

## Refugee Support, Health and Medical Services Resources

Service	Contact Details	Description
<p><b>Primary Settlement</b></p>	<p>Bendigo Community Health Services</p> <p><b>Contact:</b> Martine Street, Manager Healthy Communities and Lifestyle</p> <p>Kaye Graves, General Manager Healthy Communities</p> <p>Brooke Reberger, Humanitarian Settlement Services Case Manager</p> <p><b>Phone:</b> 5448 1600</p>	<p>The Humanitarian Settlement Services is an Australian Government service that supports people of refugee background with settlement in Australia.</p> <p>The aim of the program is to provide primary settlement case management that addresses the ongoing settlement needs of each individual/family for <b>new arrivals</b> in Bendigo.</p> <p>The service is provided to new arrivals for <b>no less than four months and up to twelve months</b> depending on need.</p> <p>The service supports people of refugee background with a range of settlement needs including:</p> <ul style="list-style-type: none"> <li>• Support on arrival in Australia</li> <li>• Assistance in sourcing long term accommodation and providing orientation and information regarding tenancy</li> <li>• Provision of basic household goods, clothing and food</li> <li>• Information and assistance in accessing services available including health care, income support, education and employment</li> <li>• Support and orientation in areas of safety, transport and finances</li> <li>• Support in accessing cultural services, religious groups and community connections</li> <li>• Referrals to mainstream services</li> <li>• Orientation into the community</li> <li>• Advocacy, information &amp; support with any other settlement needs</li> </ul> <p>Referrals are received from the Department of Immigration and Citizenship (DIAC) via AMES under the Humanitarian Settlement program.</p> <p>The Refugee Primary Settlement Case Management program is located at BCHS Central Site – 165-171 Hargreaves Street, Bendigo.</p>

Service	Contact Details	Description
<b>Secondary Settlement</b>	<p>Bendigo Community Health Services</p> <p><b>Contact:</b> Brooke Williams, Settlement Services Coordinator</p> <p>Kaye Graves, General Manager Healthy Communities</p> <p>Martine Street, Manager Healthy Communities and Lifestyle</p> <p><b>Phone:</b> 5448 1600</p>	<p>BCHS can provide clients seeking assistance in areas such as:</p> <ul style="list-style-type: none"> <li>• Case work</li> <li>• Provision of information and advice</li> <li>• Information sessions covering: <ul style="list-style-type: none"> <li>○ Life Skills</li> <li>○ Employment</li> <li>○ Education and Training</li> <li>○ Health</li> <li>○ Family and relationships</li> <li>○ Legal and Justice Matters</li> <li>○ Australian Law</li> </ul> </li> </ul> <p>These services are provided when the client seeks BCHS assistance. This service is available to clients for up to 5 years from their time of arrival to Australia. Individual case work as well as group sessions throughout the year are available for clients to help them on their way to self-reliance. Clients can be referred by HSS providers, AMEP, community, or government organisations, health services, family and friends, etc. Clients can also self-refer. Interpreter service is available.</p> <p>Funded by the Department of Immigration and Citizenship (DIAC), BCHS delivers the Settlement Grants Program (SGP). The project aims to assist clients to become self-reliant and participate equitably in Australian society. This will be achieved through the provision of casework, referrals and group information sessions that will focus on topics such as government services, finance, community access, health, etc. to facilitate client access to mainstream services.</p> <p><b>BCHS provides services for:</b></p> <ul style="list-style-type: none"> <li>• Humanitarian entrants</li> <li>• Family stream migrants with low levels of English proficiency</li> <li>• Dependents of skilled migrants with low English proficiency</li> <li>• Selected temporary residents (Prospective marriage, provisional spouse</li> <li>• Provisional Partner, Provisional Interdependency visa holders and their dependents</li> <li>• Communities which require assistance to develop their capacity to organise, plan and advocate for services to meet their own needs and which are still receiving significant numbers of new arrivals</li> </ul>

Service	Contact Details	Description
<b>Breast Screening Service</b>	<p>BreastScreen Victoria Bendigo</p> <p><b>Contact:</b> Kathryn Sheridan, Nurse Counsellor</p> <p><b>Phone:</b> 5441 6850</p>	<p>BreastScreen Victoria is part of the national breast cancer screening program for women. Women aged 50 to 69 are invited to have free screening mammograms every two years; women aged 40 to 49 or aged 70 and over are also eligible to use the service.</p> <p>BreastScreen Victoria Bendigo (BSVB) services the Loddon Mallee region and the participation rates for CALD varies across all sites, average 21%, well below the state average of 35%.</p> <p>BSVB recognises this group of women as specific needs group and, when they do present for screening, often present with symptoms (palpable breast lump) and are therefore at risk of less favourable outcomes and lower survival rates.</p> <p>BSVB “Women’s Health and Fun days” are offered on a regular basis to provide education on Breast Health and the benefits of BreastScreening and early detection. Women attending also have an opportunity to familiarise themselves with the service and staff. Culturally specific presentations, activities etc are included and offer women an opportunity to screen on the day. To organise a Health Day for a specific group contact BSVB on 5441 6850.</p> <p>All other appointments for BreastScreen 13 20 50</p>
<b>Counselling</b>	<p>Bendigo Community Health Services</p> <p><b>Contact:</b> Shonelle McMillan, Community Counselling</p> <p>Tracee Kent, Manager Community Engagement and Support</p> <p><b>Phone:</b> 5430 0500</p>	<p>BCHS’ Short Term Trauma Counselling is a service that is offered to all individuals of a refugee background that arrive in Australia. Short Term Trauma Counselling is provided by Bendigo Community Health Services via Foundation House.</p> <p>Short Term Trauma Counselling provides the following:</p> <ul style="list-style-type: none"> <li>• A psychological assessment for individuals &amp; families</li> <li>• Ongoing counselling (as required)</li> </ul> <p>All persons who have arrived in Australia under the Integrated Humanitarian Settlement Strategy are eligible for Short Term Trauma Counselling in the first 12 months of arrival.</p> <p>Referrals can be made through the IHSS program, local service providers and self-referrals.</p> <p>The Short Term Trauma Counselling program is located at BCHS Kangaroo Flat Site - 13 Helm Street, Kangaroo Flat.</p>

Service	Contact Details	Description
	<p>Bendigo Health</p> <p><b>Contact:</b> Child and Adolescent Health Service (CAMHS)</p> <p><b>Phone:</b> Emergency and referral number (Triage) 1300 363 788</p>	<p>CAMHS is a confidential specialist service available to assist young people, including refugees, and their families, up to the age of 18 with their mental health issues. Children and adolescents may present at CAMHS with severe:</p> <ul style="list-style-type: none"> <li>• Behavioural problems</li> <li>• Emotional problems</li> <li>• Relationship problems</li> <li>• Developmental problems</li> <li>• Health and wellbeing problems</li> <li>• Other psychological problems</li> </ul> <p>CAMHS provides assessment, case management and treatment for children and young people, and their families and carers. During the initial phone call it could be identified that CAMHS may not be the best service for families and more suitable options are suggested. If CAMHS is the most appropriate service, a case manager is allocated, an assessment is conducted and a treatment plan is developed with the family and young person.</p> <p>To refer into CAMHS please phone 1300 363 788. A trained clinician will answer your call and will be able to listen to your concerns and ask questions to determine what kind of assistance may be required.</p>

Service	Contact Details	Description
<b>Dental (Public)</b>	Bendigo Health  <b>Phone:</b> 5454 7994	<p>The Community Dental Service is a 19 chair clinic that provides quality general, emergency, denture, and preventative dental care to all age groups.</p> <p>Services offered:</p> <ul style="list-style-type: none"> <li>• <b>Adult Program:</b> Clients seeking services must have a current Healthcare or Pension card and be above the age of 18 years. A co-payment fee applies. To receive treatment clients need to be placed on a waitlist.</li> <li>• <b>Youth Dental Program:</b> The Youth Dental Program provides dental care to secondary school children in years 7 – 12, or under the age of 18 years. To be eligible for treatment clients must have a concession card or dependents of concession card holders. The service is free.</li> <li>• <b>School Dental Program:</b> The School Dental Program offers dental care to all primary school children from Prep to Year 6. To be eligible for treatment the patient or parent/guardian needs a valid concession card for the service to be free. Non concession holders pay a co-payment fee per child per course of care.</li> <li>• <b>Early Childhood Oral Health Program:</b> Early Childhood Oral Health Program provides dental care for all preschoolers between the ages 0-5 years. To be eligible for treatment the patient or parent/guardian needs a valid concession card for the service to be free. Non concession holders pay a co-payment fee per child per course of care.</li> <li>• <b>Emergency Care:</b> All emergencies undergo a triage assessment and are placed into one of five categories. The treatment time frame is dependant on the urgency of the dental problem. Treatment is provided to alleviate pain in cases of toothaches, dental swellings, broken teeth and fillings.</li> </ul> <p><b>Bendigo Health and La Trobe University Dental Teaching clinic.</b> The Dental Teaching Clinic is a 10 dental chair education facility for future dental professionals. Oral health and dentistry students will provide a full range of dental procedures for child adolescent and adult patients. Dental treatment is free of charge and supervised by qualified dental professionals. The nature of the teaching clinic means that in addition to routine treatments, patients receive:</p> <ul style="list-style-type: none"> <li>• Individualised dental care programs including disease risk assessment</li> <li>• Oral health education and home care instruction</li> <li>• Comprehensive preventive care based on individual needs</li> <li>• Comprehensive treatment of common periodontal (gum) disease</li> </ul>

Service	Contact Details	Description
<b>Driver Training</b>	Bendigo Baptist Community Care  <b>Contact:</b> Matthew Parkinson  <b>Phone:</b> 5449 3033	Mentoring for learner drivers and providing learner drivers with driving practice (after they have reached a level of proficiency with a professional instructor).
	Bendigo Friends & Mentors  <b>Contact:</b> Heidi Linder  <b>Phone:</b> 0417 576 075	Mentoring learner drivers for Learner permits and providing them with driving practice (after they have reached a level of proficiency with a professional instructor) particularly for adults who don't have access to other programs providing driving practice.
	Salvation Army L2P  <b>Contact:</b> Denise Sibenaler, L2P Project Coordinator  <b>Phone:</b> 5440 8457 0409 246 416	L2P – Learner Driver Mentor Program is for learners aged between 16 and 21 who do not have access to a supervising driver and/or motor vehicle to be able to acquire the required 120 hours of supervised driving to be eligible to attain their Ps.

Service	Contact Details	Description
<b>Education</b>	<p>Department of Education and Early Childhood Development</p> <p><b>Contact:</b> Rosaly McNamara, ESL/ Multicultural Education Project Officer</p> <p>Mardi Holland, ESL Specialist Coach</p> <p><b>Phone:</b> 5440 3114</p>	<p><b>Bendigo English as Second Language Learning Support (BELS)</b> Qualified ESL teacher, Multicultural Education Aide (MEA) and volunteers, sourced through LCMS, facilitate sessions for Karen students to help with language development, homework and other educational issues. BELS is for secondary school students and is conducted Tuesdays 2.30 to 5.30pm and Thursdays from 3.30 to 4.30pm.</p> <p><b>Multicultural Education Aides (MEAs)</b> A Multicultural Education Aide is employed at all public secondary schools and public primary schools in Bendigo. The role of the Multicultural Education Aide is to support new refugee students, and to also support parents of these students and assist with filling in forms, etc. Multicultural Education Aides also translate forms to be sent to families and assist with parent interviews and translation of school reports.</p> <p><b>Training and Professional Development for teachers</b> Department of Education and Early Childhood Development provide training and professional development for teachers and Multicultural Education Aides. Partnerships are in place with Foundation House and the Centre for Multicultural Youth to provide further support and training for teachers, volunteers and community members.</p> <p><b>English as a Second Language (ESL) Specialist Coach</b> The role of the ESL Specialist Coach is to help set up effective processes in mainstream primary and secondary schools in Bendigo to support students with a refugee background and aims to move students from a withdrawal model to inclusive mainstream school practice.</p> <p>The Coach achieves this by:</p> <ul style="list-style-type: none"> <li>• Working with ESL teachers to further develop their skills</li> <li>• Standardising assessment practices for refugee students across primary and secondary schools</li> <li>• Help transition refugee students from primary to secondary and secondary to senior secondary</li> <li>• Assisting in the development of staff understanding when working with students from a refugee background</li> <li>• Upskilling generalist primary and secondary teachers to be more independent and confident when working with and including refugee students</li> </ul> <p><b>School Enrolment</b> The ESL Regional Project Officer assists primary and secondary settlement services with school enrolment and student fit within schools.</p> <p><b>School Nursing</b> School Nurses in primary schools are checking refugee students for hearing and sight. They are also available to run focused health sessions for students and families with a refugee background.</p>

Service	Contact Details	Description
	<p>Bendigo Regional Institute of TAFE</p> <p><b>Contact:</b> Deb Bartels, Senior Educator</p> <p><b>Phone:</b> 1300 554 248</p>	<p><b>Adult Migrant English Program</b> As part of the AMES consortium BRIT delivers the Adult Migrant English Program (AMEP). AMEP offers 510 free class hours of English classes for refugees entering Australia who do not speak English or have limited English language skills. Extra free hours can be allocated to students for a number of reasons such as never been, or limited exposure, to school or under 25 years of age.</p> <p>English classes run every day of the week from 9am-1pm. Students are assessed before starting classes to see what level they need to attend. There are five different levels which start at Preliminary Level and advance to Level 4. Paid interpreters are used during assessment if needed.</p> <p>For students to obtain a certificate in 'Spoken and Written English' they have to be assessed on speaking, reading, listening and writing. This assessment usually takes about one and a half hours.</p> <p>English classes are made as interesting as possible and incorporate a varied array of activities, eg gardening and a trip to the zoo. Active learning is very important.</p> <p><b>Employment Preparation Programs (EPP) and the Traineeships in Employment and Work Readiness (TEWR) Program</b> The EPP is a general class that assists students in general work information whilst the TEWR is aimed specifically at professional employment. Both courses are very practical and include work experience hours. Students are only able to do one of these programs. To be able to do the TEWR the student needs a Level 3 Certificate in Spoken and Written English.</p> <p><b>Other TAFE Courses</b> Refugees can do any mainstream course at TAFE as long as they have a Level 3 Certificate in Spoken and Written English.</p>
	<p>Loddon Campaspe Multicultural Services Inc</p> <p><b>Contact:</b> Noemi Cummings, General &amp; Program Manager</p> <p><b>Phone:</b> 5441 6644</p>	<p><b>Adult Community and Further Education (ACFE) PROGRAMS</b> LCMS is an Adult and Community Education (ACE) provider.</p> <p>LCMS delivers Pre-accredited courses for the CALD community such as:</p> <ul style="list-style-type: none"> <li>• Community Language for CALD men (Monday 1.30 to 4.30pm)</li> <li>• Preparation for Work (Thursday 2.30 to 5.30pm)</li> <li>• Australian Culture (Conversational English) (Tuesday 3.30 to 5.30pm)</li> </ul> <p><b>Volunteer Training</b> This new initiative is sponsored by the Department of Planning and Community Developed and facilitated by LCMS to provide adequate training for migrants as volunteers in the general community, aiming to enhance participant's skills and awareness of the volunteering role/s and responsibilities and in meeting relevant legislations in the Australian context. For further details in regard to training sessions please contact LCMS.</p>

Service	Contact Details	Description
	<p>LaTrobe University Bendigo</p> <p><b>Contact:</b> Sue King-Smith, Senior Disability Advisor/Refugee Support Officer</p> <p><b>Phone:</b> 5444 7941</p>	<p>La Trobe University Bendigo offers support to students who have arrived in Australia as refugees in the last ten years . The support program includes:</p> <ul style="list-style-type: none"> <li>• A refugee contact person to assist students with orientation around the campus/services/library.</li> <li>• Assistance to complete VTAC application form.</li> <li>• Advice and assistance with applying for a university place through the Special Entry and Access Scheme (SEAS).</li> <li>• Assistance with applying for scholarships – there are general scholarships and scholarships that are specifically for students from a refugee background (including residential and equity)</li> <li>• Provision of a \$100 voucher per semester for textbooks or petrol.</li> <li>• Ongoing support to help students understand the requirements and expectations (academic and general) of studying at university.</li> <li>• Referral to support services, such as counselling and the Academic Language and Learning Unit, where required.</li> </ul>
<p><b>Employment</b></p>	<p>Ontrack Training and Employment</p> <p><b>Contact:</b> Hans Paas, Employment Mentor</p> <p><b>Phone:</b> 5446 3477</p>	<p><b>Employment Mentoring</b> On Track Training and Employment assists clients on a free and voluntary basis with employment services including;</p> <ul style="list-style-type: none"> <li>• resumé development</li> <li>• employment applications</li> <li>• job search skills</li> <li>• interview techniques</li> </ul> <p>To be eligible for this employment assistance a client needs to either be;</p> <ul style="list-style-type: none"> <li>• A recent arrival (within 2 years), or</li> <li>• From a Culturally and Linguistically Diverse background (CALD).</li> </ul> <p><b>Relationship with Employers</b> On Track has developed a relationship with Hazeldene’s and assists with their employee recruitment process including applications and preliminary Occupational Health and Safety information and training. Through this relationship Hazeldene’s have adapted their recruitment process to make it easier for CALD clients to gain employment.</p> <p><b>Reverse Marketing</b> Reverse Marketing involves On Track taking the resumé of a client and advocating for those clients to businesses to secure work for them.</p> <p><b>Training</b> On Track offers English as Second Language (ESL) and Language, Literacy and Numeracy training. The Department of Education, Employment and Work Place Relations also refers clients to this service. In addition On Track offers ‘Employability Skills’ training for CALD clients to improve their access to the labour market.</p>

Service	Contact Details	Description
<b>Housing - Emergency/Affordable</b>	Haven  <b>Contact:</b> Barb Devcic, Team Leader – Client Centre  <b>Phone:</b> 5444 9000	<p>Homelessness can affect anyone. People who are homeless come from all age groups and cultural backgrounds. Homelessness includes people who are sleeping rough, as well as people staying in temporary, unstable or substandard accommodation. Homelessness is not just about a lack of housing. The causes are complex and varied, including a shortage of affordable accommodation, domestic violence, unemployment, mental illness, family breakdowns and drug or alcohol abuse.</p> <p>Haven’s Client Centre is essentially the “gateway” into Haven. Its primary function is to help people in crisis – those who are experiencing homelessness, at risk of becoming homeless or in financial difficulty. This includes people who have been referred from other organisations and those who simply walk in Haven’s door. Client Centre staff work closely with the client to ensure they receive immediate information and guidance and (where appropriate) they are referred to the service that can best assist with their needs. Haven has various types of case management and outreach services available for clients. Haven can provide financial support through Emergency Relief funding and the Housing Establishment Fund in areas of accommodation, rent in arrears or advance, and storage, etc.</p>
<b>General Practitioner</b>	Central Victoria General Practice Network  <b>Phone:</b> 5441 7806	<p>If you require the name of a doctor please contact the Central Victorian General Practice Network. The Network will be able to provide you with a list of doctors who are currently taking new patients and those who are skilled to work with refugees.</p>
<b>Immunisation</b>	City of Greater Bendigo  <b>Contact:</b> Angela Evans, Immunisation Coordinator  <b>Phone:</b> 5434 6364	<p>The City of Greater Bendigo offers regular immunisation sessions. For refugee clients an appointment is required with the Immunisation staff prior to attending an immunisation session. The Immunisation staff will review each child’s immunisation record and assess any required immunisations. The Immunisation staff may need to organise a ‘catch up’ program in accordance with the National Immunisation Program Schedule.</p>

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<b>Income Support</b>	Centrelink	<p><b>Centrelink's Refugee Servicing</b>            Centrelink's framework of service delivery caters to the needs of newly arrived refugees to assist in their settlement in Australia. This ensures timely payment, assessment and referral, and ongoing support for social and economic participation. Refugees have access to Centrelink payments and services immediately upon their arrival in Australia and are not subject to the newly arrived residence waiting period.</p> <p>Centrelink's areas exercise discretion in some additional elements of the framework (such as delivery of an information seminar and/or additional contacts with your client during the first few months after arrival in Australia).</p> <p>Centrelink's refugee servicing has a number of steps including:</p> <ul style="list-style-type: none"> <li>• notification of refugee arrival</li> <li>• new claim interview</li> <li>• participation contact</li> <li>• ongoing participation obligations</li> </ul> <p>Please visit Centrelink's website <a href="http://www.centrelink.gov.au/internet/internet.nsf/businesses/crsf.htm">http://www.centrelink.gov.au/internet/internet.nsf/businesses/crsf.htm</a> for further information.</p> <p><b>Centrelink Multilingual Call</b>            Call 13 12 02 for assistance and information in languages other than English.</p> <p><b>Multicultural Service Officers</b>            Multicultural Service Officers forge links between Centrelink and migrant and refugee communities. They consult and liaise widely and provide customer feedback on the impact of government initiatives on migrant and refugee communities so Centrelink can improve service delivery.</p>

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<b>Infectious Diseases Service</b>	<p>Bendigo Health</p> <p><b>Contact:</b> Raelene Vine, Infectious Diseases Nurse Consultant</p> <p>Jac Griffiths, Infectious Diseases Nurse Consultant</p> <p><b>Phone:</b> 5454 8410, or 0447 563 056</p>	<p>The Infectious Diseases Service has a team of specialist staff, including physicians from Bendigo Health and Austin Health, a visiting psychiatrist and a clinical nurse consultant. Refugees are welcome to attend the clinic when required.</p> <p>The service provides specialist treatment and management of patients with a wide variety of health issues, including viral hepatitis, HIV and other complex infections.</p> <p>The service operates a monthly clinic in the outpatient department, with a written referral from a medical practitioner required.</p> <p><b>Services provided by the Infectious Diseases Service:</b></p> <ul style="list-style-type: none"> <li>• <b>Management and treatment for patients:</b> <ul style="list-style-type: none"> <li>○ Individual appointments during the infectious diseases clinic occur with the specialist physicians, psychiatrist and nurse consultant to manage a range of conditions</li> <li>○ Nurse consultant management and support also occurs outside of the clinic day with consultation from the medical team as necessary</li> <li>○ Management and/or combination treatment (Interferon/Ribavirin) for patients with hepatitis B and hepatitis C</li> <li>○ Management and/or antiretroviral treatment for patients with HIV</li> <li>○ Management and/or antibiotic treatment for patients with complex infections</li> <li>○ Management and support of other infectious diseases conditions as required</li> <li>○ Specialist testing as required</li> </ul> </li> <li>• <b>Provide education for:</b> <ul style="list-style-type: none"> <li>○ Patients and their families/friends</li> <li>○ Health care workers in the Loddon Mallee region</li> <li>○ Community services</li> <li>○ Community members</li> </ul> </li> <li>• <b>Pre and post-test counselling for HIV</b></li> <li>• <b>Hepatitis C testing</b></li> <li>• <b>After hours phone support for patients</b></li> </ul>

Service	Contact Details	Description
<b>Interpreters</b>	<p>ONCALL Interpreting and Translation Services</p> <p><b>Phone:</b> (03) 9867 3788</p>	<p>ONCALL's mission is to work in partnership with service industries, the public and private sectors, non-government organisations and community groups, across all regions and continents, to provide responsive and high quality communication solutions.</p> <p>ONCALL has a strong emphasis on rural coverage and provides quality services in:</p> <ul style="list-style-type: none"> <li>• On-site interpreting (face to face)</li> <li>• Telephone interpreting</li> <li>• Video conference interpreting</li> <li>• Translations and multilingual desktop publishing</li> <li>• Training in cultural awareness, diversity and working with interpreters</li> </ul> <p><a href="http://www.oncallinterpreters.com">www.oncallinterpreters.com</a></p>
	<p>Translating and Interpreting Services (TIS)</p> <p><b>Phone:</b> 131 450</p>	<p>TIS National is an interpreting service, provided by the Department of Immigration and Citizenship, for people who do not speak English and for the English speakers who need to communicate with them. TIS National has more than 30 years of experience in the interpreting industry, and has access to over 1900 contracted interpreters across Australia, speaking more than 170 languages and dialects. TIS National is available 24 hours a day, seven days a week for any person or organisation in Australia requiring interpreting services. It provides immediate telephone interpreting services, as well as pre-booked telephone and on-site interpreting.</p> <p><a href="http://www.immi.gov.au/living-in-australia/help-with-english/help_with_translating/">http://www.immi.gov.au/living-in-australia/help-with-english/help_with_translating/</a></p>
	<p>All Graduates</p> <p><b>Phone:</b> 1300 134 746</p>	<p>All Graduates have a pool of over 2,000 independent interpreters and translators in over 100 languages and dialects.</p> <p><a href="http://www.allgraduates.com.au">www.allgraduates.com.au</a></p>
	<p>Doctors Priority Line</p> <p><b>Phone:</b> 131 450</p>	<p>The Doctors Priority Line is a free telephone interpreting service which helps medical practitioners to communicate with their non-English speaking patients. General practitioners and specialists can use the Doctors Priority Line when providing services that are:</p> <ul style="list-style-type: none"> <li>• claimable under Medicare</li> <li>• delivered in private practices</li> <li>• provided to non-English speakers who are Australian citizens or permanent residents.</li> </ul> <p>The Doctors Priority Line is available 24 hours a day, seven days a week. This service can also be used by reception staff when making appointments.</p> <p><a href="http://www.immi.gov.au/living-in-australia/help-with-english/help_with_translating/free-services.htm">http://www.immi.gov.au/living-in-australia/help-with-english/help_with_translating/free-services.htm</a></p>

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<b>Maternal and Child Health Services</b>	City of Greater Bendigo  <b>Contact:</b> Maureen Tessier, Family and Wellbeing Coordinator  <b>Phone:</b> 5434 6364	<p>The Maternal and Child Health Service is a free service available for all families with children from birth to school entry age. Key age and stage visits are recommended at 2 weeks, 4 weeks, 8 weeks, 4 months, 8 months, 12 months, 18 months, 2 years and 3½ years, to check children’s growth and development, provide parents with relevant parenting information and advice, and support family wellbeing. The Maternal and Child Health Service will assist refugee parents.</p> <p>Maternal and Child Health Services are currently using phone interpreters and are also investigating the opportunity to use interpreters from Melbourne for face to face consultations one day per month.</p>
<b>Maternity Services</b>	Bendigo Health  <b>Phone:</b> 5454 7293	<p><b>There are several options of pregnancy care available at Bendigo Health:</b></p> <ol style="list-style-type: none"> <li>1. Public antenatal clinic (care provided by Bendigo Health medical and midwifery staff)</li> <li>2. Shared care with Bendigo Health and your GP</li> <li>3. MAMTA (care by Midwife) (the pregnancy must have been assessed as low risk by an obstetrician)</li> <li>4. Obstetrician care as a private patient.</li> </ol> <p><b>Maternity support:</b>            Being pregnant or having a baby is a time of substantial change both physically and emotionally. It should be a time of joy, but for some women, responses to pregnancy and early motherhood range from lack of enjoyment through to feelings of anxiety, distress, depression and loss of control. Bendigo Health's maternity support workers offer emotional support and counselling to assist women.</p> <p><b>Childbirth and parenting education:</b>            Classes are conducted by midwives to provide parents with knowledge and skills to make informed choices during pregnancy, birth and parenting.</p> <p><b>The following classes are offered:</b></p> <ul style="list-style-type: none"> <li>• Pre-pregnancy evening</li> <li>• Early bird classes</li> <li>• Primigravida series (for women having their first baby)</li> <li>• Refresher classes (for women who have given birth previously)</li> <li>• Grandparents class</li> <li>• Home education packages</li> <li>• QUIT smoking packages</li> </ul> <p><b>Breastfeeding support service:</b>            Breastfeeding support is available to women who need help to establish breast feeding or to overcome feeding difficulties. The service is provided by qualified lactation consultants.</p>

Service	Contact Details	Description
<b>Migration and Legal Advice</b>	Loddon Campaspe Community Legal Centre  <b>Contact:</b> Paula Glassborow  <b>Phone:</b> 5444 4364	<p><b>Migration Service</b>            Loddon Campaspe Community Legal Centre’s Migration Service targets the migration advice needs of the region’s new arrivals. The Service is available by appointment every second Thursday at Legal Centre’s Bendigo Office</p> <p><b>Legal Assistance</b>            The Loddon Campaspe Community Legal Centre provides free legal assistance in a range of areas including family, consumer, debt, discrimination, family/domestic violence, crime, motor vehicle accidents, welfare rights, employment, guardianship, complaints and victims of crime. A Telephone Advice Service is available Monday 1.00 to 4.00pm, Thursday 9.30am to 12.30pm. An Evening Advice Service, Wednesday 6.00 to 8.00pm by appointment at the Legal Centre’s Bendigo Office with a Day Service, Thursday 1.00 to 4.00pm by appointment at the Bendigo Office.</p>
<b>Multicultural Support</b>	Loddon Campaspe Multicultural Services Inc  <b>Contact:</b> Noemi Cummings, General & Programs Manager  <b>Phone:</b> 5441 6644	<p>LCMS provides a respectful and caring environment for people from culturally and linguistically diverse backgrounds, assisting them to make informed choices and participate effectively within the greater community. LCMS is committed to practices that promote justice and equity of access through advocacy, information and referral for the CALD members of the Loddon Campaspe region. LCMS is actively involved in the community, developing educational and employment opportunities to empower their clients. LCMS actively promotes Multiculturalism and Harmony in Diversity in this region.</p> <p><b>Cultural Awareness Information Sessions</b>            LCMS provides Cultural Awareness Information sessions to various service providers and community groups in the areas of education, employment, health, business and legal, providing valuable information to enhance cultural intelligence to successfully work or study in a multicultural setting.</p> <p><b>Loddon Campaspe Multifaith Network (LCMN)</b>            LCMN is sponsored by the Office of multicultural Affairs and Citizenship and being facilitated by LCMS. The main objective of this Network is to promote understanding and friendship between people of different faiths across the region, exploring shared values, aiming to assist in breaking down the barriers of prejudice by working together to overcome some myths and misunderstanding between faiths.</p> <p>The Network also aims to develop projects, programs and events that improve multifaith education and awareness, outreaching within the community, providing means to speak and act together on social and community issues, where possible, seek and liaise with indigenous community. Meetings are held on the first Thursday of the month at 6.30pm.</p> <p><b>Foodbank Services</b>            Through Foodbank Victoria’s sponsorship, LCMS is able to supply any struggling community member with basic foodstuff, including milk, fruit and vegetables available on that day, assorted dry food such as cereals and rice, as well as canned food items. This service is available Wednesday 1.00 to 2.30pm.</p>

Service	Contact Details	Description
<b>Multicultural Playgroup</b>	Loddon Campaspe Multicultural Services Inc  <b>Contact:</b> Noemi Cummings, General & Programs Manager  <b>Phone:</b> 5441 6644	LCMS Multicultural Playgroup (conducted in partnership with St Luke's) is open to any mother or father and their children from an ethnic background; Australians are also welcomed. The playgroup is held at 136 Williamson Street, Bendigo on a Wednesday from 10.00am to 12.00noon.
	CentaVic ESL Educational Services Inc  <b>Contact:</b> Nicole Williamson, Operations Manager  <b>Phone:</b> 0421 693 979	CentaVic ESL Educational Services' Multicultural Playgroup is open to refugee families and any other interested families who may wish to learn and brush-up on their English skills. The playgroup is held on Monday 9.30am – 12.30pm at the Bendigo Neighbourhood House, 21 Neale Street, Kennington.

Service	Contact Details	Description
<b>Refugee Health Nurse</b>	<p>Bendigo Community Health Services</p> <p><b>Contact:</b> Chris Elliott Refugee Health Nurse</p> <p>Dallas Coghill Care Coordinator</p> <p>Lisa Walklate Manager Nursing Services</p> <p><b>Phone:</b> 5434 4300</p>	<p>BCHS' Refugee Health Nurse Program (RHNP) is funded through the Department of Health and has the following three aims:</p> <ul style="list-style-type: none"> <li>• Increase refugee access to primary health services</li> <li>• Improve the response of health services to refugees' needs</li> <li>• Enable individuals, families and refugee communities to improve their health and wellbeing</li> </ul> <p>The RHNP can provide services to newly arrived people from a refugee background or who are asylum seekers.</p> <p>Included in the role of the Refugee Health Nurse is to:</p> <ul style="list-style-type: none"> <li>• Provide health and social needs assessments</li> <li>• Facilitate and coordinate referrals to health and community service providers, eg: GPs, dental health, nutritionists, school nursing program, torture and trauma counseling and hospitals etc.</li> <li>• Enable individuals, families and refugee communities to improve their health and wellbeing</li> <li>• Work with health promotion programs to provide health promotion interventions specific to refugees</li> <li>• Support the Community Health Service to develop culturally responsive and high quality refugee health and wellbeing assessment and service provision</li> </ul> <p>Referrals can be made through the IHSS program, local service providers, general practitioners and self-referrals.</p> <p>The RHNP is located at BCHS Eaglehawk Site - 3 Seymoure Street, Eaglehawk. Assessments can be provided at the BCHS Eaglehawk or Kangaroo Flat sites or by arrangement.</p>
<b>Refugee Minor Program</b>	<p>Bendigo Community Health Services</p> <p><b>Contact:</b> Tracee Kent, Manager Community Engagement and Support</p> <p><b>Phone:</b> 5430 0500</p>	<p>BCHS' Refugee Minor Program is a service provided by the Australian Government to support unaccompanied children/young people in their settlement to Australia. This service is overseen by Department of Human Services and works in collaboration with Department of Immigration and Citizenship, AMES and BCHS.</p> <p>The Refugee Minor Program:</p> <ul style="list-style-type: none"> <li>• Assists children/young people of refugee background who arrive in Australia without parents</li> <li>• Supports the care arrangements of unaccompanied children/young people who may be living with relatives or in foster care arrangements</li> <li>• Supports to prevent placement breakdown</li> <li>• Focuses on the best interests of the child/young person</li> <li>• Acts as a delegated guardian until the child/young person turns 18 years old, or is granted Australian Citizenship, or is reunited with a parent in Australia (whichever occurs first)</li> </ul> <p>Department of Immigration &amp; Citizenship refers refugee minors to the Department of Human Services who is turn make the referral to the Refugee Minor Program in Bendigo (BCHS).</p> <p>The Refugee Minor Program is located at BCHS Kangaroo Flat Site - 13 Helm Street, Kangaroo Flat.</p>

Service	Contact Details	Description
<b>Social Support (through sport)</b>	Team Bendigo  <b>Contact:</b> Heather Beever  <b>Phone:</b> 5434 6483	Team Bendigo facilitates social inclusion of new arrivals of Culturally and Linguistically Diverse people via the provision of access to sporting opportunities. They respond to needs, create opportunities and make linkages with appropriate organisations. Team Bendigo aims to: <ul style="list-style-type: none"> <li>• Empower CALD communities to participate in sport and other related activities</li> <li>• Determine what sporting opportunities CALD families would like to be involved in</li> <li>• Facilitate methods for CALD families to access sporting clubs</li> <li>• Engage local clubs and facilitate strategic support for them: Education/information sharing, resource/funding, networking and logistics (transportation)</li> <li>• Advocate for CALD community of Bendigo</li> <li>• Mobilise existing resource and seek additional resources and funding to support CALD families participation in sporting opportunities</li> </ul>
<b>Sport and Recreation</b>	Sports Focus  <b>Contact:</b> Shelley Mulqueen, Executive Officer  Rebecca Putland, Project Coordinator  <b>Phone:</b> 5442 3101	Sports Focus works with and supports sporting clubs to be inclusive. If sporting clubs need help or support with making their club more inclusive and welcoming of refugee participants they can contact Sports Focus for assistance.

Service	Contact Details	Description
<b>Support Groups</b>	Bendigo Friends and Mentors  <b>Contact:</b> Heidi Linder  <b>Phone:</b> 0417 576 075	Bendigo Friends and Mentors offer social support and mentoring to refugees in Bendigo, at their request. Bendigo Friends and Mentors is committed to supporting refugees from all backgrounds living in the Bendigo area.  <b>Adults</b> <ul style="list-style-type: none"> <li>• Mentoring to independently access services such as health services, schools and libraries</li> <li>• Assist on a one-to-one basis to develop English skills</li> <li>• Preparation for Citizenship Test</li> <li>• Provide travel training so individuals can use public transport confidently</li> <li>• Supporting Karen weavers, building looms, sourcing thread for weaving from Thailand, helping to access markets to sell woven goods, supporting refugee women to learn to sew, providing access to donated serviced electric sewing machines or loan of a new machine</li> </ul> <b>Children</b> <ul style="list-style-type: none"> <li>• Hear children read</li> <li>• Assist with homework</li> <li>• Connecting children with junior community organisations, eg CFA, sporting groups</li> </ul> <b>Families</b> <ul style="list-style-type: none"> <li>• Involving families in recreational activities</li> <li>• Assisting families in accessing recycled computers and setting up the internet (desktop support)</li> <li>• Introducing and explaining Australian cultural norms</li> </ul> <b>Donation of Material Goods</b> <ul style="list-style-type: none"> <li>• In conjunction with HSS Case Worker sourcing clothing, bedding and linen, and other requested material goods for recently arriving refugee families and individuals</li> </ul>
	Karen Organisation of Bendigo Inc  <b>Contact:</b> Eh Paung  <b>Phone:</b> 0412 093 115	Karen Organisation of Bendigo is committed to assisting and supporting refugees in their settlement into Australian society. The purpose of the Karen Organisation is to promote empowerment of people, strengthen families, cultivate leadership and foster respect for all.  The Karen Organisation gives voice to the people and provides a common link for all service providers in the Bendigo region. Karen Organisation of Bendigo operates with a perspective on refugees and settlement as articulated by the refugee people themselves.

Service	Contact Details	Description
	<p>Loddon Campaspe Multicultural Services Inc</p> <p><b>Contact:</b> Noemi Cummings, General &amp; Programs Manager</p> <p><b>Phone:</b> 5441 6644</p>	<p><b>CALD Women’s Friendship Group</b> This program emerged in 2008 to meet the needs of parents participating in the multicultural playgroup. It was identified that women from various ethnic communities are very isolated due to many contributing factors such as low proficiency in English, disorientation due to unfamiliarity of their environment, lower socio economic background, and difficulties in accessing advanced educational opportunities and in gaining employment opportunities.</p> <p>The group meets every Wednesday at 136 Williamson Street, Bendigo from 11.00am until 12.00noon.</p>
<p><b>Tutoring</b></p>	<p>CentaVic ESL Educational Services Inc</p> <p><b>Contact:</b> Nicole Williamson, Operations Manager</p> <p><b>Phone:</b> 0421 693 979</p>	<p><b>Freestyle Tutoring</b> ‘Freestyle’ tutoring for people from non-English speaking ethnic backgrounds. ‘Freestyle’ tutoring includes the use of newspapers, videos, magazines, books, TV guides, menus, etc, to help the learner with reading, writing, conversation and social skills. Emphasis is placed on identifying the needs of the learner. Tutoring sessions are between 1-2 hours each week. Tutoring is aimed at adults (25 and older). Tutors are available for the individual as long as the individual requires the service. Tutoring is also available for businesses.</p> <p><b>English Simplified Learning</b> English Simplified Learning aims to provide support for people from English speaking backgrounds as well as from non-English speaking backgrounds, of all ages to gain further understanding of the English language. Updates skills in; literacy, grammar, numeracy and oral presentation. English Simplified Learning assists those who are returning to work by offering skills in; presentation, preparation, letter writing, introduction techniques. English Simplified Learning programs are also tailored to individual students needs and can cover anything from transport to cultural education.</p> <p><b>Laptops for Grandies (Grandparents or Older persons)</b> Computer skills class for adults, including refugees. Classes are held on Tuesday and Saturdays.</p>

Please contact Bendigo Loddon Primary Care Partnership on 5448 1624, email [blpcp@bchs.com.au](mailto:blpcp@bchs.com.au) to advise of any changes to the information contained in this document.