

Services/Website Links for New Arrival Families- Victoria, Australia

General Settlement Information

1. **Beginning a New Life in Australia Booklet:** translated into more than 35 languages. Settlement information for New Arrivals to Australia. Includes information on Education and Childcare, Healthcare, English classes, Government, Support Services
<https://immi.homeaffairs.gov.au/settling-in-australia/settle-in-australia/beginning-a-life-in-australia>
2. **Migrant Information Centre:** Free information and support for migrants and refugees. Monday to Friday 9am to 5pm at Suite 2/27 Bank Street, Box Hill.
<https://miceastmelb.com.au/>
3. **AMES:** Settlement Information and English Classes for adults
34-36 Prospect St Box Hill. Ph: 9890-0425
<https://www.ames.net.au/>
4. **Chinese Community Social Services Centre:** Settlement Services including information, advice and referral
Suite 9A & 19, Box Hill Central, 17 Market Street, Box Hill.
14 Livingstone Close, Burwood.
Suite 6/1 Manningham City Square, 687 Doncaster Road, Doncaster.
<https://www.ccssci.org.au/>
5. **Foundation House:** Counselling and Advocacy support for New Arrivals in the Government Refugee or Humanitarian Program
<https://foundationhouse.org.au/>
6. **Services Australia:** Government payment and services, Centrelink, Employment, Education, Medicare.
<https://www.servicesaustralia.gov.au/>
7. **Emergency Services:** Police, Fire Ambulance
Ph: **000**
8. **Victorian State Emergency Services:** Information on Fires, Storms, Floods. Translated into 35 languages
<https://www.ses.vic.gov.au/>
9. **Public Transport Victoria:** Includes Journey Planner and App.
<https://www.ptv.vic.gov.au/>

Parenting, Health and Wellbeing Information

1. **Parentline Victoria:** 7 days a week telephone counselling, information and referral. Confidential free telephone interpreters. Ph: 132289.
<https://services.dffh.vic.gov.au/parentline>
2. **Parentzone:** Information/Workshops/Classes for Parents and Children
<https://www.anglicarevic.org.au/our-services/family-and-parenting-support/parentzone/>
3. **The Australian Parenting Website:** Parenting information. Includes Pictures and Videos – English.
<https://raisingchildren.net.au/>
4. **Health Translations:** Translate information about health and wellbeing into more than 60 languages
<https://www.healthtranslations.vic.gov.au/>
5. **National Home Doctor:** Bulk-billed after hours doctor home visit. From 6pm weeknights, 12 noon Saturday, all day Sunday and Public Holidays.
Ph: 13 74 25
<https://homedoctor.com.au/locations/melbourne>
6. **Nurse on Call:** Free telephone service with a registered nurse for caring and professional health advice available 24 hours a day. Interpreters available.
Ph: 1300 60 60 24
<https://www.health.vic.gov.au/primary-care/nurse-on-call>
7. **Health Direct:** Free Australian health advice and information, medical conditions, treatments, health services in Victoria. Available 24 hours.
Ph: 1800 022 222
<https://www.healthdirect.gov.au/>
8. **Kids Helpline:** Free counselling, advice, telephone interpreters- young people up to the age of 25.
Ph: 1800 55 1800
<https://kidshelpline.com.au/>
9. **Life Line:** 24 hour crisis support and suicide prevention services.
Ph: 13 11 14
<https://www.lifeline.org.au/>
10. **Family Violence information and support:**
 - a. **1800 RESPECT** Ph: 1800 737 732 (24/7 counselling)
 - b. **InTouch Multicultural Centre Against Family Violence** Ph: 03 9413 6500. Toll Free: 1800 755 988.
<https://intouch.org.au/>

Interpreters/Translators – bookings for telephone and onsite

1. **TIS Interpreting/Translating:** Ph: 131450 (24hrs, 7days)
<https://www.tisnational.gov.au/>
2. **NAATI Interpreting/Translating:** <https://www.naati.com.au/>

Also google: Local Councils, Libraries, Sports Centres for additional information about community services.