



Youth Support Services

NEW ARRIVALS SURVIVAL GUIDE



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YOUTH SUPPORT SERVICES

Whatever your reason for coming to Victoria, moving to a new place can be a little scary. Luckily, if you are a young person aged 12-25 there are some support services to help make the transition to Victoria easier for you.

Support services exist to help you settle into Victoria and cope with any problems that you might be facing. After receiving some assistance, you will be better placed to get on with your new life here and be a part of the community.

ACCESS TO SERVICES:

It is always good to check with the service provider to find out whom they provide services to and if you are eligible for their services.

Generally speaking, your eligibility for support services will depend on your age (generally you must be 12 to 25) and immigration status.

For example, different services are offered to asylum seekers, refugees, migrants and international students. If you are not sure of your immigration status in Victoria, it is best to contact the Department of Immigration and Border Protection on telephone 13 18 81.

There are a lot of services that you can access to help you settle into your new life in Victoria. If you are feeling confused about which services to access and where, these people can help you connect to the right services:

- ◆ Youth worker, social worker or a welfare worker
- ◆ Your School
- ◆ Doctors and other health professionals
- ◆ Lawyers
- ◆ Local council
- ◆ Community organisations

A fantastic website to check out is the Living in Victoria webpage (www.liveinvictoria.vic.gov.au) which has links to almost everything you need to know about living here.

Support services that you may be able to get access to include:

- * Housing
- * Health
- * Food
- * Financial assistance
- * Education
- * Counselling
- * Legal advice
- * Employment
- * Disability support
- * Drugs and alcohol assistance

SUPPORT SERVICE CONTACT LIST

Service	Main contacts
Housing	<p>The Salvation Army www.salvationarmy.org.au/vic</p> <p>Supported Accommodation Assisted Program (SAAP) telephone 1300 650 172</p> <p>Wombat Housing and Support Services www.wombat.org.au</p>
Health	<p>Bulk Billing Doctor/Clinic or Public Hospitals www.medicareaustralia.gov.au telephone 13 20 11.</p>
Food	<p>The Salvation Army www.salvationarmy.org.au/vic</p>
Financial	<p>Centrelink www.centrelink.gov.au</p> <p>Ethnic Communities' Council of Victoria (ECCV) www.eccv.org.au</p> <p>Contact your education provider</p>
Counselling	<p>Headspace http://www.headspace.org.au/ telephone 9027 0100</p> <p>Contact your education provider</p>
Education Support	<p>Melbourne City Mission www.melbournecitymission.org.au telephone 8625 4444</p> <p>The Smith Family www.thesmithfamily.com.au</p> <p>Study in Australia www.studyinaustralia.gov.au/global/live-in-australia/support-services</p>
Disability Support	<p>Action of Disability within Ethnic Communities (ADEC) www.adec.org.au</p>
Employment Support	<p>Centrelink Employment Services telephone 13 28 50 or www.centrelink.gov.au</p> <p>Ethnic Communities' Council of Victoria (ECCV) www.eccv.org.au</p>
Legal Issues Support	<p>Youthlaw - Young People's Legal Rights Centre Inc www.youthlaw.asn.au telephone 9611 2412</p>
Drugs and Alcohol	<p>Youth Support and Advocacy Service (YSAS) 24-hr service, office open 9am-5pm Mon-Fri www.ysas.org.au telephone 1800 014 446 or</p>