

Northern Division of General Practice: Refugee referral resources for the north



Health services

RMH:

Victorian Infectious Disease Service

9th Floor, Royal Melbourne Hospital
Grattan Street, Parkville 3050
Phone **9342 7212** Fax **9342 7277** vids@mh.org.au
<http://www.mh.org.au/VIDS/Default.htm>

Austin Hospital:

Infectious Diseases Contact via Outpatients:

Queries to Outpatients GP Liaison Nurse **9496 2533** or **9496 5000**, pager **1006**
Referral forms are at www.austin.org.au/Content.aspx?topicID=463

Royal Children's Hospital

Immigrant health clinic – RCH **9345 5522** Contact coordinator Helen Milton pager **5985**

helen.milton@rch.org.au Fax referrals to fax **9345 4163**

Infectious diseases clinic: Fax referrals to Outpatients, fax **9345 5034**

TB clinic –Respiratory department. Fax referrals to outpatients, **9345 4615** – highlight TB clinic

Darebin Community Health

Phone (East Preston site) **8470 1111** Cnr Blake and Crevelli Streets, East Reservoir 3072.

Refugee Health Nurse Jamuna Parajuli **8470 1172** (direct) or 8470 1111.

Other services: Search for service details at www.dch.org.au

- Maternal Child Health Nurse
- Dietitian
- Hearing
- Physiotherapy
- Social Work
- Speech Pathology
- Podiatry
- Dental
- Optometry

Plenty Valley Community Health

Whittlesea
40 – 42 Walnut Street, Whittlesea, VIC 3757
9716 9444

Epping
187 Cooper Street, Epping, VIC 3078
9409 8787

www.pvch.org.au

Services include:

[Community Midwifery](#)
[Counselling - Drug and Alcohol](#)
[Counselling / Casework](#)

[Dental Services - Adult](#)
[Dental Services - Pre-school](#)
[Dental Services - Youth](#)

[Housing Services](#)
[Nutrition and Dietetics](#)
[Physiotherapy](#)
[Podiatry](#)
[Women's Health Service](#)

Optometry

Victorian College of Optometry

At Darebin Community Health, East Preston
8470 1199 (Optometry) **8470 1111** (Community Health Centre)

Carlton: Corner Keppel and Cardigan Street Carlton 3053
9349 7400 (enquiries) **9349 7455** (appointments)

Dental

Emergency Dental Service Dental Hospital, Swanston St, near RWH **9341 1040**
Public dental clinics in the north:

Darebin	Darebin Community Health Service at PANCH	300 Bell Street PRESTON VIC 3072	9485 9060
Moreland	Moreland Community Health Service Inc	11 Glenlyon Road BRUNSWICK VIC 3056	9389 2234
Whittlesea Plenty Valley	Plenty Valley Community Health Service	187 Cooper Street EPPING VIC 3076	9409 8718

For a full Victorian list of public dental clinics see www.dhsv.org.au/mapSearch.asp, or www.health.vic.gov.au/dentistry/locations.htm or call **1300 360 054**.

Dental Health Services Victoria Enquiries Hotline **1300 360 054**

Royal Dental Hospital Melbourne (Includes Paediatric Dentistry Specialist Unit)
720 Swanston Street, Carlton Vic 3053 **9341 1000**

Mental Health:

Victorian Foundation for the Survivors of Torture 6 Gardiner St, Brunswick **9388 0022**
<http://www.survivorsvic.org.au>

Northern mental health: see hand-out, which is also available at www.ndgp.org.au

Northwest Mental Health list of resources for mental health workers
http://www.mh.org.au/nw_mental_health/cultural_diversity/various_cultural_resources/indexdl_2175.asp

Victorian Transcultural Psychiatry Unit (VTPU) 12 Gertrude St, Fitzroy 9417 4300
<http://www.vtpu.org.au/>

Women's Health

Family and Reproductive Rights Program (FARREP) provides assistance on women's reproductive health, in particular on female genital mutilation.
FARREP at Mercy Hospital: Ms Wemi Oyekanmi, African Liaison Officer 8458 4150
FARREP team at Royal Women's Hospital 9344 2211 farrep.program@rwh.org.au
Female genital mutilation resources: www.rwh.org.au/fgm

Family Planning Association Victoria

Action Centre: Level 1, 92-94 Elizabeth Street, Melbourne 3000 **9654 4766** or **1800 013 952**
<http://www.fpv.org.au/>

Health information

Immunisation

The Quick Guide Catch-Up Immunisation can be downloaded from this DHS website:
<http://www.health.vic.gov.au/immunisation/targeting.htm>

Sexual health

Melbourne Sexual Health Centre <http://www.mshc.org.au/>

Language services

Translation and Interpreting Services (TIS)

1314500

Private GP practices need to register with TIS to get a code number to access free interpreters and the GP priority line. This process takes approximately 10 min.

VITS language link Fee-for-service interpreters **9280 1955**

Sites with translations for your patients

Health Translations: A Victorian Government site with links to useful translated materials from all around Australia. www.healthtranslations.vic.gov.au

Other social support

Disability

ADEC: Action on Disabilities within Ethnic Communities

175 Plenty Road, Preston, 3072 **9480 1666** or **1800 626 078**

www.adec.org.au

Domestic Violence

Immigrant Women's Domestic Violence Service Vic.

Crisis

9898 3145

Admin

8415 1712

- Cultural and linguistic support and advocacy to women from non-English speaking backgrounds experiencing D.V.; crisis intervention support; advice to GPs and other professionals

Centre Against Sexual Assault (CASA):

Crisis support, counselling, information

Call **1800 806292** (24 hours) for immediate support and to find your local CASA.

www.casa.org.au

Housing

Whittlesea Housing (Plenty Valley Community Health)

60 Rufus Street, Epping, 3076 **9409 9222**

Counselling

Bouverie Centre (Family Therapy)

9376 9844

50 Flemington St, Flemington

Centacare

9873 4344

Recently began relationship and family counselling in Epping, Bundoora and South Morang.

Financial counsellors

Consumer Affairs Victoria provides a free financial counselling service for individuals or families struggling to afford basic living. To find the financial counselling service nearest you, call the Consumer Affairs Victoria helpline on **1300 55 81 81**.

Settlement, migration and refugee services

AMES Settlement Services

Humanitarian Entrants up to 6 months

Case Coordinator for Northern Division area: Nihad Aganovic

251 High St Preston **9484 7944** or **0434 305 430**
aganovich@ames.net.au

Northern Migrant Resource Centre

- Assist humanitarian entrants from 6 months of arrival
- 251 High St Preston **9496 0200**
Contact Sonia Vignjevic, Settlement and Family Services Manager

Whittlesea Community Connections

- Assist humanitarian entrants from 6 months of arrival
- Shop 111 Epping Plaza **9401 6666**
Arabic Speaking Settlement Support Worker: Dalal Sleiman
Macedonian Speaking Settlement Support Worker: Grozda Nedeljkovic
Generalist Settlement Support Worker: Emma Antonetti

Victorian Arabic Social Services **9309 0055**

New Hope Foundation

First Floor 273 Barkly St Footscray **9687 4500**

African Holistic Settlement Service in Victoria

40 Grattan St Prahran **9510 0167**

Red Cross Tracing Service **8327 7700**

www.redcross.org.au (Go to “our services”, then to “Around the World”)

Refugee and Legal Information Centre

95 Brunswick Street, Fitzroy 3065

- Advice line Wed 10 am – 4 pm and Friday 2 pm – 4 pm

9483 1140

Department of Immigration and Multicultural Affairs

131 881

Listing of Migration Agents www.themara.com.au

Asylum Seeker Services

Red Cross- Asylum Seekers Assistance Scheme

Australian Red Cross, 23-47 Villiers St, Nth Melbourne 3051

8327 7911

Hotham Mission, Uniting Church (for Asylum seekers)

579 Queensberry St, Nth Melbourne

9329 0625

Asylum Seeker Resource Centre

67 Jeffcott St, West Melbourne 3003

9326 6066

GP Peer support

Northern Division of General Practice:

GP and practice support including Immigrant Health Small Learning Group;
Call Kay on **8480 4609** kay.dufty@ndgp.org.au

RASHN: Refugee and Asylum Seekers Support Network

Contact Marcela Nunez, 6 Gardiner St, Brunswick, 3056

9388 0022 nunezm@foundationhouse.org.au <http://www.rashnmelb.org>