

Family & Domestic Violence Support

If there is an emergency phone 000

Orange Door

Support for those experiencing family violence or needing help with the wellbeing of children and young people affected by it.

Days: Monday to Friday
Hours: 9.00 AM – 5.00 PM
Location: Multiple across Melbourne, use the website to find one near you
Website: www.orangedoor.vic.gov.au

1800RESPECT

24/7 sexual assault, family and domestic violence counselling line
Phone: 1800 737 732

Safe Steps

24-hour help and support with crisis housing for women and children survivors of domestic violence.
Phone: 1800 015 188

Useful Links

Legal information

racs.org.au/legal-information

Medicare application

servicesaustralia.gov.au/enrolling-medicare-if-youre-temporary-resident-covered-ministerial-order?context=60092

Immicard application

<https://immi.homeaffairs.gov.au/help-support/departmental-forms/online-forms/immicard-electronic-visa-record-application>

Translating and Interpreting Service

.tisnational.gov.au/Contact-us

Services in your area search

<https://askizzy.org.au/>

Services in Victoria

vic.gov.au/information-and-services






ASRC are
LGBTQIA+
inclusive



Community Services & Useful information

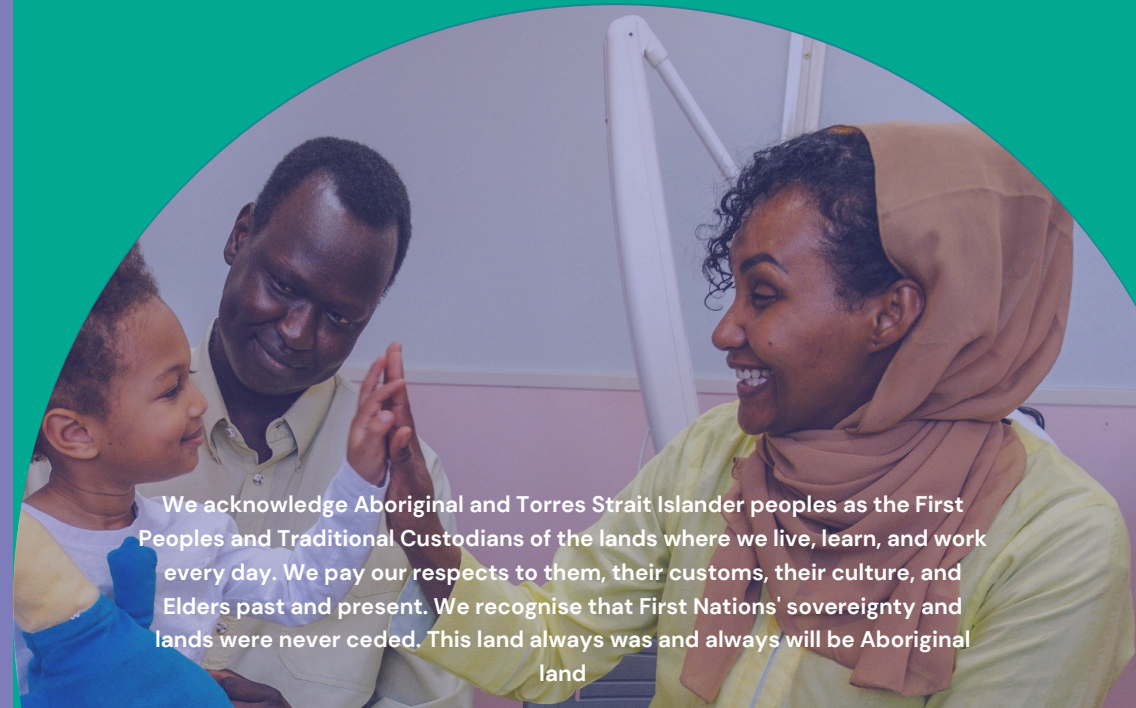
Asylum Seeker Resource Centre

-  Monday, Tuesday, Thursday, & Friday 10:00am - 4:00pm
-  Level 2, 214-218 Nicholson St, Footscray, VIC
-  03 9326 6066

To find your local services: askizzy.org.au



If you are not in Australia: unhcr.org/au/services-refugees-asylum-seekers-and-stateless-people



We acknowledge Aboriginal and Torres Strait Islander peoples as the First Peoples and Traditional Custodians of the lands where we live, learn, and work every day. We pay our respects to them, their customs, their culture, and Elders past and present. We recognise that First Nations' sovereignty and lands were never ceded. This land always was and always will be Aboriginal land

Legal Support

Refugee Legal helpline

Days: Wednesdays and Fridays

Hours: 10.00 AM – 2.00 PM

Phone: (03) 9413 0100

Victoria Legal Aid helpline

Days: Monday – Friday

Hours: 8.00 AM – 6.00 PM

Phone: 1300 792 387

Tenants Victoria

*For information and advice
regarding your tenancy or
rooming house*

Days: Monday – Friday

Hours: 10.00 AM – 2.00 PM

Phone: (03) 9416 2577

Homelessness Support

Talk to family and friends

Perhaps you can stay with them until you get other help

Housing Victoria

*They will direct you to your local service for immediate accommodation
needs*

Monday – Friday Hours: 5.00PM – 9.00 AM

Weekend and Public Holiday Hours: Always – 24 hours

Phone: 1800 825 955

Food Support

Foodbank

Find the closest foodbank and food support

Website: foodbank.org.au/find-food/

Lighthouse Cafe

Phone: 03 9653 3299

Location: 69 Bourke Street, Melbourne, VIC 3000

Days: Monday – Friday

Breakfast Hours: 9.00 AM – 10.30 AM

Lunch Hours: 11.30 AM – 1.00 PM

Dinner Hours: Monday – Thursday 5.00 PM – 7.00 PM & Friday 4.00 PM – 5.00 PM

Free Healthcare Service

If there is an emergency, phone 000

According to a Victorian Government directive, **all people seeking asylum in Victoria are entitled to free public health services**, whether or not you have Medicare. The public health services include:

- Public hospitals
- Ambulance services in emergency situations
- Community health services
- Mental health support
- Dental services
- Catch-up immunisations

Nurse on Call Telephone Service

*24/7 phone health
services, interpreters
available.*

Phone: 1300 60 60 24

Maternal and Child Health Line

*24/7 Phone health advice about
children
(nutrition, breastfeeding,
parenting).*

Phone: 13 22 29

Urgent Care Clinics

*Healthcare when you need to see someone immediately for infections,
fevers, cuts, burns, fractures and sprains.*

Website: betterhealth.vic.gov.au/urgent-care-clinics

Emergency Relief

Salvation Army

Food parcels, meals, showers, vouchers, toiletries, clothing, some furniture items

Location 1: 69 Bourke Street, Melbourne, VIC 3000

Phone 1: (03) 9653 3299 or (03) 9313 4300

Location 2: 12 Tinning Street, Brunswick, VIC 3056

Phone 2: (03) 9384 8333

Australian Red Cross

Emergency Relief

Website: redcross.org.au/migration/emergency-relief/