

## 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. 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

## 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 Boarder 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 (<u>www.liveinvictoria.vic.gov.au</u>) which has links to almost everything you need to know about living here.

## SUPPORT SERVICE CONTACT LIST

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