

# Services that Support Young People with a Recent Refugee Background

July 2009

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## Government

Agency	Services Provided	Referral Process	Criteria to accept referral	Location/area covered
<b>Child &amp; Youth Mental Health Service (CYMHS)</b>	<p>Child and Youth Mental Health Service (CYMHS) is a specialised mental health service for children and young people (0 – 18 years) and their families.</p> <p>CYMHS offers assessment and therapeutic services for children and young people who are experiencing psychiatric disorders or behavioural, emotional, and developmental problems in all areas of their daily lives.</p>	<p>Any person who has concerns about a child or young person can contact the Intake Officer directly. The Intake Officer will discuss the problems and decide how or whether the team can assist.</p> <p>Phone the Intake Officer of your local CYMHS. See the White Pages, Business and Government Listings, Qld Health, Mental Health Child &amp; Youth Mental Health Services.</p>	<p>Children and young people 0 – 18 years old.</p>	<p>CYMHS are located in a number of locations across Brisbane and Qld.</p>
<b>Centrelink Youth Officers and Multicultural Services Officer</b>	<p>Young people have access to a One to One Service Officer who provides a personalised service to help the young person negotiate appropriate pathways. This includes a variety of activities such as assessing eligibility for</p>	<p>For more information telephone Centrelink Youth Services on 13 2490 or contact your nearest Centrelink Customer Service Centre.</p>		<p>National</p>

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	<p>income support, employment placement, accommodation support, providing career information, and making accurate and relevant referrals to Centrelink specialist services and other relevant services in the community.</p> <p>Professionals, such as Social Workers, are also available in all Centrelink Customer Service Centres, to provide personal counselling and assistance to young people and their families.</p> <p>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</p>			

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	migrant and refugee communities so Centrelink can improve service delivery.			
<b>Department of Child Safety</b>	<p>The Department of Child Safety is dedicated to protecting children and young people from harm or who are at risk of harm, and whose parents cannot provide adequate care or protection for them.</p> <p>We respond to families in crisis across Queensland 24 hours a day, seven days a week. Where possible, we keep families together, offering counselling and support services to help families help themselves. In times of crisis, we help to place children away from harm (for both the short-term and long-term) and we work with people in the community to find alternative living</p>	Phone the Officer on intake in your local Service Centre to discuss concerns. See the White Pages, Business and Government Listings, Child Safety Service Centres.	Neglect or abuse is present.	Child Safety Service Centres are located across Brisbane and Qld.

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	<p>arrangements for children and young people.</p> <p>We provide support and counselling to children and their families during times of separation and provide support and training for foster and kinship carers.</p> <p>We also help families and individuals to cope with relationship problems, family crises and difficulties with adolescents.</p>			
<b>Qld Refugee Health Services</b>	<p>Provide standard initial health assessments, including public health screening and catch-up vaccination</p> <p>Coordination of short term health management with additional support for complex cases, and</p>	<p>Refugees, special humanitarian entrants and asylum seekers</p> <p>Priority will be given to those who are within the first six months of settlement and asylum seekers.</p>	As per referral process	<p><b>South Brisbane:</b> co-located with the QIRCH clinic.</p> <p><b>North Brisbane:</b> at Zillmere Community Centre</p> <p><b>Logan:</b> Logan Community Health Centre 6 Ewing Rd Logan Central Q 4114</p>

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	supported referral to existing services for continuing care, in particular, general practitioners.			(07) 3387 5370 <b>Toowoomba:</b> at Kobi House, Toowoomba Health Service, <b>Cairns:</b> a mobile refugee health nurse based at the General Practice Cairns Division <b>Townsville:</b> at the James Cook University.
<b>Youth &amp; Family Support Service (YFSS)</b>	Support & counselling service for young people aged 10-17 & their families.	Phone ☎: (07) 3239 3292 10am – midnight 7 days/wk	Young people aged 10-17	Brisbane City region only.
<b>Youth at Risk Outreach Services (YAROS)</b>	The service aims to divert young people from risk-taking behaviour and to prevent their entry into the formal sex industry.  The service conducts a	For more information contact the Office for Youth.  Phone ☎: (07) 3008 8782 (within Brisbane)  Phone ☎: 1300 555 954	YAROS target young people aged 12 to 25 who are identified as 'at risk' through a range of factors including homelessness,	There are seven Youth at Risk Outreach Services located across the state, with two services located in regional areas. Each

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	<p>range of prevention and early intervention activities that use a harm-minimisation approach, including:</p> <ul style="list-style-type: none"> <li>▪ Information and referral</li> <li>▪ Direct assistance</li> <li>▪ Specialist counselling</li> <li>▪ Support groups</li> <li>▪ Health education (particularly for safe sex and drug use)</li> <li>▪ Needle exchanges.</li> </ul>	<p>(intra/interstate - cost of a local call)</p> <p>Fax: (07) 3008 8784</p>	<p>involvement in survival sex, and illicit drug use.</p>	<p>service conducts activities according to the specific needs of the young people in the local area.</p>
<p><b>QIRCH</b></p>	<p>Provides an integrated, coordinated and culturally sensitive service to people of a refugee background settling into Australia, and those without access to Medicare.</p> <p>Services include: Initial clinical nurse and GP health assessment</p> <p>Short-term medical</p>	<p>Phone ☎: <b>3163 2880</b></p> <p>Fax: <b>3163 8455</b></p> <p>Email: <a href="mailto:qirchadmin@mater.org.au">qirchadmin@mater.org.au</a></p> <p>QIRCH receives patient referrals from GPs, allied health professionals, community-based settlement services, government, non-government organisations, charities, self-referrals and referrals from concerned friends and loved</p>	<p>Refugee claimants</p> <p>Former Temporary protection visa holders not successfully matched with a community GP</p> <p>Refugees and humanitarian entrants with permanent</p>	<p>South Brisbane</p>

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	<p>treatment for complex health needs, including:</p> <ul style="list-style-type: none"> <li>▪ parasitic infection treatment</li> <li>▪ provision of immunisation catch ups</li> <li>▪ coordinating and integrating</li> </ul> <p>Patient referrals with relevant allied health and community support services</p> <p>Transference of patient care to a local GP for ongoing health care and management.</p> <p>Provision of education, supervision and mentorship for practitioners building an expertise in refugee health, including practice visits for nursing staff, GPs, allied health professionals and relevant community organisations</p>	<p>ones.</p> <p>When referring an individual to QIRCH, it is important to provide detailed background information outlining the potential patient's 'complex' health care needs. Also, if a referral is forwarded for a child, it is important a parent or guardian consents to the referral.</p> <p>Not all referrals are accepted by QIRCH. For those referrals that are declined, QIRCH will contact the referrer and provide feedback.</p>	<p>residence, who have complex primary health care needs</p>	

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<p><b>Queensland Transcultural Mental Health Centre.</b></p>	<p>Cultural consultation to services concerned about the mental health of a young person. Also works with the family or carers of the young person.</p> <p>Cultural assessments for mental health services working with people from different cultural backgrounds. The assessment will assist identifying to what extent the mother culture is influencing the mental state of the person. If necessary, the assessment is conducted by a worker of the same cultural background.</p> <p>Assist to develop a mental health care plan.</p> <p>Psycho-education to young person and family.</p>	<p>Phone QTMHC on ☎ 3167 8333 and request to talk to the Intake Officer.</p> <p>Address: 519 Kessels Road, Macgregor 4109</p> <p>Fax: 31678322</p> <p>Toll free ☎: 1800188189</p> <p>Following discussion with Intake Officer, complete a Referral/Intake Form that can be downloaded from <a href="http://www.health.qld.gov.au/pahospital/qt/mhc/tccs.asp">www.health.qld.gov.au/pahospital/qt/mhc/tccs.asp</a> or requested over the phone.</p> <p>Phone ☎ the Mental Health Promotion Program on 3167 8333 and ask to talk to a BRiTA Futures worker.</p>	<p>Accepts referrals of people of all ages and regardless of length of time in Australia.</p> <p>Young people who are identified as at risk of or experiencing</p>	<p>State-wide</p>

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	Offers a regular group program (the Building Resilience in Transcultural Australians – Adolescents – BRiTA Futures Program) to assist young people in their acculturation process		acculturation stress can be referred to this group program which is delivered at the premises of the QTMHC or at other settings.	

## Non-Government

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<p><b>Acces Services Inc. (ASI)</b></p>	<p><b>SGP Youth program:</b> Case management, settlement support and community development for refugee youth aged 15-25.</p> <p><b>Tap project:</b> program to re-engage multicultural youth from 15 to 19 back to school using culture and creative workshops.</p> <p><b>The next step:</b> To assist young parents and young people at risk of mental health issues to access support services in a timely manner through personalised, intensive case management with the aim of improving the clients life.</p> <p><b>Lifeline research project:</b> Suicide and self-harm</p>	<p>Phone ☎ 3808 9299 and ask to speak with Edgar or e-mail him at: edgarv@asi.org.au</p> <p>Fax: 32089319</p> <p>Address: 4/2 Carmody St, Woodridge, Qld 4114</p>	<p>Young people from migrant and refugee backgrounds aged 15 to 25.</p>	<p>Logan and Beenleigh areas.</p>

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	<p>prevention for young refugee people in the Logan area aged 18-25.</p> <p><b>Spark it up:</b> Partnership project with Logan Police, whereby ASI youth workers support the Pacific Islander youth in the community with basic links to other services and run youth specific events.</p> <p><b>Other support available:</b></p> <ul style="list-style-type: none"> <li>▪ After school homework support</li> <li>▪ Program run at the YZONE: Rap, dance/cultural, singing and art.</li> <li>▪ Job Club (employment &amp; training support)</li> <li>▪ Centrelink &amp; income support</li> <li>▪ Youth outings, camps, day trips, sport events.</li> <li>▪ School holiday programs</li> <li>▪ Healthy eating programs</li> </ul>			

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<p><b>Centre Against Sexual Violence (CASV)</b></p>	<p>Professional counselling for Young Women between the ages of 12 and 18 who have experienced sexual assault (SA) at any time during their lives is provided by the Young Women Counsellor/Educator but other counsellors in the Centre can see older women.</p> <p>Young women can be seen at the centre, school, or at a community agency.</p> <p>Crisis support</p> <p>Outreach in schools Logan. Beenleigh and Beaudesert area.</p> <p>Self-esteem and awareness groups for young women at risk.</p>	<p>To refer Phone ☎ 3808-3299 you can ask to speak with Katrina, Young Women Counsellor Educator however anybody who answers the phone can take the referral.</p> <p>Address: 5/13-21 Mayes Ave, Logan Central</p> <p>Fax: 38089900 E-mail: <a href="mailto:cyw@casv.org.au">cyw@casv.org.au</a></p>	<p>CASV accepts referrals from third parties as long as there is consent from the client (and the client is wanting sexual assault counselling)</p> <p>CASV can arrange interpreters if needed.</p> <p>CASV doesn't do Home Visits.</p>	<p>Logan, Beaudesert and Beenleigh.</p>

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	<p>Healthy Relationships talks to both young men and women in schools</p> <p>Practical support through related legal and medical procedures Therapeutic &amp; educational groups.</p> <p>Information &amp; referral</p>			
<p><b>Youth and Family Services Inc. (Logan City)</b></p>	<p>Specialise family violence program for adolescents using, experiencing or being affected by DV.</p> <p>Adolescent mediation and family therapy.</p> <p>Family and relationship counselling for young couples with children of primary school age.</p> <p>FREST program: family relationship and education and school training.</p>	<p>Phone ☎ 38261500 and ask for the intake worker and he/she will refer you to the appropriate program.</p>		<p>Logan and surrounding areas</p>

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	Young men and family relationship counselling.			
<b>Multilink Community Services Inc.</b>	<p><b>NAYSS (Newly Arrived Youth Support Service)</b> MultiLink Child, Youth, and Family Services is a provider of the NAYSS (newly arrived youth support service) funded by FAHCSIA (Department of Families, Housing, Community Services, and Indigenous Affairs). NAYSS is a Commonwealth Government funded initiative that aims to provide confidential Early Intervention support to newly arrived (five years or less) young people and their families who are experiencing difficulties. How we help is by providing personal support counselling family mediation</p>	<p>Multilink Child, Youth, and Family Services have moved to: Ben Matthew's Playground, 47 Ellen St, Logan Central</p> <p>Please Contact:</p> <p>Phone ☎ 32901295</p> <p>Fax 32901395</p>	<p>NAYSS is for 12-21yr olds from all cultural backgrounds who are homeless or at risk of homelessness, experiencing intergenerational conflict, family breakdowns and at risk of leaving education. We have the capacity to work individually with clients, with families and in groups</p>	<p>We outreach to South East &amp; South West Brisbane, Logan, Redlands, Beaudesert and Gold Coast regions.</p>

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	<p>advocacy practical help education and employment support Inform and refer to other programs and services.</p> <p><b>Homework Assistance Program:</b> Provides tutoring, individual and social support to Young People needing assistance with their schooling. Available to CALD High School students</p> <p><b>Sports Club Program:</b> Provides young people with the opportunity to play a wide variety of sports at MultiLink C.Y.F.S.</p> <p><b>My Space Program:</b> Is a safe place for young people to come and hang out at MultiLink and use our facilities. Activities may include, watching movies,</p>		<p>CALD young people enrolled in High School.</p> <p>CALD young people aged 12-21.</p> <p>CALD young people aged 8-21.</p>	<p>At MultiLink Tuesdays and Thursday 3-5pm.</p> <p>At MultiLink Wednesdays 3-5pm.</p> <p>At MultiLink Saturdays 9-2pm</p>

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	<p>playing Xbox, playing sports &amp; games, art, dancing, etc.</p> <p><b>School holiday program:</b> A range of activities, excursions, learning and entertainment opportunities during school holiday periods.</p> <p><b>School outreach:</b> Number of outreach activities to high schools in the region.</p>		<p>CALD young people aged 8-21.</p>	
<p><b>Newly Arrived Youth Support Service (NAYSS)</b></p>	<p>Help with sorting out problems with school and Information about: training or searching for work, financial counselling, grief and loss support, domestic abuse support, family mediation or any other issue.</p> <p>NAYSS assists YP in several ways: face to face</p>	<p>Phone ☎ 37108107 Or 0413449377</p> <p>Address: CTC (Construction Training Centre) Building 6, 460-492 Beaudesert Road, Salisbury, Qld 4107</p> <p>e-mail: <a href="mailto:nayss@ceagroup.com.au">nayss@ceagroup.com.au</a></p>	<p>YP age 12 to 21, who arrived in Australia in the last five years on a humanitarian visa, and those from CALD background who are homeless or at risk of homelessness.</p>	<p>South East &amp; South West Brisbane, Logan, Redlands, Beaudesert and Gold Coast regions.</p>

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	contact, telephone contact, crisis intervention, early intervention, everyday and specific life skills building, group work and community development activities.			
<b>ZigZag Young Women's Resource Centre Inc.</b>	<p><b>Housing Service:</b></p> <ul style="list-style-type: none"> <li>▪ Medium term supported accommodation to young women, either single or with a child</li> <li>▪ General counselling service to young women who are homeless or at risk of homelessness, who are not housed within Zig Zag's accommodation</li> </ul> <p><b>Sexual Assault Service:</b></p> <ul style="list-style-type: none"> <li>▪ Information, advocacy, referral, support and counselling services in the area of sexual abuse for young women between the age of 12 to 25 years</li> <li>▪ Support groups. The type</li> </ul>	<p>Phone ☎ (07) 3843 1823 between the hours of 9am - 5pm (Monday to Friday).</p> <p>Address: 575 Old Cleveland Road, Camp Hill Qld 4152</p> <p>Fax: (07) 3398 5400</p> <p>email: info@zigzag.org.au</p>	<p>Housing Service: Young women aged 16 to 25 years.</p> <p>Sexual Assault service: young women aged 12 to 25 years.</p>	Brisbane south-east

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	<p>of group offered may include: information groups or therapeutic support groups.</p> <ul style="list-style-type: none"> <li>▪ library</li> </ul>			
<p><b>Othila's Young Women's Housing and Support Service Inc.</b></p>	<p>Othila's is inclusive of ALL young women and provides support and information on a range of issues including: pregnancy/parenting, sexual violence, sexuality, drugs and alcohol, housing, self esteem, relationships, isolation and issues particular to young women from culturally and linguistically diverse backgrounds.</p> <p><b>Individual Counselling &amp; Support</b> Free, confidential, short term counselling &amp; support is offered to young women. This service can be provided at Othila's office, over the telephone or at an</p>	<p>Phone ☎: 3847 9633</p> <p>Fax: 3847 9949</p> <p>Email: <a href="mailto:general@othilas.org.au">general@othilas.org.au</a></p> <p>Address: 5 Zillah St. Stones Cnr. Qld. 4120</p>	<p>Young women 16 - 25 years who are homeless or at risk of homelessness This includes young women who do not have access to or are at risk of losing safe, affordable and appropriate accommodation.</p>	<p>Within the Brisbane metropolitan area.</p>

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	<p>alternative venue.</p> <p><b>Accommodation</b> Short term supported accommodation to young women 16-25 years and any accompanying children who are homeless or at risk of homelessness. Properties are located on the north and south sides of Brisbane.</p> <p><b>Group Work &amp; Activities</b> Othila's offers free support / information groups and workshops to young women around a range of issues (e.g. self esteem, relationships, health, and parenting). Othila's also runs various activities which can be accessed by any interested young women 16 to 25 years old and any accompanying children.</p>			

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	<p><b>Information and Referral</b> Othila's workers provide information and referrals to young women, other services and community members. This information can be accessed in person, over the phone, via email or from the Othila's website.</p>			
<p><b>Community Connections (Community Living Association Inc.)</b></p>	<ul style="list-style-type: none"> <li>▪ Provision of information</li> <li>▪ Advocacy</li> <li>▪ Counselling</li> <li>▪ Referral</li> <li>▪ Practical skills</li> <li>▪ Group work</li> <li>▪ Mediation: we offer short-term family mediation with families experiencing conflict.</li> </ul> <p>We assist in access to-</p> <ul style="list-style-type: none"> <li>▪ Accommodation</li> <li>▪ Income support</li> <li>▪ Education</li> <li>▪ Employment</li> <li>▪ Training</li> </ul>	<p>Phone ☎ (07) 32665199 and ask for Tania Lawrie, Team Leader.</p> <p>Fax: 07 3266 5866 Address: 40 Station St, Nundah, Qld, 4012</p>	<p>Age: 12 to 18years. - At risk of early school leaving and/or homelessness.</p>	<p><b>Youth support coordinator Program</b> work with the following learning communities: Albert Park Flexi school Community, Brisbane SHS, Everton Park SHS, Kedron SHS, Kelvin Grove SHS, and The Gap SHS.</p> <p><b>Reconnect Program</b> work with young people, their</p>

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				families and important people in their lives, in the North East area of Brisbane (Herston to Zillmere, Everton Park to Nudgee).
<b>Inala Youth Services (IYS)</b>	<p><b>SAAP program</b> provides safe and affordable accommodation to young people aged 16-25 years who are homeless or at risk of homelessness. For more information contact the program Manager on ☎ 3372435</p> <p><b>Youth Support Coordinator Initiative (YSC)</b> helping young people meet their educational, training and/or personal needs. For more information contact the Program Manager on ☎ 3372 2655.</p>	<p>Address: 12 Sitella Street, Inala QLD 4077</p> <p>Phone ☎: 3372 2655 Fax: 3372 2710</p> <p>Address: 111 Inala Avenue, Inala QLD 4077</p> <p>Phone ☎: 3372 4435 Fax: 3278 7703</p>	Family and school support services for 10 to 25 year olds throughout Inala.	<p>Inala.</p> <p>The Safe Youth Safe Communities Project covers the areas of Logan, Ipswich and Inala</p>

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	<p><b>The Reconnect program</b> provides support to young people aged 12-18 years living in Inala to Ipswich area who may be at risk of leaving home or have left home. Reconnect assists young people by providing individual counselling and support, family mediation and counselling. For more information contact the Program Manager on ☎ 3372 2655.</p> <p><b>The Vietnamese Child Protection Program</b> aims to assist Vietnamese families with children 0-18 years of age who live in the Inala and surrounding area by providing them with services involving therapeutic intervention, early intervention of child abuse and training in community living skills. For more information contact</p>			

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	<p>the Program Manager on ☎ 3372 7255</p> <p><b>The YACCA program</b> provides support to young people living in Inala and the surrounding. For more information contact the Program Manager on ☎ 3372 4435.</p> <p><b>The Safe Youth Safe Communities initiative, Pasifika LIPI</b>, provides a holistic response to youth violence with a focus on young people aged 10 to 17 years who are at risk of being involved in violent behaviour or assessed as having an increased likelihood of being involved in violent behaviour. We are funded by the Department of Communities and are partnered between the Inala Youth Service, The</p>			

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	<p>Spot at Logan and The Base at Goodna. For more information contact Program Manager on ☎ 3372 2655</p> <p><b>The Youth Engagement Coordination program Coordinator</b> works across two zones to initiate relationships and opportunities with young people to determine their interests and priorities and facilitate a voice for Acacia Ridge and Carole Park youth. For more information contact the Program Manager on ☎ 3372 2655</p>			
<p><b>Spiritus/ Kinectons</b></p>	<ul style="list-style-type: none"> <li>▪ Individual, couple and family relationship counselling</li> <li>▪ Counselling for young people and children</li> <li>▪ Multicultural counselling service includes access to interpreters</li> </ul>	<p>Phone ☎ (07) 3435 4300</p> <p>Day and evening appointments</p> <p>Fees to suit your income</p>		<p>Counselling at a range of venues</p>

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	<ul style="list-style-type: none"> <li>▪ Migrant parenting programs</li> <li>▪ Family Violence programs</li> <li>▪ Coordinated advocacy in the multicultural sector</li> </ul>			
<b>Lifeline Community Care</b>	<p>Telephone Counselling (24-hr Crisis Counselling Line) <b>13 11 14</b></p> <p>Domestic Violence</p> <p>Face-to-Face Counselling</p> <p>Community (Disaster) Recovery</p> <p>Youth &amp; Children's Services</p> <p>Disability Services</p> <p>Prison Ministry</p> <p>Family and Support Programs</p>	<p>Phone ☎ 3250 1900</p> <p>Address: 117 Gipps Street Fortitude Valley, Qld 4006</p> <p>Telephone Counselling ☎ 13 11 14 If your client requires an interpreter, call TIS on 131450 and use Lifeline code C233664. Or call Chris Chicoteau for additional information.</p>	None	National

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	Registered Training & Workshops			
<b>General Practice Logan Area Network (GPLAN)</b>	<p>We can assist by providing resources, ongoing information and education on:</p> <ul style="list-style-type: none"> <li>• Refugee cultural awareness</li> <li>• Refugee referral pathways</li> <li>• Refugee health assessments</li> <li>• Refugee immunisation program</li> <li>• GPs with a special interest in refugee health</li> <li>• Network connections with NGO services and strategic partners such as Queensland health, Logan City council.</li> </ul>	<p>Refugee consultant: Sylvia  <b>Email:</b> <a href="mailto:sylvia@gplan.com.au">sylvia@gplan.com.au</a></p> <p><b>Telephone:</b> (07) 3290 3733</p> <p><b>Facsimile:</b> (07) 3290 3144</p> <p><b>Email:</b> <a href="mailto:admin@gplan.com.au">admin@gplan.com.au</a></p> <p><b>Physical Address:</b>  Wembley Place  91 Wembley Road  Logan Central Qld 4114</p> <p><b>Postal Address:</b>  PO Box 831  Woodridge Qld 4114</p>	<p>For more information please visit the website</p> <p><b>Website:</b>  <a href="http://www.gplan.com.au">www.gplan.com.au</a></p>	Logan district.
<b>Mercy Family</b>	Mercy Family Services	<b>Goodna</b> Phone ☎ (07) 3280 8000	Each program has	Zillmere

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<b>Services</b>	<p>provides a range of services for children, young people and families.</p> <p><b>Counselling &amp; Reunification</b> Program in Toowoomba is closely linked to foster care. A multi-disciplinary team of social workers, psychologists and family support workers provides assessments, therapeutic intervention and support for children in foster care placements or in the process of family re-unification.</p> <p><b>Men and Family Relationships Program</b> based in Goodna engages with men and families of all backgrounds and provides counselling, relationships education and skills training groups.</p>	<p>Email: <a href="mailto:goodna.admin@mfsq.org.au">goodna.admin@mfsq.org.au</a></p> <p><b>Logan</b> Phone ☎ (07) 3341 3244 Email: <a href="mailto:logan.admin@mfsq.org.au">logan.admin@mfsq.org.au</a></p> <p><b>Toowoomba</b> Phone ☎ (07) 4617 600 Email: <a href="mailto:toowoomba.admin@mfsq.org.au">toowoomba.admin@mfsq.org.au</a></p> <p><b>Woolloongabba</b> Phone ☎ (07) 3391 1150 Email: <a href="mailto:woolloongabba.admin@mfsq.org.au">woolloongabba.admin@mfsq.org.au</a></p> <p><b>Zillmere (426 Zillmere Rd)</b> Phone ☎ (07) 3865 7456 Email: <a href="mailto:zillmere.admin@mfsq.org.au">zillmere.admin@mfsq.org.au</a></p> <p><b>Zillmere (432 Zillmere Rd)</b> Phone ☎ (07) 3865 7453 Email: <a href="mailto:zillmereres.admin@mfsq.org.au">zillmereres.admin@mfsq.org.au</a></p>	<p>specific criteria please telephone or e-mail any of the centres for more information about the program that you are interested in.</p>	<p>Toowoomba</p> <p>Logan</p> <p>Goodna and Woolloongabba</p>

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	<p><b>Sexual Abuse Counselling Program</b> has counsellors located in Goodna and Toowoomba for children and young people referred by the Department of Child Safety from within the Department's Ipswich and Western Zones.</p> <p><b>New Families</b> at Zillmere supports young women who are pregnant or parenting a baby in circumstances that would, without participation in the program, result in their baby being assessed as being at risk or serious harm.</p> <p><b>Supported Independent Living Programs</b> in North Brisbane and Toowoomba provide opportunities for young people who have been in 'out of home' care</p>			

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	<p>to make the transition to independent living.</p> <p><b>Unaccompanied Humanitarian Refugee Minors</b> Program at Woolloongabba and Toowoomba has responsibility for young people with refugee backgrounds under the age of 18 years who arrive in Australia without parental support. Many arrive with family members while others are admitted on Temporary Protection Visas. The young people live with their proposer or nominated carer. All referrals to this program are received through the Department of Child Safety, following notification of arrival from the Department of Immigration and Citizenship.</p>			

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	<p><b>Working On</b> at Zillmere is delivered in partnership with Brisbane City Council and aims to assist young people aged 17-35 years, in recovery from substance abuse to acquire work skills and obtain meaningful long-term employment.</p> <p><b>St Vincent's Home Former Residents</b> are supported by a social worker in accessing personal information, by providing counselling and support about their time at St Vincent's Home and coordinating reunions at Nudgee.</p>			
<p><b>Multicultural Centre for Mental Health and Wellbeing, Inc -</b></p>	<p>Services provided by Harmony Place include:</p> <ul style="list-style-type: none"> <li>▪ Case management support/Non-clinical counselling</li> <li>▪ Links between</li> </ul>	<p>Phone Harmony Place ☎ 3848 1600 during business hours.</p> <p>Need to complete a Referral Form that can be requested over the phone and then faxed to 3848 1699.</p>	<p>No restrictions in regards of length of residency in Australia.</p> <p>Peer Mentoring</p>	<p>Yeronga</p>

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<b>Harmony Place</b>	<p>consumers, potential consumers and mainstream mental health services</p> <ul style="list-style-type: none"> <li>▪ Culturally-sensitive support for consumers, their families and carers</li> <li>▪ Information and referral</li> <li>▪ Advocacy and support negotiating services e.g. mental health, Centrelink, legal</li> <li>▪ Education to raise awareness of mental health issues within culturally and linguistically-diverse communities</li> <li>▪ Support groups</li> <li>▪ Literacy courses</li> <li>▪ ESL classes (English as a Second Language)</li> <li>▪ Projects: Peer Mentoring Program with Young African Refugees in Brisbane</li> <li>▪ Yoga.</li> </ul>	<p>Address: 46 Shottery Street, Yeronga  E-mail: <a href="mailto:admin@harmonyplace.org.au">admin@harmonyplace.org.au</a></p>	<p>Program only for newly arrived young people.</p>	

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<p><b>Multicultural Development Association Inc. (MDA)</b></p>	<p>SGP, which is based on a case coordination approach and provides information, education and training, practical assistance, and referral to other appropriate services.</p> <p>Milperra Settlement support outreach program. For more information contact Raven.</p> <p>Continuing Settlement Service (CSS) Individuals and families are assisted across a range of settlement needs including: integration in the community, house hold management, accessing health services, education, learning English, managing finances, life skills and family relationships.</p> <p>Referrals are made to</p>	<p>Phone ☎ 3337 5400 Mon- Fri (except Wed) 9:00 am to 5:00 pm. Wed: 1:00 pm to 5:00 pm.</p> <p>Fax: 33375444</p> <p>E-mail: <a href="mailto:mail@mdabne.org.au">mail@mdabne.org.au</a></p> <p>Address: 512 Stanley Street SOUTH BRISBANE QLD 4101</p> <p>Train Station: South Bank</p> <p>Bus Station: Mater Hill Bus Station</p>	<p>The schools can make the referral directly to SGP program.</p> <p>Milperra – receives referrals from Milperra teachers</p> <p>CSS – newly arrived refugees from 6 months up to 5 years.</p> <p>Referrals accepted by other service providers and self referrals</p>	<p>South Brisbane, Brisbane north.</p>

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	<p>specific services if the client presents the issue in relation to mental health.</p> <p>Employment team provides employment support to all clients including young people, for more information you can contact <a href="mailto:Behiceb@mdabne.org.au">Behiceb@mdabne.org.au</a></p> <p>MDA's Citizenship Support Program</p>		<p>Other services – ask to speak with managers of team</p>	
<p><b>Picabeen Community Centre</b></p>	<p><b>Youth Support Coordinators (YSCs)</b> provide support to young people who may be at risk of leaving school early. YSCs also help young persons to build social and personal skills that assist with links to the community, for example to support groups of young people living independently but still attending school etc.</p>	<p>Phone ☎ 33542555</p> <p>Fax: 33554222</p> <p>Address: 22 Hoben St, Mitchelton Qld, 4053</p>	<p><b>The YIRO</b> is funded to work with young people who are not currently in school and works closely with the Youth Support Coordinators (<b>YSCs</b>) at Picabeen to ensure all young people link back into some form of training and education</p>	<p>North West Brisbane.</p>

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	<p>YSCs work with the schools and local communities to respond to the needs of young persons at risk, in particular:</p> <ul style="list-style-type: none"> <li>▪ at risk of not completing school</li> <li>▪ at risk of not entering the work force</li> <li>▪ experiencing social and/or personal difficulties</li> </ul> <p>We also assist young people needing support around such issues as housing, drugs, relationships and other issues.</p> <p>We host school holiday activities and encourage young people to drop into our community centre every Tuesday afternoon 3pm to 5pm.</p> <p><b>Picabeen's Youth</b></p>			

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	<p><b>Information and Referral Officer (YIRO)</b> provides the following services to young people aged between 12 and 25 living in North West Brisbane.</p> <ul style="list-style-type: none"> <li>▪ support for individuals through case management</li> <li>▪ youth programs and recreational activities</li> <li>▪ youth development and engagement - working with young people to identify issues and to provide responses within a social justice framework</li> <li>▪ advocacy for young people in a range of settings for individuals and groups</li> <li>▪ encouraging young people's participation in their local community through programs and projects</li> <li>▪ networking and working</li> </ul>			

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	collaboratively with other youth agencies and organisations to provide opportunities for young people			
<b>Police-Citizens Youth Clubs Qld (PCYC)</b>	<p>PCYC is Australia's leading youth development organisation with 59 Clubs &amp; over 71,000 members.</p> <p>Our mission is to:</p> <ul style="list-style-type: none"> <li>▪ Get young people active in life</li> <li>▪ Work with young people to develop their skills, character and leadership</li> <li>▪ Prevent and reduce crime by and against young people</li> </ul>	<p>For further information contact the QPCYWA Association Office on telephone (07) 3357 1850 or Visit the PCYC Web site at <a href="http://www.pcyq.org.au">www.pcyq.org.au</a></p>		<p>PCYCs are located across Brisbane and Qld</p>
<b>Qld Program of Assistance to Survivors of Torture and Trauma,</b>	<b>Youth work focus is on:</b> recovery from torture/trauma developmental youth work Peace/community building	<p>For more information regarding Youth Programs Phone ☎: 3391 6677 and ask to speak with: Abdi or Kirsten Price or e-mail <a href="mailto:abdiyusuf@qpastt.org.au">abdiyusuf@qpastt.org.au</a>,</p>	<p>Accepts referrals for children and young people from refugee backgrounds aged</p>	<p>Queensland</p>

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<b>Inc. (QPASTT)</b>	<p>for young people aged 12 to 24 providing individual counselling and advocacy, school outreach, groups, a Homework Club, a school holiday program, annual camps, training, and a suicide prevention project called Nexus.</p> <p><b>The Youth Peace Program:</b> is a 10 week program run by QPASTT, Kyabra Community Association and Contact Inc with young people from refugee backgrounds in high schools. It explores experiences of past, present and future and ideas about working together to increase Peace: at a personal level, with others and the world, using a peer support model</p> <p><b>The Homework Club:</b> is for high school students</p>	<p>information about the Youth Peace Program contact (ext 210) at QPASTT on (07) 3391 6677 or email: youthteam@qpastt.org.au</p> <p>To make a referral complete a referral form which can be downloaded from QPASTT website www.qpastt.org.au and faxed back on 3391 6388.</p> <p>Clients who have been in Australia less than 12 months will be seen by the Early Health Support Team within two weeks of referral.</p> <p>Clients who have been in Australia more than 12 months will be seen by the Counselling Advocacy and Support Team for an initial assessment interview within 4 weeks of referral.</p> <p>After the initial assessment interview the client will be advised of the next process and if counselling is required the person may be placed on a waiting list.</p>	<p>4 -24 regardless of length of stay in Australia. The referring person must consult with the clients to obtain their permission before making a referral. Referrals will not be accepted if the person concerned has not agreed. QPASTT asks for some basic information such as country of origin, date of arrival in Australia, age, family situation and presenting issue.</p> <p>If the young person is under 18, parent consent must be obtained before referring.</p>	

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	<p>needing extra tuition and assistance with Science, Maths, English and other subjects. The Club is a place for young people to study, do their homework and work with tutors.</p> <p><b>Children's Program</b> for children aged 4 to 12, which includes counselling, a school holiday program, groups, and training.</p> <p><b>'Underwater-World Project'</b>: was designed and introduced to children to explore and develop their inner world. Animals, water and sand can be seen as innate aspects of human nature and are regarded as the most common "acquaintances" of a child's inner world. When used as a medium of therapy these innate aspects enable children to better</p>	<p>Address: 50 Shottery St, Yeronga, Qld 4104.</p>		

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	understand themselves.			
<b>Kyabra Community Organisation</b>	Supported Accommodation Service works with families and young people to enable them to successfully obtain long term housing and achieve their personal goals.	Phone ☎: (07) 3373 9499 Fax: (07) 3373 9444 Email: kyabra@kyabra.org		Acacia Ridge; Algerger; Berrinba (part of); Calamvale; Coopers Plains; Drewvale; Eight Mile Plains; Karrawatha; Kuraby; MacGregor; Mackenzie; Mansfield; Mt Gravatt; Mt Gravatt East; Nathan; Parkinson; Robertson; Rochedale; Runcorn; Salisbury; Stretton; Sunnybank; Sunnybank Hills; Upper Mt Gravatt; Wishart

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<b>Romero Centre</b>	<ul style="list-style-type: none"> <li>▪ Hospitality and drop-in centre. On any day, we can help fill out forms.</li> <li>▪ Settlement support, help with housing, employment,</li> <li>▪ Friendship, as well as emotional, practical and spiritual support</li> <li>▪ Accessing various services, including legal, medical, trauma counselling. Referral and follow-up</li> <li>▪ English language classes, preparation for citizenship, sewing class, computer class and a playgroup. A women's social support group</li> <li>▪ Welcoming the newly arrived family members and assisting in their settlement</li> <li>▪ Advocacy - speaking up for refugees and empowering them to</li> </ul>	<p>Phone ☎ (07) 3846-3250</p> <p>Fax: (07) 3846-3910</p> <p>Email: <a href="mailto:admin@romerocentre.org.au">admin@romerocentre.org.au</a></p> <p>Post: PO Box 6115, Buranda, Qld, 4102</p> <p>Address: 20 Dutton St., DUTTON PARK, Qld, 4102</p> <p>Open every day Monday to Friday 9 am to 4.30 pm.</p> <p>It is also open on every second Saturday morning for English classes and playgroup, from 9.30am to 12.30pm.</p>	<p>Former TPV holders and their families.</p> <p>Other disadvantaged refugees</p>	

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	<p>speaking for themselves. Calling on government for better legislation.</p> <ul style="list-style-type: none"> <li>▪ Visiting immigration detainees under psychiatric care in Brisbane and advocating on their behalf</li> <li>▪ Community education - helping people to understand about refugees and what Australia's obligations are. Raising public awareness about human rights. Providing speakers, references and materials.</li> </ul>			
<b>Volunteer Refugee Tutoring and Community Support - VoRTCS</b>	<b>Refugee Tutoring Program</b> sends pairs of volunteer tutors out to the homes of refugee families who have recently arrived in Australia. We try to match tutors with families who live in the same area	General inquiries: <a href="mailto:info@refugeetutoring.org">info@refugeetutoring.org</a>  Volunteer inquiries: <a href="mailto:info@refugeetutoring.org">info@refugeetutoring.org</a>  Family referrals: <a href="mailto:families@refugeetutoring.org">families@refugeetutoring.org</a>		VoRTCS is based in South Brisbane, although it operates over a large area of South East Queensland including Brisbane, Logan, Ipswich and

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	<p>as they do. The tutors help their assigned family with whatever tutoring support is needed. Often, this involves helping the children (usually several children per family) with homework and reading/writing skills, and also helping the parents with conversation skills where needed. The tutors visit the same family once each week, negotiating the day and time of the visit with the family, and generally stay for around 1-2 hours. Tutors keep visiting the families for an extended period of time, ideally until they no longer need assistance.</p> <p><b>Refugee &amp; Arts Program</b> is designed to enhance the confidence, self-esteem and language skills of the</p>	<p>If you would like to refer a family or individual to us for tutoring, you will need to complete the <u>VoRTCS referral form</u> and email it to us. Please complete only one form for each household that wants assistance, and provide as much information as possible about the relevant matters. We will need the names and ages of every member of the household, as we need to provide this information to the tutors.</p> <p>We ask the person referring the family to us to go along and introduce the tutors to the family on their first visit.</p> <p>Postal Address: VoRTCS PO Box 3351 South Brisbane QLD 4101</p>		<p>the Sunshine and Gold Coasts.</p>

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	<p>participants.  The program provides short series of free art classes for members of the refugee community in a variety of disciplines, including painting, puppet-making, kite-making and drawing cartoons. Classes are conducted by experienced artists and usually involve a central theme for the series of classes, such as hope, family or courage.</p>			
<b>Young Parents Program</b>	<p>Service description:  Young Parents Program Inc. (YPP) provides a range of health and support services to young women who first become pregnant at age 19 and under and to young mothers who were first pregnant as teenagers and are aged under 23. Services include childbirth education and peer support Young Mums groups, individual outreach support</p>	<p>Address: 119 Stafford Rd, Kedron Qld 4053.</p> <p>Postal Address: PO Box 1179 Stafford 4053</p> <p>Phone: (07) 3357 9944  Fax: (07) 3857 8021</p> <p>Email: &lt;<a href="mailto:ypp@iinet.net.au">mailto:ypp@iinet.net.au</a>&gt;</p>		

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	<p>and counselling, information, referral and advocacy.</p> <p>YPP provides young women with many other ways to develop and fulfil themselves, develop their support networks and to challenge myths and stereotypes about young pregnancy and parenting.</p>			
<b>Zillmere Community Centre – Connecting Our Youth with the Community</b>	<ul style="list-style-type: none"> <li>▪ Refugee youth access the centre.</li> <li>▪ Health screening and referral</li> <li>▪ Catch-up immunisation</li> </ul>	<p>Phone ☎ 38652880 Fax: 38464077</p> <p>Address: 54 Handford Rd, Zillmere, Qld 4034</p>		Zillmere

## Schools working with young people from a refugee background

School	Supports Available	Principal or ESL Officer in charge
<b>Milpera State High School</b>	<p>Initial assessment, placement and referral for newly arrived secondary aged students (12-18 years)</p> <p>Programs for Young People requiring intensive English language preparation</p> <p>HEAL Unit (Healing and Expressive Arts Therapy) School based youth health nurse</p> <p>Guidance Officer, Chaplain, Welfare Committee</p>	<p>Ms Adele Rice Phone ☎ (07) 33795588 Email: admin@milperashs.eq.edu.au</p>
<b>Indooroopilly State High School</b>	<p>Teaching of English to Young People with Other Languages [TESOL] Guidance &amp; Counselling Learning Support Resource Centre Chaplaincy Health Worker Gifted &amp; Talented Program Student Welfare</p>	<p>Ms Lois O'Reilly Phone ☎ (07) 33278333 Email: info@indoorooshs.eq.edu.au</p>
<b>Yeronga State High</b>	Post new arrival intensive language programs	Mr Terry Heath

<b>School</b>	Guidance counselling Religious services Anti-harassment Strategic School based youth health nurse	Phone ☎ (07) 32491400 Email: office@yerongashs.eq.edu.au
<b>Sunnybank State High School</b>	Post new arrival intensive language programs Guidance Officer Chaplain School based youth health nurse	Ms Diane Hicks Phone ☎ (07) 33238111 Email : the.principal@sunnybanshs.eq.edu.au
<b>Macgregor State High School</b>	Post new arrival intensive language programs Guidance Officers Behaviour Management Support Teacher School based youth health nurse	Ms Karyn Hart, Phone ☎ (07) 33473555 Email : info@macgregoshs.eq.edu.au
<b>Coorparoo State High School</b>	Post new arrival intensive language programs School based youth health nurse	Ms Roslym Parkes Phone ☎ (07) 33498888 Email : admin@coorparoosecondarycollege.eq.edu.au
<b>Kedron State High School</b>	Post new arrival intensive language programs School based youth health nurse Guidance Officer	Ms Jay Thompson Phone ☎ (07) 36303335 Email : jthom61@eq.edu.au
<b>Moorooka State School</b>	Post new arrival intensive language programs Guidance Officer Chaplain Learning Support	Mrs Vicky Montgomery Phone ☎ (07) 3426 5333 Email: vmont2@eq.edu.au
<b>Woodridge Primary</b>	Post new arrival intensive language programs	Primary School

<b>&amp; Secondary State Schools</b>	Guidance Officer Chaplain School based youth health nurse Mentoring	Phone ☎ (07) 3440 2354 Email: <a href="mailto:esl@woodridgess.eq.edu.au">esl@woodridgess.eq.edu.au</a>  High School Phone ☎ (07) 3290 7222 <a href="mailto:the.principal@woodridgshs.eq.edu.au">the.principal@woodridgshs.eq.edu.au</a>
<b>Keebra Park (Gold Coast Area)</b>	Post new arrival intensive language programs Guidance Officer Behaviour support teacher School Nurse Youth Support Co-ordinator Youth Pathways Officer	Ms Judy Hardy Phone ☎ (07) 55092524 E-Mail: <a href="mailto:jhard26@eq.edu.au">jhard26@eq.edu.au</a>
<b>Nambour State High School (Sunshine Coast Area)</b>	Post new arrival intensive language programs Guidance Counsellors Youth Health Nurse Youth Worker Community Counsellor	Mr Wayne Troyahn Phone ☎ (07) 54504111 Email: <a href="mailto:info@nambourshs.eq.edu.au">info@nambourshs.eq.edu.au</a>