



victorian refugee health network

Mental health services for clients of refugee backgrounds

(Updated August 28th 2012)

Organisation	Services provided	Contact & referral
Specialist services for refugees and asylum seekers		
Victorian Foundation for Survivors of Torture (Foundation House)	Statewide service with offices in Brunswick, Dandenong, Sunshine and Ringwood and rural partnerships that provides specialist service to people from refugee backgrounds and people who are asylum seekers who have experiences torture and trauma.	Referrals can be made via the Brunswick reception (03) 9388 0022. For further information visit Foundation House's website .
Asylum Seeker Resource Centre counselling services	Statewide intake however office is based in West Melbourne. People who are community based asylum seekers are eligible for their service however they must become members of the Asylum Seeker Resource Center.	For further information visit ASRC's website or phone reception on (03) 9326 6066
Refugee and Asylum Seeker Health Clinic, Casey Cardinia Community Health, Doveton site.	This community health services offers counselling to people of refugee backgrounds as part of its refugee and asylum seeker health clinic. Referral to psychiatric services at Dandenong Hospital are available.	Monday - Friday Phone (03) 9212 5700 Fax (03) 9212 5711 67 Power Rd, Doveton 3177
Men's Line telephone counselling	The MensLine started the Arabic Call Back Service in 2012 which offers up to six free 50 minute counselling sessions with the same counsellor. The Arabic Call Back Service provides culturally and linguistically appropriate support to men from Australia's Arabic-speaking community. It is a confidential, non-judgemental service offering support for any type of emotional concern.	The service currently operates during limited days and hours, including weekends. Appointments for the service, however, can be made 24 hours a day, seven days a week by calling MensLine Australia on 1300 78 99 78.



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Primary health care services		
Community Health Counselling	Many community health services provide counselling services. Community health has funding to use interpreters and people from refugee background have priority access to state government funded services.	
Primary mental health and early intervention teams (PMHEI)	These teams support and enhance the capacity of primary care providers, especially general practitioners and community health services, to recognise and respond to mental disorders more effectively. They provide consultation, liaison, education and training services to primary care providers for both low and high prevalence disorders. The teams have a particular focus on disorders such as depression and anxiety, and also provide some short-term direct care treatment and assessment for these high prevalence disorders.	
Tertiary mental health services		
Area Mental Health Services (Clinical Support)	Adult specialist mental health services are aimed primarily at people with serious mental illness or mental disorder who have associated significant levels of disturbance and psychosocial disability due to their illness or disorder. Commonly these will be people with a diagnosis of a major mental illness, such as schizophrenia or bipolar disorder, but will also include some people with other conditions such as severe personality disorder, severe anxiety disorder, or those who present in situational crisis that may lead to self-harm or inappropriate behaviour towards others. The distinguishing factor is the level of severity of the disturbance and impairment. Increasingly, adult mental health service consumers have more than one disorder, with drug and alcohol related disorders (dual diagnosis) being most prevalent.	To find the service in your area visit: http://health.vic.gov.au/mentalhealth/services/adult/index.htm
Psychiatric Disability Rehabilitation Support Services	The non-government psychiatric disability rehabilitation and support services sector is a core	To find the service in your area visit: http://health.vic.gov.au/me



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(Psychosocial Support)	component of specialist mental health services complementing clinical mental health services. PDRSS are managed by non-government organisations and focus on addressing the impact of mental illness on a person's daily activities and the social disadvantage resulting from illness. They work within a recovery and empowerment model to maximise people's opportunities to live successfully in the community.	ntalhealth/services/disability/index.htm
Mental health services that work with children and adolescents		
Royal Children's Hospital Mental Health Resources and Services	The Royal Children's Hospital Immigrant Health Clinic has a comprehensive list of mental health services and resources for children and young people you can visit their site by following this link: http://www.rch.org.au/immigranthealth/resources.cfm?doc_id=13068#	
Other specialist mental health services		
Centre Against Sexual Assault (CASA)	Central Referral Line: 1800 806 292/Statewide website CASA forum: www.casa.org.au	
Bouverie Family Counselling	Phone: (03) 9385 5100/ Website: www.bouverie.org.au/services-families/general-information-referrers	
Victorian Transcultural Psychiatry Unit (VTPU)	Secondary consultation and resources, not direct service. Phone: (03) 9288 3300/ Website: http://www.vtpu.org.au/	
Mother and Baby Units	Austin Hospital (Heidelberg) Phone: (03) 9496 6407 Monash Medical Centre (Clayton) Phone: (03) 9594 1414 Werribee Mercy Hospital Phone: (03) 9216 8465	
Dual Disability Services (Intellectual Disability and Mental Illness)	Victorian Dual Disability Service (Fitzroy) Phone: (03) 9288 2950/Email: vdds@svhm.org.au Secondary consultation not direct service.	
Dual Diagnosis Services (Alcohol and Other Drugs and Mental Illness)	For a directory of services that work with people who have a dual diagnosis visit: http://www.dualdiagnosis.org.au/home/index.php?option=com_contact&catid=24&Itemid=3	
Community Brain Disorders	Royal Talbot Rehabilitation Centre (Kew) Phone: (03) 9490 7366	



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Assessments and Treatment Service (CBDATS)		
Carer support agencies		
Carer's agencies	http://www.carersvic.org.au/	
Young carer's agencies	http://www.carersvic.org.au/respice-connections/young-carers	
Other psychosocial support		
Personal Helpers and Mentor (PHaMs)	<p>The Personal Helpers and Mentors (PHaMs) service:</p> <ul style="list-style-type: none"> • aims to provide increased opportunities for recovery for people whose lives are severely affected by mental illness • takes a strengths-based, recovery approach, and • assists people aged 16 years and over whose ability to manage their daily activities and to live independently in the community is impacted because of a severe mental illness. 	<p>For further information about this program and details of service providers visit:</p> <p>http://www.fahcsia.gov.au/SA/MENTALHEALTH/PROGSERV/PERSONALHELPERMENTORSPROGRAM/Pages/default.aspx</p>

For further resources on refugee health visit the Victorian Refugee Health Network website (www.refugeehealthnetwork.org.au).