Glenlyon Road, Brunswick 3056
Phone: 03 9387 6711

Website: <http://mchs.org.au/>

North Richmond Community Health - Fitzroy

Address: 75 Brunswick Street, Fitzroy 3065
Phone: 03 9411 3505

North Richmond Community Health - North Richmond

Address: 23 Lennox Street, Richmond North 3121
Phone: 03 9418 9800

Website: <http://www.nrhc.com.au/>

Sunbury Community Health

Address: 12-28 Macedon Street, Sunbury 3429
Phone: 03 9744 4455

Website: <http://www.sunburychc.org.au>

6.3 Other health services

6.3.1 ASYLUM SEEKER RESOURCE CENTRE HEALTH CARE CENTRE

Service Description

The Asylum Seeker Resource Centre (ASRC) Health Care Centre provides an extensive range of primary health services for people seeking asylum living in the community.

Outline of suite of available services

The ASRC Health Care Centre offers specialist services including:

- GP clinic;
- Nurse clinic;
- Psychiatry clinic;
- Physiotherapy;
- Massage;
- Acupuncture;
- Podiatry;
- Diabetes education;
- Immunisation clinic; and
- Pharmacy program.

Additionally, the ASRC Health Care Centre refers people seeking asylum to external health services including maternal and child health, dental, pathology, radiology and optometry services.

Access Criteria

The ASRC Health Care Centre prioritises services to those people seeking asylum living in the community who are **ineligible** for Medicare. Detailed information of eligibility can be obtained by contacting the ASRC Health Care Centre.

Catchment

Statewide. Eligibility is based on visa status rather than residential location as such anyone presenting to the ASRC Health Care Centre will be assessed according to visa eligibility.

Contact Details

The Asylum Seeker Resource Centre Health Care Centre
Address: 214-218 Nicholson St, Footscray 3011
Phone: 03 9274 9898
Email: health@asrc.org.au

6.3.2 CABRINI ASYLUM SEEKER AND REFUGEE HEALTH HUB

Service Description

Cabrini is a Catholic organisation providing healthcare and charitable community services. The Cabrini Asylum Seeker and Refugee Health Hub was established to address a growing need in the community to adequately meet the health needs of asylum seekers and newly arrived refugees, but specifically to meet the mental health needs of asylum seekers.

Outline of suite of available services

The Health Hub opened in May 2016 and services began in late June 2016. The Hub offers arrange of primary health care and specialist services (some which are still in the establishment phase, but hope to be fully operational by 2017) including:

- Nurse-led triage, assessment and complex case management;
- Refugee health assessments;
- GP clinics;
- Specialist mental health services - mental health nurse, mental health social worker, psychologist;
- Psychiatry;
- Adult and child catch-up immunisations;
- Chronic disease management;
- Pharmacy program; and
- Referrals to external agencies and community health centres (including but not limited to dental, optometry, M&CH, midwifery, allied health).

It is understood that the Health Hub anticipates having visiting specialist services, for example paediatrics and infectious diseases in the future.

Additionally St Vincent's Hospital partners with the Health Hub to fund pathology collection onsite and medical imaging at the hospital.

Access Criteria

Medicare ineligible asylum seekers have priority access to free healthcare services. Asylum seekers with Medicare will be bulk billed and newly arrived refugees can be referred for refugee health assessments where there is capacity.

Access to the Health Hub is by self-referral or referral by relevant agency working with the client.

Psychiatry requires a GP referral.

Catchment

Although there is no defined catchment, but the hub is targeting clients living in or accessing services in the northern suburbs of Melbourne.

Contact Details

Cabrini Asylum Seeker and Refugee Health Hub
Address: 503 Sydney Road, Brunswick, 3056
Phone: 03 8388 7874
Fax: 03 9380 8760
Email: healthhub@cabrini.com.au

7 Service Mapping – Specialist Refugee and Asylum Seeker Health Services

7.1.1 ASYLUM SEEKER RESOURCE CENTRE HEALTH CENTRE

Refer Section 6.3.1 for details.

7.1.2 CABRINI ASYLUM SEEKER AND REFUGEE HEALTH

Refer Section 6.3.2 for details.

7.1.3 FOUNDATION HOUSE

Refer Section 8.1.1 for details.

7.1.4 MELBOURNE HEALTH REFUGEE HEALTH - VICTORIAN INFECTIOUS DISEASES SERVICE

Medicare ineligible asylum seekers are provided with full medical care including, pathology, diagnostic, pharmaceutical and other services in Victorian hospitals. Patients in this category are not to be billed. Where appropriate they are referred to an appropriate support/advocacy agency.

The Victorian Infectious Diseases Service (VIDS) provides clinics and programs of ongoing care for new arrivals and asylum seekers who have varying levels of access to Medicare, work rights, housing and government assistance.

There are a number of services available under the banner of VIDS and include:

REFUGEE AND IMMIGRANT HEALTH CLINIC

Service Description

The Refugee and Immigrant Health Clinic provides specialist care for immigrants, refugees and travellers with a range of conditions, including infectious diseases and nutritional deficiencies.

The clinic is on Tuesday mornings and is staffed by 5 infectious diseases (ID) consultants, a refugee health nurse and an ID registrar. We provide training for registrars, medical students and immigrant doctors and receive referrals from across the state.

Outline of suite of available services

Doctors have had extensive experience working in Australia and abroad, and have a particular interest in the health of travellers and immigrants.

Access Criteria

Referrals of refugees, immigrants and travellers who have (or may have) illnesses related to their time outside Australia, including referrals for further work-up and management of abnormalities detected in the course of immigrant screening.

Referral

Referrals are accepted to this service from GPs and refugee health nurses.

To refer a patient, a completed referral should be faxed to VIDS (03) 9342 7277 or the referring GP or health nurse can send a letter with the client's name, Medicare card details (if available), date of birth, address, contact details, preferred language, health manifest and health undertaking information, caseworker name and contact numbers.

Catchment

Statewide.

Contact Details

Refugee and Immigrant Health Clinic (RMH City Campus)

Address: Level 9 North, 300 Grattan Street, Parkville 3052

Phone: 03 9342 7212 (request paging VIDS Registrar)

Email: refugee.fellow@mh.org.au

Website: <https://www.thermh.org.au/health-professionals/clinical-services/victorian-infectious-diseases-service-vids/refugee-health>

GP REFUGEE HEALTH ASSESSMENT CLINIC

Service Description

A health assessment clinic for newly arrived adult humanitarian entrants or clients of refugee background.

The GP Refugee Health assessment clinic runs concurrently with the Tuesday Refugee and Immigrant Health Clinic (described for Refugee and Immigrant Health Clinic above) and a Travel Medicine clinic, allowing for cross-referrals and on the spot consultations for the convenience of those attending the clinic. The services are bulk billed.

The combination of these aforementioned clinics provides a solid basis for comprehensive adult refugee health assessment. Outline of suite of available services

Over 2 - 3 visits, the services provided include:

- Comprehensive refugee health assessment;
- Commence immunisations;
- Specialist referrals; and

- A comprehensive summary for the community GP.

Access Criteria

Available to newly arrived adult humanitarian entrants or clients of refugee background who:

- Have a health undertaking³²; or
- Have complex health needs and may need referral; or
- Cannot easily access a local GP; or
- Have a Medicare card or reimbursement via Red Cross / AMES Australia.

Catchment

Statewide.

Contact Details

Refugee and Immigrant Health Clinic (RMH City Campus)

Address: Level 9 North, 300 Grattan Street, Parkville

Phone: 03 9342 7000

Email: refugee.fellow@mh.org.au

Website: <https://www.thermh.org.au/health-professionals/clinical-services/victorian-infectious-diseases-service-vids/refugee-health>

SPECIALIST OUTREACH CLINICS

Service Description

VIDS runs five specialist clinics in rural, regional and urban primary care centres to enable provision of tertiary services for refugees in the community.

Telehealth Clinics

Melbourne Health also provides four telehealth clinics each month. These clinics use a combination of cloud hosted health records and videoconferencing that enable consultants to see patients on an individual basis as well as providing professional support to primary care practitioners. It is envisaged that these telehealth clinics will expand to include the entire infectious diseases unit as well as other specialty areas. Of particular relevance to the refugee cohort, the mental health and endocrinology units are both included in the proposed expansion.

32. A health undertaking is an agreement that is made with the Australian Government that is designed to help ensure that visa holders with significant health conditions are followed up by onshore health providers when necessary – for example people at risk of developing active TB. (Source: <https://www.border.gov.au/Trav/Visa/Heal/meeting-the-health-requirement/health-undertakings>)

Community Outreach Clinics

The following clinics are provided with outreach support:

- A weekly clinic is provided at cohealth Kensington;
- A monthly clinic is conducted in Mildura which includes treatment for Hepatitis C;
- Tristar General Practice Nhill is supported through telehealth;
- Shepparton Medical Centre is provided with a monthly clinic including refugee patients;
- cohealth Footscray Joslin Centre hosts a weekly clinic; and
- ISIS Primary Care Hoppers Crossing hosts a monthly infectious disease clinic.

Outline of suite of available services

Infectious diseases.

Access Criteria

All consultations are by appointment and a GP referral is required.

Catchment

Three of the outreach clinics are located within the NWMPHN catchment in Wyndham, Footscray and Kensington.

Contact Details

Specialist Outreach Clinics

Wyndham - ISIS Community Health

Address: 117-129 Warringa Crescent, Hoppers Crossing Vic 3029
Phone: 03 8734 1400
Fax: 03 8734 1460

Dr Tom Schulz conducts a fortnightly infectious diseases clinic on Wednesday afternoons and welcomes GP referrals.

Footscray - Joslin Clinic

Address: 571 Barkly Street, Footscray, 3011
Phone: 03 9912 2000
Fax: 03 9687 5058

Dr Tom Schulz conducts a fortnightly infectious diseases clinic on Wednesday afternoons and welcomes GP referrals.

Kensington - cohealth

Address: 12 Gower Street, Kensington, 3031
Phone: 03 8378 1600
Fax: 03 9372 1558

Dr Nadia Chaves conducts a weekly infectious diseases clinic on Thursday mornings.

REFUGEE HEALTH FELLOW PROGRAM

Service Description

DHHS has funded fellow positions in Refugee Health to build capacity across the State to improve refugee and asylum seeker health care. Two of these fellows are located at the VIDS at the Royal Melbourne Hospital.

Their roles include:

- Improving coordination of health care for refugees and asylum seekers;
- Providing advice and liaison about issues arising in individual refugee and asylum seeker clients; and
- Providing education on refugee health to GPs, Specialists, Nurses, hospital staff and allied health as required, and in response to provider requests.

Outline of suite of available services

Secondary consultation for other health professionals on a spectrum of refugee health services. They also provide clinical services through specific clinics including those described above.

Access Criteria

Fellows are available to speak to either large or small groups, and can travel to outer metropolitan or regional areas if required. They can provide information across a variety of topics and compile information on emerging issues.

Catchment

Statewide.

Contact Details

Refugee Health Fellow Program

Address: Level 9 North, 300 Grattan Street, Parkville
Phone: 03 9342 7212 or 03 9342 7000 and page Refugee Health
Email: refugee.fellow@mh.org.au
Telehealth: vids.telehealth@mh.org.au

7.1.5 MULTICULTURAL HEALTH AND SUPPORT SERVICES - CENTRE FOR CULTURE ETHNICITY AND HEALTH

Service Description

The Multicultural Health & Support Service (MHSS) is a program of the Centre for Culture, Ethnicity and Health (CEH). MHSS works with refugees, asylum seekers, migrants and mobile populations in metropolitan Melbourne and regional Victoria to prevent new

incidences and transmission of blood borne viruses (BBV) and sexually transmissible infections (STI). MHSS collaborates with priority communities to improve their access to information, testing, care and support. MHSS also works with service providers to build capacity in designing and implementing culturally competent and inclusive services that provide relevant care and support to refugee and migrant communities. CEH is a national organisation providing organisational capacity building, resource development and leads the multicultural health agenda in Australia.

Outline of suite of available services

Services offered to the broader community include those targeting young people. Specific programs that target the community as opposed to professionals, include:

- **Multicultural Community Action Network (M-CAN)** - Seeks to develop long term partnerships with people from migrant communities to improve the long-term health outcomes of communities M-CAN is a group made up of previous trained peer educators, community and faith leaders from newly arrived high prevalence communities. M-CAN provides professional development and training to members in order to improve their respective communities overall health outcomes and to promote a self-determined approach to health.
- **Youth Ambassador** - This program supports young people from refugee and migrant backgrounds to be a leading voice on sexual health for other young people from diverse backgrounds who share similar experiences. Young people are provided with training, skills and the confidence to undertake youth led health promotion initiatives.
- **Community Education** - MHSS delivers culturally competent, gender sensitive community education sessions across Victoria on a variety of health topics including: Hepatitis B, Hepatitis C, HIV, and Healthy Relationships and Harm Minimisation. These sessions are delivered in a range of settings including, educational, youth and adult custodial settings and in the community. –visit the website to book a session for a group.
- **Support for Connections** - MHSS provides on-on-one support for individuals and families for up to 3 months with the aim of connecting people to the support they need.
- **Peer Education Project** - MHSS works alongside individuals from identified high prevalence communities for approx. one year. MHSS provides extensive training and mentoring to enable the provision of information sessions to be delivered in first language in community settings.
- **Resources** - MHSS has a number of useful resources specifically designed for refugee and migrant communities. www.ceh.org.au

Access Criteria

These programs are available to members of the community, particularly targeting people from migrant, and refugee backgrounds and asylum seekers and mobile populations including international students.

Catchment

Statewide.

Contact Details

Centre for Culture, Ethnicity and Health

Address: 23 Lennox Street, Richmond Vic 3121

Phone: 03 9418 -9929

Website: <http://www.ceh.org.au/>Email: Enquiries@ceh.org.au

7.1.6 REFUGEE HEALTH PROGRAM

Refer Section 6.1

7.1.7 ROYAL CHILDREN'S HOSPITAL IMMIGRANT HEALTH SERVICE

Service Description

The Royal Children's Hospital Immigrant Health Service includes a weekly outpatient clinic, patient consultations, education for service providers and work in policy development. The service is supported by DHHS, including support for the refugee health fellow program.

Outline of suite of available services

The clinic provides a multidisciplinary assessment service for recently arrived children of a refugee background, including medical and educational/developmental assessment, oral health assessment and health promotion, immunisations, Mantoux testing and administration of Vitamin D as needed. Asylum seeker children and children in the community or who are held in detention are also seen. Post-arrival health screening can be provided if required.

Staff include five doctors, a clinic coordinator, and a dental therapist. Male and female clinicians are available, one of the clinicians is Farsi speaking. As well as expertise in refugee health, staff have experience in general paediatrics, developmental paediatrics, forensic medicine and adolescent health. Interpreting, pathology, radiology and pharmacy services are available onsite, alongside all other hospital services, including social work and a medico-legal partnership service.

Outreach clinics

Outreach clinics are conducted at cohealth Joslin Clinic on a weekly basis for provision of a vitamin D clinic and a paediatric clinic.

Access Criteria

Services available to asylum seekers and migrants.

Catchment

Statewide.

Contact Details

Royal Children's Hospital

Address: Royal Parade, Parkville
Phone: Helen Milton, 03 9345 5522, pager 5985
Email: refugee.fellow@rch.org.au or helen.milton@rch.org.au
Website: www.rch.org.au/immigranthealth

7.1.8 ROYAL DENTAL HOSPITAL OF MELBOURNE - REFUGEE AND ASYLUM SEEKER DENTAL HEALTH

Service Description

The Royal Dental Hospital of Melbourne (RDHM) has services to help refugees and asylum seekers living in Victoria receive dental care. The lead oral health agency in Victoria, Dental Health Services Victoria (DHSV), provides oral health services through the RDHM and in partnership with over 50 community dental agencies throughout the state. DHSV also runs statewide oral health promotion programs, invests in oral health research, advises the government on oral health policy and supports the education of future oral health professionals.

Outline of suite of available services

Refugees and asylum seekers are eligible for general, denture and specialist treatment and may also be able to receive priority access to these public dental care services.

Access Criteria

Refugees and asylum seekers are one of the categories of people eligible for priority access to public dental care.

People who have priority access will be offered the next available appointment for general care and will not be placed on the general care wait list. Where a client has denture care needs, they will be offered the next available appointment for denture care or placed on the priority denture list, where applicable.

RDHM also offers interpreter services for patients who need help with their visit - if a client needs an interpreter this should be discussed with the receptionist when making an appointment.

Catchment

Statewide.

Contact Details

The Royal Dental Hospital of Melbourne

Address: 720 Swanston Street, Carlton, 3053
Phone: 1300 360 054 (Dental Emergencies)
03 9341 1000
Email: Enquiries@dhsv.org.au

8 Service Mapping – Specialist & State-wide Mental Health

There are a number of specialist statewide services within the Victorian public mental health system that have been established to focus on particular problems and disorders. These have been described in detail in a previous report and are not repeated in this report.³³ As discussed in Section 3.4, the need for specialist mental health services are particularly relevant to refugees and asylum seekers given the increasing evidence that there is a higher prevalence of complex mental health issues amongst this cohort arising from their experiences of trauma, detention and deprivation amongst other factors. These services are funded to develop and disseminate best practice and service models for working with consumers who have particular needs. They typically engage in direct care, consultation, education and training and research.

8.1 Service providers

8.1.1 VICTORIAN FOUNDATION FOR SURVIVORS OF TORTURE (FOUNDATION HOUSE)

Service Description

The Victorian Foundation for Survivors of Torture Inc. (also known as Foundation House) provides services to people from refugee backgrounds in Victoria who have experienced torture or other traumatic events in their country of origin or while fleeing those countries.

Foundation House was established in 1987 and is a not-for-profit organisation. Its work is funded by the Victorian and Australian Governments, charitable organisations and donations from private individuals.

Outline of suite of available services

Foundation House offers a comprehensive range of services to enable recovery from the consequences of torture or other traumatic events. These include:

- Individual and family counselling;
- Client advocacy;
- Complementary therapies, e.g. traditional herbal medicine, massage and other natural therapies;
- Specialist mental health clinic;
- Group programs; and
- Referral to other services.

33. Aspex Consulting, North Western Melbourne PHN In-depth Review of Mental Health and Drug Treatment Needs and Services in North Western Melbourne, June 2016

Access Criteria

A person must meet *all* of the following criteria to be eligible for services through Foundation House:

- Have a refugee or refugee-like background³⁴; AND
- Have a history of torture and/or other traumatic events prior to arrival in Australia or be an immediate family member of such a person; AND
- Be experiencing psychological or psychosocial difficulties believed to be associated with their experience of torture and traumatic events; AND
- Consent to receive services; AND
- Not pose an unacceptable risk to the safety of staff or other clients.

People can be referred to Foundation House whether they are newly arrived or have been in Australia for many years. Referrals are formally assessed and if accepted, clients may be seen immediately or put on a managed wait list. Anyone can refer someone to Foundation House (e.g. HSS providers, schools, GPs or the client themselves). Interventions may be short, medium or long-term – appropriate intervention/s will be determined by the counsellor and client depending on the client's needs.

Catchment

Available to eligible persons statewide. Foundation House offices are located in Brunswick, Dandenong, Sunshine and Ringwood. Services are also provided in partnership with other agencies in rural and regional centres across Victoria.

Contact Details

Foundation House

Brunswick:

Address: 4 Gardiner Street, Brunswick,3056

Phone: 03 9388 0022

Email: info@foundationhouse.org.au

Sunshine:

Address: 161 Harvester Road, Sunshine, 3020

Phone: 03 9300 8670

Email: info@foundationhouse.org.au

Website: www.foundationhouse.org.au

34. Refugee or refugee-like background definition includes:

- ▶ People who have been found to be refugees (by the UNHCR or the Australian Government)
- ▶ People who have suffered persecution in their country of nationality or usual residence
- ▶ People who have been subjected to substantial discrimination and human rights abuses in their country of nationality or usual residence
- ▶ Immediate family members, such as a child, of the above.

Someone may have a refugee or refugee-like background without meeting the specific Refugee Convention definition of a refugee.

8.2 Secondary consultation services

8.2.1 VICTORIAN TRANSCULTURAL MENTAL HEALTH

Service Description

The Victorian Transcultural Mental Health (VTMH) service is a state-wide unit, funded by DHHS, and is administered by St Vincent's Hospital. VTMH seeks to integrate skills and practices to address inequality in mental health service provision.

It is a non-clinical unit with a primary focus on service development and mental health systems improvement that provides assistance to clinical service providers to implement key national and state mental health diversity policies and priorities.

The unit's function is to contribute to improvement in the quality and accessibility of mental health services available to non-English speaking background communities and to develop innovative models of mental health service delivery.

Outline of suite of available services

- Workforce development;
- Organisational development for planning and responding to diversity of mental health service needs;
- Building social capital through community engagement; and
- Broadening consumer and carer involvement.

Access Criteria

Available as a State-wide resource.

Catchment

Not a direct service provider.

Contact Details

Victorian Transcultural Mental Health

Address: St Vincent's Hospital Melbourne, Level 2, Bolte Wing, Nicholson Street, Fitzroy 3065

Phone: 03 9231 3300 (new appointments)

Email: vtmh@svhm.org.au

Website: www.vtmh.org.au

8.2.2 CABRINI ASYLUM SEEKER AND REFUGEE HEALTH HUB (CASRHH) – SPECIALIST MENTAL HEALTH SERVICE

Service Description

Cabrini is a Catholic organisation providing healthcare and charitable community services. The Cabrini Asylum Seeker and Refugee Health Hub (CASRHH) was established to address a growing need in the community to adequately meet the health needs of asylum seekers and newly arrived refugees, including specifically the mental health needs of asylum seekers.

Outline of suite of available services

The Hub is ultimately intended to offer a range of primary and specialist health care and a specialist mental health service. The specialist mental health service is currently being established and is anticipated to be fully operational by 2017. Services will be provided by both pro bono and employed staff. One component will be a community mental health team that will be staffed by psychiatrist, mental health nurse and social worker which will provide limited case management and outreach for those most severely ill asylum seekers that currently are not being managed by mainstream mental health services. The other component will include:

- Psychiatry;
- Psychology;
- ATAPS funded services;
- Individual and family counselling;
- Group programs;
- Secondary consultations for GPs operating at the CASRHH and ASRC, and to private psychiatrists caring for asylum seekers and refugees; and
- Pharmacy program.

Access Criteria

Access to the hub includes the following:

- Self-referral or referral by relevant agency working with the client;
- Psychiatry consultations and ATAPS funded services through a GP referral;
- Medicare ineligible asylum seekers are given priority for free health services. Asylum seekers with Medicare will be bulk billed;
- Asylum seekers and newly arrived refugees experiencing psychological or psychosocial difficulties associated with their experience of traumatic events either pre-departure, in detention or post-detention; and
- Non-acute mental health needs (not requiring assessment within 72 hours).

Catchment

There is no defined catchment, but the hub is targeting clients living in or accessing services in the northern suburbs of Melbourne.

Contact details

Cabrini Asylum Seeker and Refugee Health Hub

Address: 503 Sydney Road, Brunswick, 3056

Phone: 03 8388 7874

Fax: 03 9380 8760

Email: healthhub@cabrini.com.au

9 Advocacy and support services

This section provides details of organisations that provide advocacy and support services available to refugees and asylum seekers within the NWMPHN catchment.

9.1 Service providers

9.1.1 AMES AUSTRALIA

Refer Section 5.4.1 for details.

9.1.2 ASYLUM SEEKER RESOURCE CENTRE

Service Description

The Asylum Seeker Resource Centre (ASRC) is an independent human rights organisation that provides free assistance to people seeking asylum. The work aim of the ASRC is to work to protect and uphold the human rights of people seeking asylum in Australia.

All eligible clients are assigned a case worker who provides information about rights, entitlement and accessing services. Clients are then linked to other ASRC and external services to ensure they receive the care and support they need whilst they await an outcome of their application for refugee status.

Outline of suite of available services

Services available through the ASRC include:

- Client services – which provides crisis intervention, intake and assessment of new clients, introduction to the ARSC, membership for clients, referrals to other programs both internal/external to the ASRC, ongoing case management, information, advice, advocacy, generalist counselling, goal setting and support around a range of welfare issues;
- Detention rights and advocacy – this service focuses on advocating for individuals in detention and supporting other advocates working with people in detention (including strategic litigation). This includes private and public advocacy including giving a voice to those in detention, lobbying for an end to mandatory detention, time limits on detention and an end to offshore processing;
- Legal services – includes applying for a protection visa, preparing a statement of claims, accompanying clients to interviews with DIBP, assistance in attending the Refugee Review Tribunal and Immigration Assessment Authority, responding to correspondence relating to the visa process, amongst other assistance;
- Health services - a range of primary health services for people seeking asylum living in the community as detailed in Section 6.3.1;
- Foodbank and material aid - Foodbank is a grocery store set up inside the ASRC Footscray centre which members can access once a week;
- Employment and training;

- English language and home tutoring; and
- Social and community development – aims to foster empowerment, resilience, independence and self-sufficiency together with improving integration and connection to the community and mainstream services; amongst other services and projects.

Access Criteria

Asylum seekers presenting to the ASRC have their needs assessed, and if eligible are invited to become a member of the ASRC.

Catchment

Statewide. Eligibility is based on visa status rather than residential location as such anyone presenting to the ASRC Health Centre will be assessed according to visa eligibility.

Contact Details

Asylum Seeker Resource Centre
Address: 218/214-218 Nicholson St, Footscray 3011
Phone: 03 9326 6066
Website: <http://www.asrc.org.au/>

9.1.3 AUSTRALIAN RED CROSS

Service Description

The Australian Red Cross (ARC) is funded by the DIBP through the SRSS Program to help asylum seekers access medical, housing and other essential services. ARC provides housing for families and children who are living in the community and offers support to help ensure children attend school in the local community.

ARC also offers one-on-one case work to eligible clients and runs group education sessions for asylum seekers. In these sessions information is provided on topics such as finding accommodation, setting up bank accounts and accessing government services.

Outline of suite of available services

Services include:

- Assistance to asylum seekers for accessing medical, housing and other essential services;
- Provision of housing for families and children who are living in the community and includes support to help ensure children attend school in the local community; and
- One-on-one case-work to eligible clients and group education sessions for asylum seekers.

Access Criteria

People eligible for support under the SRSS program will receive services under one of six SRSS bands, depending on:

- The stage of visa processing;
- Any barriers that could prevent status resolution; and
- Their personal circumstances and level of need or vulnerability.

To be eligible for continued services under the SRSS program, recipients must cooperate with ARC to resolve their immigration status and follow instructions. People must also abide by certain conditions attached to their residence determination (applies to bands 2 – 3) or the Code of Behaviour for bands 4 – 6 bridging visa holders (where applicable).

Catchment

Provides services to the north and west parts of Melbourne.

Contact Details

Australian Red Cross
Address: 23-47 Villers Street North Melbourne, 3051
Phone: 03 8327 7700
Website: www.redcross.org.au/asylum-seekers.aspx

9.1.4 FITZROY LEARNING NETWORK

Service Description

The Fitzroy Learning Network (FLN) offers a variety of courses and opportunities such as Information and Technology literacy, English literacy through nationally recognised training, link up referrals and networks and social activities for the local community.

Outline of suite of available services

The Refugee Support Program assists newly arrived asylum seekers and refugees through referrals, education, English classes and skills support. Practical assistance is given as well as a referral service linking new arrivals with services including health, schools, employment, housing and legal representation.

FLN also participates in advocacy for refugees and asylum seekers.

Access Criteria

Services are available to anyone who presents to the FLN. Fees apply to courses.

Catchment

Specifically available to residents within the LGA of Yarra but would accommodate participants from further afield if places were available.

Contact Details

Fitzroy Learning Network

Address: 198 Napier Street, Fitzroy, 3065
Phone: 03 9417 2897
Email: admin@fitzroylearningnetwork.org.au
Website: www.fitzroylearningnetwork.org.au

9.1.5 LIFE WITHOUT BARRIERS - NATIONAL IMMIGRATION SUPPORT SERVICE

Service Description

Life Without Barriers (LWB) National Immigration Support Service (NISS) provides support and protection to children, young people, families and others with complex needs who arrive in Australia seeking asylum.

The LWB NISS provides a broad range of supports to asylum seekers who are living in the Australian community, while their immigration status is resolved. LWB is one of three providers funded by the DIBP to provide SRSS program.

Outline of suite of available services

Support is delivered through a range of innovative programs across settlement, community detention, and complex case support. LWB provides services in five of the six bands of support, Band 6 through Band 2, delivered through the NISS:

- **Band 6 and Band 5** - clients are families and individuals living in the Australian community, usually on a bridging or temporary visa, and who are seeking Australia's protection through a Protection or Humanitarian visa application. Support to Bands 6 and 5 clients are delivered in the community and from LWB Centres through group sessions and 1:1 support. *Clients in Band 5 have greater needs which can be related to health or medical issues and receive a higher level of support;*
- **Band 4** - Offers intensive, short-term support for clients transitioning into independent living within the Australian community. Arrangements can include the provision of temporary accommodation while permanent independent housing is found;
- **Band 3** – These clients are families or individual adults under a residence determination arrangement, who have been assessed as having significant needs requiring extensive support. Band 3 enables clients to live in accommodation provided by LWB as an alternative to held detention while their immigration status is assessed. Clients receive regular home visits from their Case Coordinator and are encouraged to attend LWB Centres for educational group sessions, connect with other services and become involved with the community. Band 3 children of school age are expected to attend school, however, clients are not able to work or attend vocational education; and

- **Band 2** - Clients are unaccompanied minors. These clients have arrived in Australia without a legal guardian. These clients live in the community in supported accommodation under a residence determination arrangement, which is supported by LWB, while their immigration status is assessed. While in Band 2, the Immigration Minister is the client's guardian and LWB is delegated custodianship to provide daily care and support.

Access Criteria

People eligible for support under the SRSS program will receive services under one of six SRSS bands, depending on:

- The stage of visa processing;
- Any barriers that could prevent status resolution; and
- Their personal circumstances and level of need or vulnerability.

The DIBP will refer recipients to a SRSS provider in their region that delivers services under the appropriate band. SRSS recipients can move between bands or service providers as their status resolution progresses or if their circumstances change.

Catchment

Services provided across catchment through either Sunshine or Epping offices.

Contact Details

LWB Sunshine

Address: 137 Harvester Road, Sunshine 3020

Phone: 03 9313 2400

LWB Epping

Address: Shop 5, 560-610 High Street, Epping, 3076

Phone: 03 8405 4400

Online Enquiries: <http://www.lwb.org.au/who-we-are/contact-us/enquire-online/>

Website: <http://www.lwb.org.au/>

9.1.6 MELBOURNE POLYTECHNIC ON BEHALF OF NORTHERN AMEP CONSORTIUM

Service Description

Northern AMEP provides Adult Migrant Education Program (AMEP) services across the northern region of Melbourne. In this program, migrant students are eligible to study English for up to 510 hours. Northern AMEP also provides education about Australian society, culture and customs and assists with preparation for employment or to support clients to plan for further study at TAFE or university.

Outline of suite of available services

Weekly classes are offered on either a full time or part time basis and are available in the morning, afternoon or evenings, Monday to Friday. Classes can also be provided by volunteer tutors who visit the student's home, through on-line learning via e-learning modules. Distance learning is available through AMEP.

Counsellors are available to assist students particularly as they commence the AMEP program. Advice on suitable educational or vocational pathways are provided and appropriate referral to appropriate education and training providers and community services is also undertaken.

Childcare services are available near classes and can be arranged on an individual needs basis and is available free of charge. A free personal document translation service is available to eligible AMEP students.

Access Criteria

Clients are eligible for the AMEP if they are a permanent resident of Australia or hold an eligible temporary visa.

In addition, they must meet the following time frames from the date of visa commencement or arrival in Australia to remain eligible:

- Register with an AMEP service provider within six months (or 12 months if under 18 years of age at the time of registration);
- Commence tuition within 12 months; and
- Complete tuition within five years.

Catchment

Northern suburbs of Melbourne including Broadmeadows, Preston, Coburg, Glenroy, Meadow Heights and Reservoir.

Contact Details

Melbourne Polytechnic for Northern AMEP

Centres and Locations:

Melbourne Polytechnic Broadmeadows:

Address: Corner Blair & Belfast Street, Broadmeadows 3047
Phone: 1300 062 314 or 03 9269 1982

Melbourne Polytechnic Preston:

Address: Building F, Level 2, St Georges Road, Preston 3072
Phone: 03 9269 8346

Kangan Institute:

Address: Pearcedale Road, Broadmeadows 3047
Phone: 03 9279 2446

Moreland Adult Education

Address: 344 Sydney Road, Coburg 3058
Phone: 03 9383 7943

Glenroy Neighbourhood Learning Centre

Address: 5B Cromwell Street, Glenroy 3046

Phone: 03 9304 3910

Meadow Heights Learning Shop

Address: VISY Cares Learning Centre, 3-17 Hudson Circuit, Meadow Heights 3048

Phone: 9301 9200

Preston Reservoir Adult Community Education

Address: Merrilands Community Centre, Corner Asquith & Sturdee Streets, Reservoir 3073

Phone: 03 9462 6077

Email: namep@melbournepolytechnic.edu.auWebsite: <http://www.northernamep.com.au/>

9.1.7 NEW HOPE FOUNDATION (REFUGEE & MIGRANT RESOURCE CENTRE)

Refer Section 5.2.2.

9.1.8 REFUGEE LEGAL

Service Description

Refugee Legal is an independent community legal centre specialising in all aspects of refugee and immigration law, policy and practice that has been assisting asylum seekers, refugees and disadvantaged migrants in the community and in detention for more than 25 years. The centre has substantial casework experience and expertise.

Refugee Legal continues to be the largest provider of such services in Australia, and Victoria's only specialist community legal centre in the jurisdiction. Each year the organisation assists around 5,000 people.

Outline of suite of available services

Refugee Legal services include provision of key legal assistance to those who could not otherwise obtain it due to financial and other forms of distinct disadvantage often related to their cultural or linguistically diverse backgrounds or experiences of torture or trauma.

Services include:

- Dedicated telephone immigration advice line open 8 hours per week;
- Weekly face-to-face Evening Advice Service;
- Full application casework/legal representation service;
- Special projects include monthly Offshore Refugee 'Family Reunion' Visa clinics;
- Extensive professional and community-based education programs; and
- Active and wide-ranging advocacy and law reform program.

Specific services include:

- Applications for Protection Visas (refugee status) in Australia;

- Applications and sponsorship under the Family Stream, including of spouse, fiancé, children and other family members from overseas;
- Applications for change of status for those seeking permanent residence in Australia;
- Advice to those seeking to propose people overseas under the Refugee and Special Humanitarian program;
- Advice to people held in immigration detention, including local and remote detention centres;
- Advice on all other migration visa categories; including re-entry or return visas;
- Advice on conditions attached to visas, such as permission to work, Medicare eligibility and 'no further stay';
- Representation in cases before the DIBP;
- Representation in cases before the migration tribunals (Refugee Review Tribunal and Migration Review Tribunal);
- Representation before the AAT on visa cancellation and refusals on 'character' grounds;
- Advice on other visa cancellation matters;
- Advice to over-stayers and other 'unlawful non-citizens';
- Involvement in 'test case' litigation;
- Referrals for legal advice and representation on appeals to the Courts, including to the Federal Magistrates Court, Federal Court or High Court of Australia; and
- Referral for counselling and assistance on related health and welfare issues such as accommodation, medical care, social security, and counselling for torture and trauma survivors.

Access Criteria

To obtain advice a person must first call the Telephone Advice Line service. Services are free of charge.

Catchment

Statewide.

Contact Details

Refugee Legal

Address: 20 Otter St, Collingwood 3066
Phone: 03 9413 0101 (Reception)
Advice Line: 03 9413 0100
Email: [rilc@rilc.org.au](mailto:riloc@rilc.org.au)
Website: <http://www.rilc.org.au/>

9.1.9 SPECTRUM MIGRANT RESOURCE CENTRE

Refer Section 5.2.3 for details.

9.1.10 UNITINGCARE HOTHAM MISSION

UnitingCare Hotham Mission (UCHM) is part of the UnitingCare network that provides community support for disadvantaged, vulnerable and marginalised people in and around North Melbourne, Flemington and Kensington. UCHM delivers community development, intervention and capacity building programs empowering people in need to exercise agency over their lives.

UCHM partners with and supports the Lentara UnitingCare Asylum Seeker Project (ASP) to provide limited rent-free Uniting Church housing located in North Melbourne for up to 10 Asylum Seekers who have been assessed by ASP case managers as requiring urgent housing assistance.

UnitingCare Hotham Mission

ASP:

Address: 2 Elm St, North Melbourne 3051

Phone: 03 9326 8245

Email: preston@spectrumvic.org.au

Website: <http://hothammission.org.au/>

9.1.11 UNITINGCARE LENTARA

Service Description

UnitingCare Lentara (UCL) Asylum Seeker Program provides care, support and aid to people seeking asylum while their claims for protection are being processed. There are two programs through UCL the Asylum Seeker Project (ASP) and the Asylum Seeker Welcome Centre (ASWC).

Outline of suite of available services

- **The ASP** - Supports the most vulnerable people who are seeking asylum in the community where services include:
 - ▶ Intensive casework support;
 - ▶ Rent-free accommodation through a pool of donated properties. Families are generally given a whole property to themselves, while singles are often placed in male-only or female-only share-houses. This increases socialising and emotional support for asylum seekers who are at risk of social isolation and mental health problems, while reducing living costs through shared meals and utilities;
 - ▶ A Basic Living Allowance;
 - ▶ Assistance with utilities and other bills;
 - ▶ Limited material aid including food hampers, cleaning products, toiletries, clothes and furniture;

- ▶ Specific support groups such a monthly Women's Group; and
- ▶ Individual and systemic advocacy and research.
- **The ASWC** is a drop-in centre in Brunswick, where clients can come to learn English, cooking and living skills, use the computers, share a meal, attend an excursion, ask for advice or use as a base to socialise. The ASWC also aims to provide information, referral and linkages to services related to each asylum seeker's situation.

Access Criteria

Access to services through the ASP is through referral from a refugee support service provider and based on advertised vacancies for the available case workers and properties.

As a drop-in centre, the ASWC is available to anyone who avails themselves of the centre.

Catchment

Provides services within the north-western metropolitan area but would accept referral to the ASP based on availability of case workers and properties.

Contact Details

UnitingCare Lentara

ASP:

Address: 1st Floor, 503 Sydney Rd, Brunswick, 3047
Phone: 03 9326 8343
Email: <http://www.lentarauc.org.au/page/75/contact#sthash.iNDyQFte>

ASWC:

Address: 212 Sydney Rd, Brunswick, 3047
Phone: 03 9388 2459
Email: preston@spectrumvic.org.au

9.1.12 MULTICULTURAL COMMUNITIES TEAM (FORMERLY THE ECUMENTICAL MIGRATION) CENTRE BROTHERHOOD OF ST LAURENCE

Service Description

The Brotherhood of St Laurence programs and services support disadvantaged people of all ages and has a range of services specifically targeted to refugees, immigration and multiculturalism. The range of services includes:

- **Integrated Family Services** that works with families to provide support, counselling and casework in regards to parenting and child wellbeing. The also offers parenting skills development (individually or through group work); telephone support and referrals; and secondary consultancy, training and development for service providers;
- **Refugee Child Outreach** which helps to meet the health, development and settlement needs of newly arrived children by working with their families and linking them with appropriate services;

- **Parent School Connect** involves parents in their children's learning and promotes shared responsibility for education among parents and teachers. It helps parents from refugee, asylum seeker and migrant backgrounds to become more involved with their child's education and helps schools build stronger connections with children's parents;
- **Resource** works with culturally and linguistically diverse young people and empowers them to make informed decisions about their education, training, employment and volunteering pathways;
- **The Brain Bank** program matches skilled volunteers from the community with newly arrived refugees and migrants seeking mentoring or assistance to develop community projects;
- **The RAP program** connects refugee communities with service providers and resources to address issues and concerns that arise in accessing services in an unfamiliar system;
- The **Employment Pathways for Young Asylum Seekers (EPYAS)** program provides workshops for young people to learn about opportunities and develop their own pathway through training, volunteering or work; and
- **Stepping Stones to Small Business**, is a micro-enterprise program that offers mentoring, training and support to women from refugee, migrant and asylum seeker backgrounds to help them develop new skills and increase their participation in business and the community.

Outline of suite of available services

- **Integrated Family Services** works with families to provide support, counselling and casework in regards to parenting and child wellbeing. The program also offers parenting skills development (individually or through group work); telephone support and referrals; and secondary consultancy, training and development for service providers.
- **Refugee Child Outreach** program offers:
 - ▶ Help enrolling children in kindergarten, child care and school, or finding occasional or respite care;
 - ▶ Assistance with attending medical appointments;
 - ▶ Facilitated play sessions with children and their parents/carers in the home;
 - ▶ Guidance on issues regarding parenting and child development;
 - ▶ Help accessing activities in the local community; and
 - ▶ Assistance finding support for children with special needs.

Access Criteria

- The **Integrated Family Services** program is available to culturally-diverse families and children living in the areas of Yarra, Darebin, Whittlesea, Banyule and Nillumbik.
- Children are eligible for the **Refugee Child Outreach** program if:
 - ▶ They arrived in Australia on a refugee / humanitarian visa less than five years ago;
 - ▶ They are between 0–8 years of age;
 - ▶ Their parents / carers are having difficulties accessing early childhood service; and

- ▶ They live in Inner Melbourne (Yarra, Stonington, Port Phillip, Melbourne), Western Melbourne (Brimbank, Hobsons Bay, Maribyrnong, Moonee Valley) or Hume.
- **Parent School Connect** is available to refugee, asylum seeker and migrant families with children in upper primary or secondary school, living in and around the Fitzroy area;
- **Resource** is open to young people aged 15 to 25 years of culturally and linguistically diverse backgrounds, who live in Whittlesea or Hume;
- Anyone with a refugee, migrant or asylum seeker background can join the **Brain Bank** program. The Brain Bank program currently runs in the Cities of Yarra, Whittlesea and Hume;
- **RAP** is available to newly arrived refugee communities in Victoria, identified in consultation with the Brotherhood of St Laurence and Spectrum Migrant Resource Centre;
- **EPYAS** is available to young people aged 18 to 30 years seeking asylum and living in Victoria. The program is tailored for those with and without work rights;
- Women are eligible for **Stepping Stones** to Small Business if they:
 - ▶ Arrived in Australia as refugees, migrants or asylum seekers;
 - ▶ Live, work or play in the local government areas of Brimbank, Whittlesea and Hume;
 - ▶ Have a basic level of English; and
 - ▶ Have a business idea.

Catchment

Variable as detailed above.

Contact Details

Multicultural Communities Team (The Ecumenical Migration Centre)

Address: 713 High Street, Epping 3076

Phone: 03 9422 5650

Fax: 03 9011 9634

Email: ,ct@bsl.org.au

Website: www.bsl.org.au/refugees

Parent School Connect at the Connie Benn Centre

Address: 160 Brunswick Street, Fitzroy, Victoria 3065

Phone: 03 9426 1500

Email: conniebenncentre@yarracity.vic.gov.au

Website: https://www.bsl.org.au/

9.1.13 THE SALVATION ARMY ASYLUM SEEKER & REFUGEE SUPPORT SERVICES

Service Description

The Salvation Army Asylum Seeker and Refugee Service supports vulnerable people with emergency relief, material aid, chaplaincy and community development programs.

Outline of suite of available services

Services include:

- **Emergency Relief & Material Aid** – Assistance with food, clothing and basic household items. (Subject to funding and resources).
- **Mentoring** - one-on-one support and advocacy that fosters empowerment, connectedness and offers opportunities for participants to learn from each other. Asylum seekers and refugees are matched with a volunteer mentor for weekly social contact and support.
- **Casework and referral service** - one-off or ongoing sessions devoted to the needs of individual clients. Case work includes:
 - ▶ Referral to other services; and
 - ▶ Funding applications through a community funding program.
- **Advocacy.**
- **Community engagement** - includes organising events, excursions and information sessions.
- **English language** - the Asylum Seeker English Language School offers a welcoming and supportive environment where students can socialise and learn. Three levels are offered:
 - ▶ Beginners;
 - ▶ Intermediate; and
 - ▶ Advanced.
- **Chaplaincy** - Chaplaincy offers the opportunity for asylum seekers to be able to find a listening ear for their deeper, spiritual concerns. It provides a Chaplain through whom they can explore and discuss Christianity and also offers a Farsi speaking Community Church each Sunday at 2.30pm, 256 Albert Street, Brunswick.
- **Information sessions.**

Access Criteria

To be eligible for the *Emergency Relief & Material Aid Programs*, for people seeking asylum who live in the North or North West or Inner City Suburbs of Melbourne.

Community Development Programs can be accessed by all people on refugee visas who are unable to access services elsewhere, subject to capacity levels of the Salvation Army.

Catchment

North or North West or Inner City Suburbs of Melbourne and a wider range for community development programs, subject to availability.

Contact Details

The Salvation Army Asylum Seeker Support Services
Address: 12 Tinning Street Brunswick, 3056
Phone: 03 9384 8333
Email: karen.elkington@aus.salvationarmy.org
Website: <http://www.salvationarmy.org.au/>

9.1.14 VICTORIA LEGAL AID

Service Description

Victoria Legal Aid (VLA) is an independent statutory authority set up to provide legal aid in the most effective, economic and efficient manner.

VLA is the biggest legal service in Victoria, providing legal information, education and advice for all Victorians. The VLA fund legal representation for people who meet eligibility criteria based on their financial situation, the nature and seriousness of their problem and their individual circumstances. VLA provide lawyers on duty in most courts and tribunals in Victoria.

VLA clients are often people who are socially and economically isolated from society; people with a disability or mental illness, children, the elderly, people from culturally and linguistically diverse backgrounds and those who live in remote areas.

VLA can help people with legal problems about criminal matters, family breakdown, child protection and family violence, immigration, social security, mental health, discrimination, guardianship and administration, tenancy and debt.

In addition to helping individuals resolve their legal problems, VLA works to address the barriers that prevent people from accessing the justice system by participating in law reform, influencing the efficient running of the justice system and ensuring the actions of government agencies are held to account. We take on important cases and campaigns that aim to improve the law and make it fairer for all Victorians.

Outline of suite of available services

VLA provides:

- Free legal information through its website, the *Legal Help* line, community legal education, publications and other resources;
- Legal advice through the *Legal Help* line and free clinics on specific legal issues;
- Minor assistance to help people negotiate, write letters, draft documents or prepare to represent themselves in court; and
- Grants of legal aid to pay for legal representation by a lawyer in private practice or a VLA staff lawyer.

Access Criteria

VLA prioritises more intensive legal services such as legal advice, minor assistance and grants of legal aid for people who meet eligibility criteria, based on their financial situation, the nature and seriousness of their problem and their individual circumstances.

Catchment

Statewide coverage with offices within the catchment.

Contact Details

Victorian Legal Aid - Melbourne

Address: 350 Queen Street Melbourne 3000
Phone: Legal Help Line - 1300 792 387

Victorian Legal Aid –Sunshine Office

Address: Level 1, 474 Ballarat Road, Sunshine 3020
Phone: 03 9300 5333

Victorian Legal Aid –Broadmeadows Office

Address: Level 1, Building 1, Broadmeadows Station Centre, 1100 Pascoe Vale Road,
Broadmeadows 3047
Phone: 03 9302 8777
Website: www.legalaid.vic.gov.au

9.1.15 COMMUNITY LEGAL AID

Service Description

Community legal centres provide free legal advice, information and representation for clients who face economic, social or cultural disadvantage and whose life circumstances are often severely affected by their legal problem. Community legal centre clients are those often unable to access other legal services.

Community legal centres receive funds and resources from a variety of sources including state, federal and local governments, philanthropic foundations, pro bono contributions and donations. Centres also harness the energy and expertise of hundreds of volunteers across Victoria.

There are two types of legal centres in Victoria, generalist community legal centres and specialist community legal centres. Specialist community legal centres provide assistance with particular areas of law including human rights and immigration law.

Contact Details

The community legal centres directory can be accessed at:
http://www.fclc.org.au/find_a_clc.php