

Emergency (Police, Fire, Ambulance) PH: 000

Services Australia <https://www.servicesaustralia.gov.au/>

Accommodation				
Name	Phone	Email	Address	Description
<u>Australian Homestay Network</u>	9458 9000	<u>melbourne@homestaynetwork.org</u>		The Australian Homestay Network (AHN) is Australia's largest and most recognised homestay provider. AHN are committed to ensuring that a homestay experience is an enriching, secure and memorable cultural experience for both guests and hosts. Australian Homestay Network provides the highest quality homestay experiences in Australia, ensuring that each of their guests begins their Australian experience on the right foot.
<u>Rooms International</u>	03 9347 1000	<u>apply@rooms.net.au</u>	77 Bouverie Street Carlton VIC 3053	Established over 20 years ago, Rooms International is a trusted and experienced Australian owned student accommodation provider in Melbourne.
<u>Study Melbourne Hub</u>	1800 056 449		17 Hardware Lane Melbourne VIC 3000	A guide to everything you need to know about finding and renting accommodation.

Community Support and Engagement				
Name	Phone	Email	Address	Description
<u>Hampton Community Centre</u>	0492 800 592	<u>adminhcc@highett.org.au</u>	14 Willis Street, Hampton VIC 3188	Highett Neighbourhood Community Centre and Hampton Community Centres are the thriving hearts of the local community, uniting through social, educational, recreational, and support activities. Their vibrant hubs bring people of all ages and backgrounds together, fostering connections and providing opportunities for personal growth. From educational workshops to diverse recreational programs, the centres empower individuals, offer support services, and create a sense of community.
<u>Highett Neighbourhood House</u>	0494 034 156	<u>office@highett.org.au</u>	2 Livingston Street, Highett VIC 3190	
<u>Mentone Community Assistance and Information Bureau (MCAIB)</u>	9583 2436	<u>mcabic@bigpond.net.au</u>	36 Florence Street, Mentone VIC 3194	Mentone Community Assistance and Information Bureau (MCAIB) is a community based registered charity that is operated by trained volunteers. Their mission is to assist members of our local community, particularly those experiencing personal and/or financial difficulties, by providing information, referral and support services, including our Emergency Relief Welfare Program.
<u>Migrant Information Centre - Eastern Melbourne</u>	7049 1600		Suite 2, Town Hall Hub, 27 Bank Street, Box Hill VIC 3128	The Migrant Information Centre supports culturally and linguistically diverse people and their families, older people, people with disabilities and their carers, community groups and service providers in the Eastern Region of Melbourne to enhance their

				settlement and access to services and strengthen their participation within the community.
<u>Mordialloc Community House</u>	9587 4534	<u>admin@mordihouse.com.au</u>	457 Main Street, Mordialloc VIC 3195	Mordialloc Neighbourhood House has an open door to the community providing a meeting place for groups, educational and recreational activities. They're an inclusive community hub that promotes well-being and community connections, with access to programs and services being driven by demand and responsive to the needs of the local area. Their programs offer something for all ages and abilities. Workshops, wellbeing classes, art and craft, walking groups, languages, yoga, computers, events, community support and fun.
<u>Southern Migrant & Refugee Centre</u>	9767 1900	<u>smrc@smrc.org.au</u>	39 Clow Street, Dandenong VIC 3175	The Southern Migrant and Refugee Centre (SMRC) is a for-purpose community-based agency in operation since 1993. They provide services to migrants and refugees living in the southern region of Melbourne, including the local government areas of City of Greater Dandenong, City of Casey, Shire of Cardinia, and surrounding suburbs.

Family Violence Statewide Support Services				
Name	Phone	Email	Address	Description
<u>Safe Steps</u>	1800 015 188	<u>safesteps@safesteps.org.au</u>		Victoria's 24/7 family violence response centre for confidential crisis support, information and accommodation.
<u>The Orange Door</u>				Help for people who are experiencing family violence or who need support with the care and wellbeing of children and young people.
<u>Sexual Assault Crisis Line</u>	1800 806 292			SACL is a proactive leader in supporting, advocating and providing a crisis response for people who have experienced sexual violence. They are passionate about and committed to working towards the prevention of violence in all its forms.
<u>Men's Referral Service</u>	1300 766 491			The Men's Referral Service is the national counselling, information and referral service for men looking to change their behaviour.
<u>Victims of Crime Helpline</u>	1800 819 817			Information and support for adult male victims of family violence and victims of violent crime.
<u>Child Protection</u>	South Division: 1300 555 526			You should contact child protection in the area in which the child lives if you have concerns that a child is at risk of significant harm as a result of abuse or neglect.
<u>Kids Helpline</u>	1800 551 800			Kids Helpline is Australia's only free (even from a mobile), confidential 24/7 online and phone counselling service for young people aged 5 to 25. Qualified counsellors at Kids Helpline are available anytime and for any reason.

<u>Rainbow Door</u>	1800 729 367	<u>support@rainbowdoor.org.au</u>		Rainbow Door provides free specialist advice to LGBTIQ+ people and their friends and families. No referral required to use this service.
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General Support Services				
Name	Phone	Email	Address	Description
Ask Izzy				Easy to use and find assistance to gain support for things like Financial, Food, Housing, Money, Everyday Needs.
Good Shepherd Financial Capability and Wellbeing Program	Brimbank Melton (Vic): 1300 786 696 Bayside Peninsula (Vic): 1300 765 595			A free, non-judgmental, confidential service for people to build their money management skills, knowledge and confidence. The program helps people to: - make informed financial choices - build their capability to budget and manage money - the program offers individual financial capability sessions as well as group financial education workshops.
Legal Aid	1300 792 387			Legal Aid can help answer your legal questions and they also give free legal advice to people who need it most.
Study Australia		enquiries@studyaustralia.gov.au		The Study Australia website has everything you need to know about studying, living and working in Australia as an international student.
Study Melbourne	1800 056 449		Study Melbourne Hub (Victoria) 17 Hardware Lane, Melbourne	Study Melbourne supports international students to thrive while living and studying in Victoria

Health Services - Hospitals				
Name	Phone	Email	Address	Description
<u>Dandenong Hospital</u>	9554 1000		135 David Street, Dandenong	Dandenong Hospital is a major teaching and research hospital providing general and specialist services to Dandenong and surrounding communities. Access to public emergency department.
<u>Holmesglen Private Hospital</u>	9567 9000		490 South Road, Moorabbin	Holmesglen Private Hospital provides emergency services. This is not a free service and fees and charges apply.
<u>Monash Medical Centre</u>	9594 6666		246 Clayton Road, Clayton	Monash Medical Centre is a major teaching and research hospital providing a comprehensive range of specialist surgical, medical, allied health, mental health and palliative care services. Access to public emergency department.
<u>Sandringham Hospital</u>	9076 1000		193 Bluff Road, Sandringham	Sandringham Hospital provides healthcare in emergency, paediatrics, general medicine and in outpatient clinics.

Health Services - Medical				
Name	Phone	Email	Address	Description
<u>Designated Aviation Medical Examiner (DAME)</u>	131 757 (CASA)		Melbourne (Naarm) Level 13 720 Bourke Street Docklands Vic 3008	Designated Aviation Medical Examiners (DAMEs) and Designated Aviation Ophthalmologists (DAOs) conduct medical examinations as required by the Civil Aviation Act 1988 and relevant regulations.
<u>Mentone General Practice</u>	9583 9669		66 Balcome Road, Mentone VIC 3194	General Practice medical centre offering a range of services including GP, travel vaccinations, mental health plans and women's health.
<u>Mentone Medical Clinic</u>	9585 4863		Thrift Park Shopping Centre 25/171 Nepean Highway, Mentone VIC 3194	Mentone Medical Clinic is dedicated to providing affordable and excellent care to its patients. Services include Women's health, men's health, mental health

Health Services – Mental Health				
Name	Phone	Email	Address	Description
<u>Headspace</u>				headspace is Australia's National Youth Mental Health Foundation, providing early intervention mental health services to 12-25 year olds.
<u>Lifeline</u>	13 11 14			Lifeline are a national charity providing all Australians experiencing emotional distress with access to 24 hour crisis support and suicide prevention services. They exist so that no person in Australia has to face their darkest moments alone.
<u>MOST</u>	1800 006 678			MOST is an evidence-based, digital platform offering free evidence-based mental health and wellbeing support that students can access anytime, anywhere. Through MOST, young people aged 12-25 across Australia can access free and evidence-based mental health and well-being support, and is available to both international and domestic students.
<u>Study Australia</u>				How to access mental wellbeing support. Discover the many free support services that you can use in Australia.
<u>Suicide Call Back Service</u>	1300 659 467			Suicide Call Back Service offers free professional 24/7 telephone counselling support to people at risk of suicide, concerned about someone at risk, bereaved by suicide and people experiencing emotional or mental health issues.

Literacy and Numeracy Support				
Name	Phone	Email	Address	Description
<u>Learn Local</u>				Links to a range of low cost training programs in literacy and numeracy (amongst other things). Search by location and program type such as literacy, numeracy, digital literacy.
<u>Reading Writing Hotline</u>	1300 655 506			The Reading Writing Hotline was established in 1994 and is Australia's national telephone referral service for adult literacy and numeracy. It is funded by the Australian Government Department of Employment and Workplace Relations. The Hotline has a national steering committee with representatives from each state and territory. We hear from a diversity of callers and have a unique overview of literacy services and needs throughout Australia.