



# Knox Multicultural Directory



**Knox City Council**

**2016**

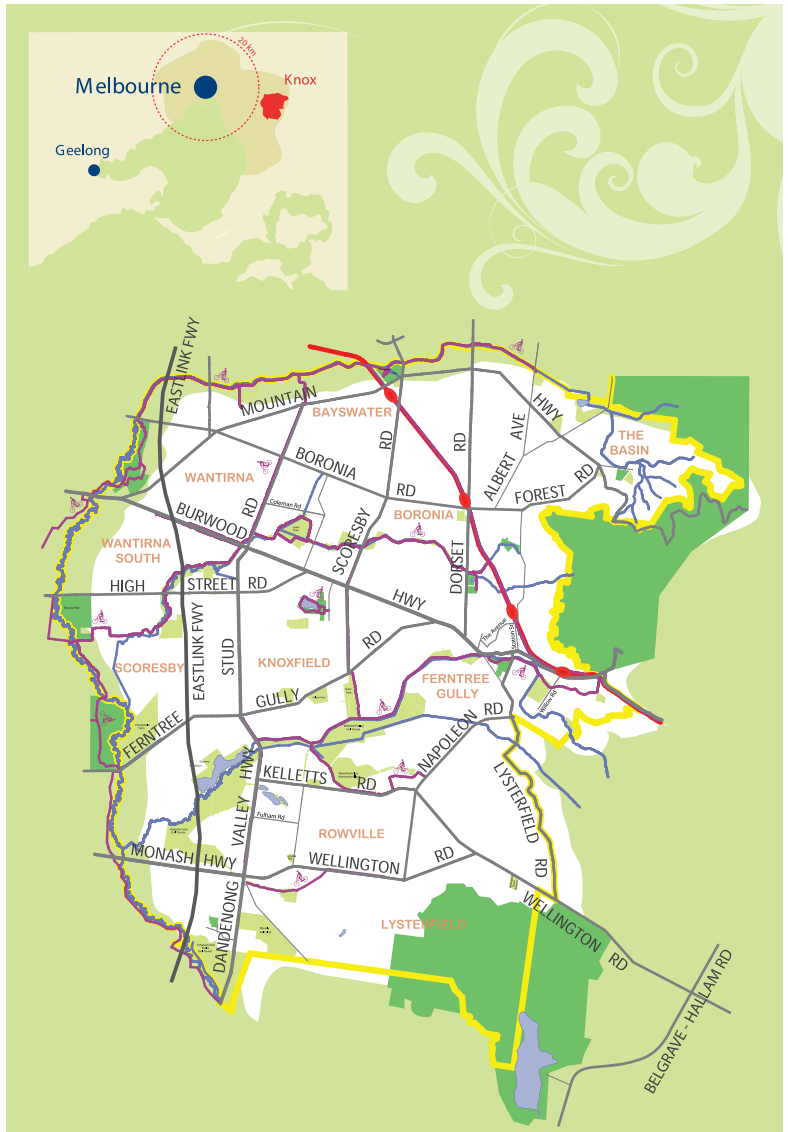


*'Knox City Council acknowledges the traditional custodians of the City of Knox, the Wurundjeri and Bunurong people of the Kulin Nation.'*

# Introduction

It is with pleasure that Knox City Council presents the second edition of the Knox Multicultural Directory. The Directory was developed in recognition of the growing cultural diversity among Knox's residents. Knox Council welcomes this diversity and the vibrancy that it brings to our municipality.

The City of Knox is located approximately 25 kilometres south east of Melbourne. It has a population of about 154,000 people and covers an area of 114 sq km that includes the suburbs of Bayswater, Boronia, Ferntree Gully, Knoxfield, Lysterfield, Rowville, Scoresby, The Basin, Upper Ferntree Gully, Wantirna and Wantirna South.



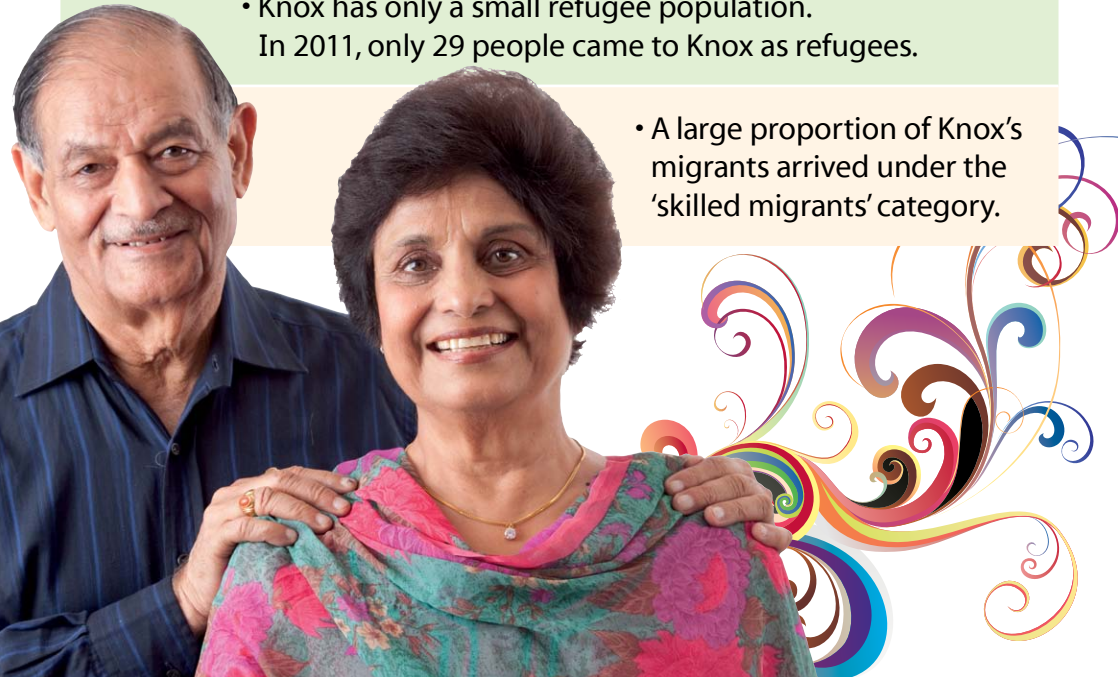


# Introduction cont...

## Quick facts about Knox's multicultural community

Based on the latest data produced by the Australian Bureau of Statistics (ABS, 2011), here are some quick facts about Knox's cultural diversity:

- 28% of Knox's population comprises of people born overseas (over 41,000 people), of which 20% (over 29,000 people) were born in non-English speaking countries.
- 21% of Knox residents (over 32,000 people) can speak a language other than English.
- Approximately, 2.8% of Knox's population (over 4,000 people) has limited English proficiency.
- About 3.8% of Knox's population (over 5,800 people) arrived in Australia during the last five years.
- Knox has only a small refugee population. In 2011, only 29 people came to Knox as refugees.
- A large proportion of Knox's migrants arrived under the 'skilled migrants' category.





### Top 10 overseas Countries of Birth of residents in Knox

Country of Birth	Number of people	% of Knox's population
United Kingdom	8,055	5.4
India	3,033	2.0
China	2,764	1.9
Malaysia	2,710	1.8
Sri Lanka	2,638	1.8
New Zealand	1,865	1.2
Germany	1,340	0.9
Italy	1,227	0.8
South Africa	1,156	0.8
Vietnam	1,125	0.8

### Top 10 non-English languages in Knox

Language	Number of people that speak the language in Knox	% of Knox's population
Cantonese	4,059	2.7
Mandarin	3,831	2.6
Italian	2,042	1.4
Greek	1,987	1.3
Sinhalese	1,522	1.0
German	1,262	0.8
Arabic	1,164	0.8
Vietnamese	1,045	0.7
Tamil	1,011	0.7
Hindi	1,003	0.7

# Introduction cont...

Biggest Groupings in Knox according to their religious beliefs		
Group / Religion	Number of people	% of population
Western (Roman) Catholic	37,897	25.4
No Religion	37,408	25.1
Anglican	19,327	12.9
Not stated	10,008	6.7
Uniting Church	6,366	4.3
Buddhism	5,430	3.6
Presbyterian and Reformed	4,110	2.8
Christian,nfd	4,039	2.7
Baptist	3,812	2.6
Greek Orthodox	3,325	2.2
Pentecostal	3,101	2.1
Hinduism	3,055	2

## Knox City Council's Multicultural Strategic Plan

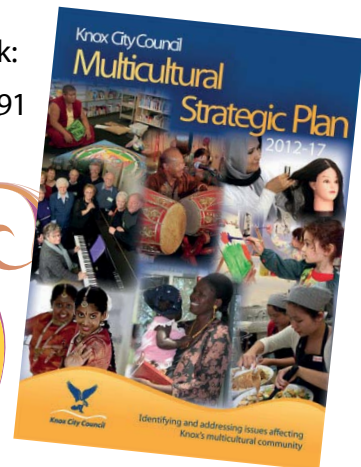
Knox City Council is currently implementing its 5-year Knox Multicultural Strategic Plan 2012 – 17.

Details of this plan can be seen on the following link:

[www.knox.vic.gov.au/Page/Page.aspx?Page\\_Id=2191](http://www.knox.vic.gov.au/Page/Page.aspx?Page_Id=2191)

There are five main themes in this Plan, which are:

1. Communication and Engagement
2. Social Cohesion
3. Skilled Migrants
4. Planning
5. Advocacy



## **Knox Multicultural Advisory Committee (KMAC)**

The Knox Multicultural Strategic Plan originated from an idea generated by the Knox Multicultural Advisory Committee (KMAC). This committee formed in 2009 and comprises of community and agency representatives as well as Councillors and staff members of Knox City Council. KMAC meets on a bimonthly basis and meetings are usually chaired by a Knox City Councillor. The Knox Multicultural Advisory Committee provides advice to Knox City Council on ways to enable better outcomes for migrants and refugees in Knox. Important matters raised at KMAC meetings are fed into wider Council meetings.

## **Purpose of the Knox Multicultural Directory**

This Knox Multicultural Directory has a number of purposes, which are:

1. To provide information to the general community about the growing cultural diversity in Knox
2. To assist individuals and service providers with making connections to migrant and refugee groups based in Knox
3. To assist migrants and refugees in Knox to connect with services that would be useful for them

Every attempt has been made to provide accurate, relevant and up to date information in this Directory. However, please feel free to contact Knox City Council's Multicultural Communities Officer on 9298 8000 to provide any further updates.



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# Migrant and refugee groups in Knox

## **Australasia Coptic Society (ACS)**

Address: PO Box 2814  
Suburb: Rowville  
Phone: 0421 043 700  
Email: [acs\\_coptic@hotmail.com](mailto:acs_coptic@hotmail.com)

The Australasia Coptic Society's main objectives are to promote and encourage members to integrate into the Australian society; provide moral support to families and children in crisis; build friendships and good communication with other Victorian associations/societies. Activities include social gatherings and recreational outings in addition to listening to guest speakers from different professions. ACS strives to preserve the Coptic heritage and arts in Australia.

## **Chinese Association of Victoria (CAV)**

Address: 8 Ashley Street  
Suburb: Wantirna  
Phone: 9800 3388  
Fax: 9874 3618  
Email: [admin@cavinc.com.au](mailto:admin@cavinc.com.au)  
Web: [www.cavinc.com.au](http://www.cavinc.com.au)

The main objectives of the association are to promote Chinese language, art, dance, music and to preserve the Chinese Heritage. Integration is encouraged with Australian society and CAV actively supports multiculturalism. All are welcome to join and support the association. Underneath are some of the programs at CAV:

### **CAV Ballroom Dancing Group**

Address: 8 Ashley Street  
Suburb: Wantirna  
Phone: 0413 840 303  
Email: [admin@cavinc.com.au](mailto:admin@cavinc.com.au)  
or [ballroom@cavinc.com.au](mailto:ballroom@cavinc.com.au)  
Web: [www.cavinc.com.au](http://www.cavinc.com.au)



# Migrant and refugee groups in Knox cont...

## CAV Chinese School

Address: 8 Ashley Street  
Suburb: Wantirna  
Phone: 0448 700 712  
Fax: 9874 3618  
Email: principal@cavschool.org.au, admin@cavinc.com.au  
Web: www.cavinc.com.au

## CAV Table Tennis Group

Address: 8 Ashley Street  
Suburb: Wantirna  
Phone: 0435 796 366  
Email: admin@vcm-suite.com.au  
Web: www.cavinc.com.au



## Eastern District Polish Association (Melbourne)

Address: 1325 Stud Road  
Suburb: Rowville  
Phone: 9795 0522 or 0438 046 211  
Fax: 9795 0522



The Eastern Districts Polish Association (Melbourne) provides and promotes cultural and regional activities for Polish people and other ethnic communities through social gatherings, meetings, fairs and festivals, sport, music events, theatre and film presentations; arts exhibitions and information services.

## Polish Senior Citizens Club

Address: 1325 Stud Road  
Suburb: Rowville  
Phone: 9795 0522, 9700 1364

The Polish Senior Citizens Club provides social meetings for seniors over 50 years. Activities are mainly for social support although English language classes are also provided at the premises. Meetings are held every two weeks on Thursdays, 11am–4pm.

## **Fiji Indian Senior Citizens Association Incorporated**

Suburb: Bayswater

Phone: 9849 1023

Email: ljeraj@optusnet.com.au

The group generally meets on the first Sunday of a month at Bayswater Primary School between 2–5pm. On special festival days, the group meets at other times.

## **Hungarian Community Centre**

Address: 760 Boronia Rd

Suburb: Wantirna

Phone: 9801 6408, 0418 553 193

Email: paradise.mar@bigpond.com

The Hungarian Community Centre provides a base for cultural groups and enables organisations and individuals to maintain their heritage and culture. It also endeavours to pass on the culture to future generations. The beautiful Szent István Ecumenical church enables Hungarians of the Catholic, Reformed and Lutheran faiths to observe their Christian beliefs and traditions. Catholic services are held each Sunday at 8:30 am. Reformed Church services are held on the first and third Sunday at 11am and Lutheran services are on the fourth Sunday of each month at 10:30am.

## **Hungarian Ladies Embroidery Group**

Address: 760 Boronia Rd

Suburb: Wantirna

Phone: 9874 5242

Email: magdacraft14@hotmail.com

## **Knox Hungarian Senior Citizens Club**

Address: 760 Boronia Road

Suburb: Wantirna

Phone: 9898 3930, 0408 386 950





# Migrant and refugee groups in Knox cont...

## **Victorian Hungarian Council Inc**

Address: 760 Boronia Road  
Suburb: Wantirna  
Phone: 0418 553 193  
Web: <http://vmet.wordpress.com>

The aim of the Victorian Hungarian Council is to promote and represent the mutual interest of the Hungarian communities in Victoria as well as to enhance and strengthen the cohesiveness of the Hungarian community as part of Australian Society.

## **Islamic Society of Melbourne Eastern Region (ISOMER)**

Address: 1273 Wellington Rd  
Suburb: Lysterfield, 3156  
Phone: 0400 700 705  
Fax: 9752 9055  
Email: [info@isomer.com.au](mailto:info@isomer.com.au)

ISOMER is a not for profit Islamic based organisation. It includes a mosque where prayers are conducted five times a day. It also includes a retirement home which is a multicultural facility where respite services are available. ISOMER conducts Arabic school on Sundays and youth gatherings on Friday evenings. Islamic classes for women are held on Wednesdays and general classes are held at other times.

## **Knox Chinese Elderly Citizens Club**

Address: Rowville Community Centre, 40 Fulham Road  
Suburb: Rowville  
Phone: 0411 138 448  
Fax: 9887 2121  
Email: [williamwai88@hotmail.com](mailto:williamwai88@hotmail.com)

Activities include - Tai Chi, Tai Chi Fan, Sword Dance, badminton, table tennis, outings, Karaoke, festival celebrations, line dancing, monthly members birthday celebrations, presentations, talks on elderly health and welfare.

## **Knox City Chinese Social Club**

Address: Knox City Shopping Centre Library

Suburb: Wantirna South 3152

Phone: 9801 5227

Email: [phyang1@hotmail.com](mailto:phyang1@hotmail.com)

The Knox City Chinese Social Club meet every Monday 1-3pm

First Monday of the month: learning Australian folk songs and culture

Second Monday of the month: learning some basic everyday English.

Third Monday of the month: forum on health (aged care), Centrelink,

Legal matters etc. Fourth Monday of the month: craft, origami and Fifth

Monday: socializing among group members.

All activities are free, and there is no membership fee. Everyone welcome.

## **Knox Italian Community Club**

Address: 99 Karoo Road

Suburb: Rowville

Phone: 0402 415 288

Email: [filly1967@hotmail.com](mailto:filly1967@hotmail.com)

Web: [www.knoxitalianclub.com.au](http://www.knoxitalianclub.com.au)

Activities include weekly and monthly lunches for Seniors. Physical activities include - Bocce; junior soccer; gymbaroo. Various functions are conducted throughout the year to celebrate diversity.

Club hours: Thursday 1-5pm, Friday 7-11pm, Saturday & Sunday 1-5pm, Public Holidays 1-5pm. The hall is available for hire, contact Danny - 0418 798 987.

## **Knox Italian Senior Citizens Centre**

Address: PO Box 12

Suburb: Ferntree Gully

Phone: 9758 5883

A varying program that provides social, cultural and recreational activities for senior citizens aged 55 years and over from the Italian community.

# Migrant and refugee groups in Knox cont...

## Latvian Senior Citizens Club

Address: Latvian Retirement Village Hall, 60 Fraser Crescent

Suburb: Wantirna South

Phone: 9800 2977

Fax: 9800 2311

Email: [reception@latvianfs.org.au](mailto:reception@latvianfs.org.au)

The Latvian Senior Citizens Club meets every 2nd Tuesday of the month from 11am for approximately 3-4 hours.

## Maya Dance Group

Suburb: Rowville

Phone: 0412 648 547

Email: [mayadancegroup@yahoo.com.au](mailto:mayadancegroup@yahoo.com.au)

Facebook: Maya Dance

The Maya Dance group showcases folkloric dances as well as modern styles such as cumbia. Each dance is a Maya Dance Group original choreography. These dances represent the history, culture, traditions and diversity of El Salvador. The dances can involve drama and story telling. Depending on the theme of the song, the dances can range from calm to upbeat. The aim is to engage with the audience during performances to take them on a journey of El Salvadorian culture.



## **Palesviaki Enosis of Melbourne and Victoria**

Address: 26 Waldheim Rd  
Suburb: Bayswater  
Phone: 0438 234 647  
Email: [info@palesviaki.org.au](mailto:info@palesviaki.org.au)

The Palesviaki Enosis Club is a philanthropic association that has been in existence for over 30 years. Originally it was established to provide a support network for Greek Australians from the island of Lesvos, Greece. The club has evolved to include the broader Knox community in its activities.

## **The Palesviaki Enosis Senior Citizen's Group**

Address: 26 Waldheim Rd  
Suburb: Bayswater  
Phone: 0491 371 423  
Email: [info@palesviaki.org.au](mailto:info@palesviaki.org.au)

## **Polish Retirement Home**

Address: 3 Percival Street  
Suburb: Bayswater  
Phone: 9720 3575  
Fax: 9720 9105  
Email: [apba@apba.org.au](mailto:apba@apba.org.au)

This aged care facility looks after the Polish elderly in a culturally and linguistically sensitive setting. The home contributes to the quality of life and independence of those within the Polish community.



# Migrant and refugee groups in Knox cont...

## **Rowville Library Chinese Friendship Group**

Address: Rowville Library, Stud Park Shopping Centre, Stud Rd  
Suburb: Rowville  
Phone: 0459 227 578  
Email: amanroma@gmail.com

The Rowville Chinese Friendship Group was established in March 2007. The group currently consists of approximately 15 Chinese senior members. Meetings are held every Thursday from 10:30am to 12 noon in the Rowville Library meeting room. Special gatherings are available for Chinese Lunar New Year, Christmas and other Chinese events. Tea, biscuits, newspapers and books are provided at the meetings. Special outings are organised by some active members.

## **Shakti Migrant and Refugee Women's Support Group Melbourne Inc.**

Address: PO Box 2994  
Suburb: Rowville  
Phone: 9753 4324/ 0432 611 688  
Email: melbourne@shaktiaustralia.org.au  
Web: www.facebook.com/ShaktiMelbourne

Shakti Migrant & Refugee Women's Support Group is a non-profit community organisation providing culturally competent support services for women and families of Asian, African and Middle Eastern communities in Melbourne. Shakti Melbourne provides advocacy, social outreach work, support for safe refuge/housing, interpretation, awareness-raising on domestic violence affecting immigrant families and women's support group activities.



## **Tabulam and Templer Homes for the Aged (TTHA)**

Address: 31-41 Elizabeth Street

Suburb: Bayswater

Phone: 8720 1333

Fax: 9729 9356

Email: [ttha@ttha.org.au](mailto:ttha@ttha.org.au)

Web: [www.ttha.org.au](http://www.ttha.org.au)

TTHA is a not-for-profit, charitable and ethno-specific certified and fully accredited Aged Care Facility with 118 beds (High Care, Low Care, Dementia Care, Respite Care), 40 Independent Living Units (ILU) and Apartments (ILA) in Bayswater. It specialises in providing care to people of German-speaking background, offering the highest standard of care and continuously improving on its quality of care.



## **Pancretan Association of Melbourne**

Address: PO Box 4512 Knox City Centre

Suburb: Wantirna South

Phone: 9800 0148, 0419 856 736

Email: [info@pancretan.com](mailto:info@pancretan.com)

Web: [www.pancretan.com.au](http://www.pancretan.com.au)

The Pancretan Association of Melbourne is the peak organisation of Cretans in Australia with over 1000 members on its database. Primary activities include music, dance, signing, theatre, social and sporting activities.

# Faith organisations in Knox

## Armenian Catholic Church

Address: 41-43 Station Street  
Suburb: Ferntree Gully  
Phone: 9790 5582  
Email: [fr.basil@armeniancatholic.org.au](mailto:fr.basil@armeniancatholic.org.au)

Armenian Catholic Community Centre conducts Sunday masses, religious celebrations and social gatherings.

## Baha'i Community of Knox

Address: PO Box 4127, Knox City Centre, Wantirna South 3152  
Suburb: Bayswater  
Phone: 1800 224 247  
Email: [knox@vic.bahai.org.au](mailto:knox@vic.bahai.org.au)  
Web: [www.bahai.org.au](http://www.bahai.org.au)

Australian Baha'i people come from a variety of national, ethnic and occupational backgrounds. The Baha'i community of Knox encourages enquiries and would like to hear from people interested in joining or working with them to learn how to implement Baha'i principles. A warm invitation is sent to anyone wanting to attend the devotional meetings, study circles, empowerment programs for junior youth and classes for children. There is no requirement to be a member of the Baha'i community to fully participate in these activities.

## Eastern Chinese Baptist Church

Address: Cnr Le John Street and Wellington Road  
Suburb: Rowville  
Phone: 0491 140 690

This church is affiliated with the Baptist Union of Victoria. Worship services are held in Cantonese and English (for young people) from 2pm on Sundays.

## Hindu Foundation

Address: 10B Church Street  
Suburb: Bayswater  
Phone: 0401 042 583  
Fax: 9738 0564  
Email: hindufoundation@hindunet.com.au  
Web: www.hindunet.com.au

The Hindu foundation provides the following services: hospital chaplaincy, last rites, marriage counselling, marriage ceremonies, marriage dispute resolution, bereavement counselling, funeral advice and services, accident and emergency counselling, trauma counselling, nursing care homes prayers and services, multicultural promotion meetings, inter-faith, multi-faith meetings, presentations on 'unity and diversity', chaplaincy and counselling training.

## Hindu Satsang Mandal of Victoria

Address: 765 Mountain Highway Highway  
Suburb: Bayswater  
Phone: 0451 672 393/0402 841 773  
Email: shri.prasad@bigpond.com

Hindu Satsang Mandal is a non-for-profit Cultural, Educational, Religious and Social Welfare organisation established in 1976 to serve its members and the general community at large.



# Faith organisations in Knox cont...

## Knox Inter-faith Network Inc

Phone: 9557 6713 (BH)

Email: [chairperson.kin@knoxinterfaith.org.au](mailto:chairperson.kin@knoxinterfaith.org.au)  
[secretary.kin@knoxinterfaith.org.au](mailto:secretary.kin@knoxinterfaith.org.au)

Web: [www.knoxinterfaith.org.au](http://www.knoxinterfaith.org.au)



The Knox Inter-faith Network (KIN) established in October 2002. The Network aims to encourage understanding of religious communities in the area covered by Knox City Council. It seeks to enable religious communities to be good neighbours with each other and the broader community through a program of dialogue, education and visitation, involving:

- Opportunities to discuss matters of common concern in an open and friendly environment.
- Informative presentations by member communities about the basic tenets of their faith.
- Tours of places of worship in the Knox City Council area to learn about their significant aspects.

The current program is located at: [www.knoxinterfaith.org.au/events.htm](http://www.knoxinterfaith.org.au/events.htm)



## Sant Nirankari Mission

Address: 1377 Stud Road  
Suburb: Rowville  
Phone: 9795 9009/0404 040 066  
Email: [melbourne@nirankari.org](mailto:melbourne@nirankari.org)  
Web: [www.nirankari.org/melbourne](http://www.nirankari.org/melbourne)

The Sant Nirankari Mission (SNM) is an all-embracing spiritual movement, cutting across all divisions of caste, color, and creed for welfare of entire mankind. SNM Melbourne is an incorporated branch of SNM Delhi - India which is the global headquarters of the mission.

SNM Melbourne has been working towards community welfare since 1995 in Victoria. In 2008, SNM purchased its current premises that are situated over six acres in Rowville. With the continuous support of members of the community, SNM has been able to make a great impact in lives of many and will continue to so by spreading the message of oneness and contributing and helping people of the community.





# Faith organisations in Knox cont...

## Shree Swaminarayan Temple

Address: 69 Wadhurst Drive  
Suburb: Boronia  
Phone: 9884 0925  
Fax: 8738 1513  
Email: [info@sstmelbourne.org.au](mailto:info@sstmelbourne.org.au)  
Web: [www.swaminarayanmelbourne.org.au](http://www.swaminarayanmelbourne.org.au)

Shree Swaminarayan Temple – Melbourne (SSTM) is a Hindu Temple in Knox propagating and upholding all the Hindu principles, way of life and cultural practices. It is a charitable non-profit religious organisation established since 2005. SSTM runs and participates in several spiritual, cultural and socially uplifting activities and events all year round including daily prayers and scripture discourses, special workshops incorporating children, youth and adults alike, Gujarati Language School and community activities.

## Sri Vkrathunda Vinayagar Hindu Temple

Address: 1292 Mountain Highway  
Suburb: The Basin 3154  
Phone: 9762 1835, 0468 811 544  
Email: [thurai1979@hotmail.com](mailto:thurai1979@hotmail.com)

This is the first Hindu temple that was built in Victoria. All different nationalities (Indian; Sri Lankan; Fijian; Malaysian; Singaporean; Australians and many others) visit this temple on a regular basis. The annual festival is held in April for ten days. Other festivals are also celebrated, such as Deepavali – festival of lights.



## Temple Society Australia

Address: 51 Elizabeth Street  
Suburb: Bayswater  
Phone: 9557 6713  
Fax: 9557 7943  
Email: [tsa@templesociety.org.au](mailto:tsa@templesociety.org.au)  
Web: [www.templesociety.org.au](http://www.templesociety.org.au)

The Temple Society Australia is an independent and progressive Christian organisation with two central beliefs: to love God and to love your neighbour as yourself.

Activities include social functions for all ages including sports, music, camps, youth groups, German cultural and heritage events, German language classes and welfare support including an aged care facility.

Community events are often around faith perspective

cultural German activities, seminars, workshops, presentations on a variety of topics, youth activities, choir and sporting clubs.



# Aged Care Services

## Árpád Hungarian Aged Care Facility

Address: 9 Garrison Grove, Wantirna 3152

Phone: (03) 9801 0855

Email: [arpad@arpadagedcare.com.au](mailto:arpad@arpadagedcare.com.au)

Website: [www.arpadagedcare.com.au](http://www.arpadagedcare.com.au)

60 low and high care level beds and 11 independent Villa Units. Can provide transitional care from independent living through to minimal and high-level assistance without the need to move to another establishment when care needs change.

## ISOMER Retirement Home

Address: 1273 Wellington Road, Lysterfield 3156

Phone: (03) 9752 9455

Email: [info@isomer.com.au](mailto:info@isomer.com.au)

Website: [www.isomer.com.au](http://www.isomer.com.au)

50 bed hostel for the elderly providing low care permanent and respite residential care services.

## Latvian Aged Care

Address: Fraser Crescent, Wantirna South 3152

Phone: (03) 9800 2977

Email: [reception@latvianfs.org.au](mailto:reception@latvianfs.org.au)

Website: [www.latvianfs.org.au](http://www.latvianfs.org.au)

55 beds (ageing in place, two of which are respite).



## Latvian Retirement Village

Address: Fraser Crescent, Wantirna South 3152

Phone: (03) 9800 2977

Email: [reception@latvianfs.org.au](mailto:reception@latvianfs.org.au)

Website: [www.latvianfs.org.au](http://www.latvianfs.org.au)

54 Independent Living Units (one, two and three bedroom strata title units).

## Martin Luther Homes

Address: 67 Mount View Road, The Basin 3154

Phone: (03) 9760 2100

Email: [info@martinlutherhomes.com.au](mailto:info@martinlutherhomes.com.au)

Website: [www.martinlutherhomes.com.au](http://www.martinlutherhomes.com.au)

Residential aged care facility and retirement village with culturally specific services, predominantly, but not exclusively, for the German community.



# Aged Care Services cont...

## **Polish Aged Care Homes**

Address: 3 Percival Street, Bayswater 3153

Phone: (03) 9720 3575

Email: [apba@apba.org.au](mailto:apba@apba.org.au)

Website: [www.apba.org.au](http://www.apba.org.au)

A hostel for the elderly and disabled members of the Polish community.

Accommodating 29 permanent residents and one respite resident.

Respite care is offered for short stays (63 days in a financial year).

## **Tabulam and Templer Homes for the Aged (TTHA)**

Address: 31-41 Elizabeth Street, Bayswater 3153

Phone: (03) 8720 1333

Email: [ttha@ttha.org.au](mailto:ttha@ttha.org.au)

Website: [www.ttha.org.au](http://www.ttha.org.au)

High and low care 118 bed residence catering specifically to people who have German cultural links. 'Aging in Place' and Dementia Specific.

The adjacent retirement village has over 43 independent living units and apartments.

Also has 80 Home Care Packages (HCP), which supports clients with German ethnic background within the Community to live longer and better within their own homes.







# Relevant services (located in Knox)

## **Bridges – Connecting Communities Ltd**

Address: 6 Griffith Street

Suburb: Knoxfield

Phone: 9763 9700

Fax: 9753 3791

Email: [reception@bridgescc.com.au](mailto:reception@bridgescc.com.au)

Web: [www.bridgescc.com.au](http://www.bridgescc.com.au)

Bridges Connecting Communities offers Planned Activity Groups and transport to medical and allied health appointments for the elderly and people with a disability.



## Coonara Community House



Address: 22 Willow Road  
Suburb: Upper Ferntree Gully  
Phone: 9758 7081  
Fax: 9758 5402  
Email: [enquiries@coonarahouse.org.au](mailto:enquiries@coonarahouse.org.au)  
Web: [www.coonarahouse.org.au](http://www.coonarahouse.org.au)

Coonara Community House offers – educational activities; career planning sessions; recreational activities; support groups; parenting resources; personal development opportunities; computer training courses as well as health and wellbeing programs for adults. It is an accredited provider of VET courses in children’s services, disability, leisure and health, community work and information technology.



## Department of Human Services – Centrelink

### Boronia Service Centre

Address: 3 William Street  
Suburb: Boronia  
Phone: 132 850

### Rowville Service Centre

Address: Unit 5, 5 Fulham Road  
Suburb: Rowville  
Phone: 132 850

Centrelink is a part of the Federal Government’s Department of Human Services. Centrelink assists people financially and directs them to appropriate resources given their circumstances and requirements.



## Relevant services (located in Knox) cont...

### Do Care East

Address: Suite 1, 168 Boronia Road  
Suburb: Boronia  
Phone: 8706 1700  
Fax: 8706 1799  
Email: [docareeast@wesley.org.au](mailto:docareeast@wesley.org.au)  
Web: [www.wesley.org.au](http://www.wesley.org.au)

Wesley Do Care encourages older people and adults with disabilities to be socially active by enjoying shared interests and making new friendships. Wesley's friendly volunteer visitors, activity groups and special interest programs are focused on keeping people connected to the community. The individualised approach to support programs aims to enhance the quality of life for all participants.

Wesley Do Care offers a range of volunteering opportunities, group activities, educational activities and social connections.



### Eastern Access Community Health (EACH)

Phone: 1300 00 EACH (1300 00 3224)  
Web: [www.each.com.au](http://www.each.com.au)

EACH works to enhance and promote health, wellbeing and social inclusion across a range of communities, prioritising people with the highest needs. EACH operates more than 100 different services from more than 30 sites across Victoria, New South Wales and Queensland. Please contact the above number to find out the locations and services in Knox.

## Eastern Community Legal Centre

Address: Suite B, 6 Floriston Road  
Suburb: Boronia  
Phone: 9762 6235  
Fax: 9762 9751  
Email: [outereast@eclc.org.au](mailto:outereast@eclc.org.au)  
Web: [www.eclc.org.au](http://www.eclc.org.au)



By appointment only, legal advice, information and referral services for generalist, family, criminal, traffic, some consumer and debt, neighbourhood disputes, intervention orders and tenancy. Community Legal education talks can also be organised.

## Eastern Health

Eastern Health is a large public health service in the Eastern region of Melbourne encompassing a number of hospitals and community health services. For more information, please contact 1300 721 927 or link to [www.easternheath.org.au](http://www.easternheath.org.au). Relevant services in Knox include the following:

### Angliss Hospital

Address: Albert Street  
Suburb: Upper Ferntree Gully  
Phone: 9764 6111, 1300 342 255

Angliss Hospital provides a wide range of healthcare services including: Emergency Care, General Medicine, Surgery, Midwifery, Paediatrics and Rehabilitation. Angliss is also able to offer programs which allow patients to be cared for in their homes. Additionally, a high level aged care facility is located next to the Hospital.

### Wantirna Health

Address: 251 Mountain Highway  
Suburb: Wantirna  
Phone: 9955 1200

Wantirna Health is a purpose-built palliative care and rehabilitation hospital. Wantirna Health provides a wide range of ambulatory services, including home-based and centre-based rehabilitation and specialist clinics.

# Relevant services (located in Knox) cont...

## Eastern Regional Libraries

Eastern Regional Libraries is a cooperative venture of three outer eastern metropolitan Councils. There are five libraries in Knox as listed below. More information can be found on the following link: [www.eryl.vic.gov.au](http://www.eryl.vic.gov.au)

### Bayswater

Address: Shop 26, Ground Floor, Mountain High Shopping Centre  
7-13 High Street  
Suburb: Bayswater  
Ph: 9800 6498 or 1300 737 277  
Fax: 97201953

### Boronia

Address: Park Crescent  
Suburb: Boronia  
Ph: 9762 4099 or 1300 737 277  
Fax: 9761 0804

### Ferntree Gully

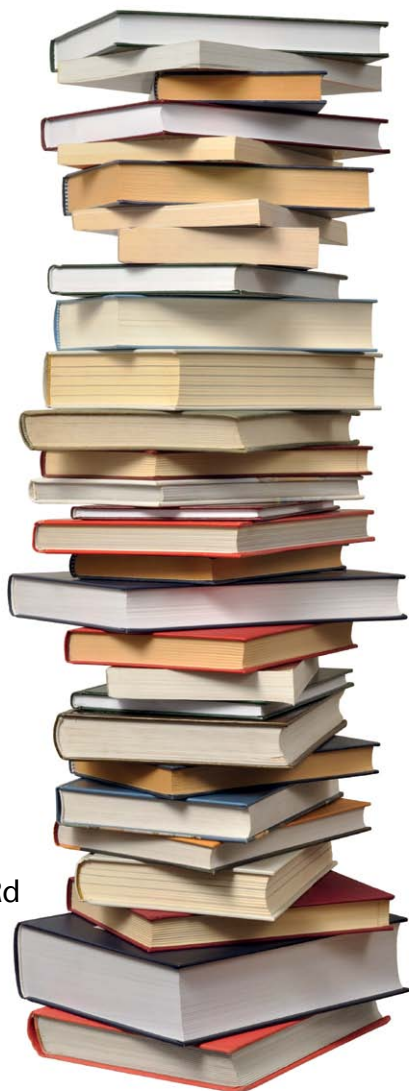
Address: 1010 Burwood Hwy  
Suburb: Ferntree Gully  
Ph: 9294 8140 or 1300 737 277  
Fax: 9294 8145

### Knox

Address: 425 Burwood Highway  
Suburb: Wantirna South  
Ph: 9801 1422 or 1300 737 277  
Fax: 9801 5039

### Rowville

Address: Stud Park Shopping Centre, Stud Rd  
Suburb: Rowville  
Ph: 9294 1300 or 1300 737 277  
Fax: 9294 1306





## **Knox Infolink Inc**

Address: 136 Boronia Road  
Suburb: Boronia  
Phone: 9761 1325  
Fax: 9762 9549  
Email: [info@infolink.org.au](mailto:info@infolink.org.au)  
Web: [www.knoxinfolink.org.au](http://www.knoxinfolink.org.au)

Knox Infolink Inc aims to ensure that individuals and groups have equal access to community information and services by providing emergency relief assistance with material aid advocacy and information. Services include No Interest Loan Scheme – loans for low income earners to purchase household items, white goods or health aids, Tax Help Program – online tax returns completed for low income earners, TTY Relay Service, Interpreting and fax services.

## **Knox Social and Community Health a service of EACH**

Address: Head Office, 1063 Burwood Hwy  
Suburb: Ferntree Gully  
Phone: 9757 6200  
Fax: 9756 0144  
Email: [kschinfo@kchs.each.com.au](mailto:kschinfo@kchs.each.com.au)  
Web: [www.kchs.org.au](http://www.kchs.org.au)

Knox Social and Community Health delivers a range of services that improve the physical, mental and social wellbeing of individuals, families and communities in the City of Knox.

## Relevant services (located in Knox) cont...

### Mountain District Learning Centre (MDLC)



Address: 13-15 The Avenue  
Suburb: Ferntree Gully  
Phone: 9758 7859  
Fax: 9758 0903  
Email: [office@mdlc.com.au](mailto:office@mdlc.com.au)  
Web: [www.mdlc.com.au](http://www.mdlc.com.au)

MDLC is a registered training organisation and registered VCE provider. The Centre assists people to advance their education including English as a Second Language and basic English skills including reading, writing and conversation. MDLC can assist people who are studying certificate courses to develop their English skills to help gain employment.

### Orana Neighbourhood House



Address: 62 Coleman Road  
Suburb: Wantirna South  
Phone: 9801 1895  
Email: [onh@netspace.net.au](mailto:onh@netspace.net.au)  
Web: [www.orananh.org.au](http://www.orananh.org.au)

Orana offers a range of programs including adult education classes, hobby & leisure courses, exercise classes, social and self-development groups for people living in our community. The programs offer opportunities for enjoyment, learning and development of new interests and skills.



## Outer Eastern Literary Program (OELP)

Address: Boronia Library, Park Crescent  
Suburb: Boronia  
Phone: 9762 4211  
Fax: 9761 0804  
Email: [oelp@bigpond.net.au](mailto:oelp@bigpond.net.au)  
Web: [www.learningforadults.wikispaces.com](http://www.learningforadults.wikispaces.com)

The Outer Eastern Literacy Program (OELP) has provided language and literacy support services to people in the Knox region for more than 35 years. OELP services include accredited training for people who want to learn, or improve their English. OELP is also contracted by AMES to provide free English training for AMEP-approved students. The classes are spread across a range of levels and the student cohort tends to be older members of the community from a number of countries. The classes are a great way to make new friends as well as improving English.

## Rowville Neighbourhood Learning Centre

Address: Community Centre Building, 40 Fulham Road  
Suburb: Rowville  
Phone: 9764 1166  
Fax: 9764 1215  
Email: [inquiries@rowvillenc.org.au](mailto:inquiries@rowvillenc.org.au)  
Web: [www.rowvillenc.org.au](http://www.rowvillenc.org.au)



The Rowville Neighbourhood Learning Centre runs a variety of programs and is dedicated to the provision of high quality, financially accessible services and educational programs in a welcoming and respectful environment, which encourages participation, sharing, growth and learning. A wide range of programs and activities are offered for children.



## Relevant services (located in Knox) cont...

### **Swinburne University of Technology, Wantirna Campus**

Address: 369 Stud Road  
Suburb: Wantirna South  
Phone: 9214 8000  
Fax: 9800 3369  
Email: [hr-assist@swin.edu.au](mailto:hr-assist@swin.edu.au)  
Web: [www.swinburne.edu.au](http://www.swinburne.edu.au)

Swinburne Wantirna Campus offers courses in spoken and written English for new migrants and refugees from beginner to advanced level. It offers a range of programs for people who have been in Australia for some time, whose first language is not English. Students develop skills in speaking, listening, reading, writing as well as study skills and preparation for work. Swinburne offers the Adult Migrant English Program (AMEP), the skills for Education and Employment Program (SEE) and programs under the Victorian Training Guarantee (VTG).

### **The Basin Community House**

Address: 1221 Mountain Highway  
Suburb: The Basin  
Phone: 9761 0209  
Email: [info@thebasincommunityhouse.org](mailto:info@thebasincommunityhouse.org)  
Web: [www.thebasincommunityhouse.wikispaces.com](http://www.thebasincommunityhouse.wikispaces.com)



The Basin Community House is a not-for-profit organisation that promotes an environment for participation, growth and learning with a commitment to building a strong community spirit through short education courses, health promotion and community development programs.

## Victoria Police – Eastern Region Police Headquarters, Community Engagement

Address: 420 Burwood Highway  
Suburb: Wantirna South  
Contact: Inspector Stephen Noy  
Phone: 9837 7829 or 9837 7831  
Fax: 9837 7866  
Email: [stephen.noy@police.vic.gov.au](mailto:stephen.noy@police.vic.gov.au)

The Victoria Police Eastern Region Community Engagement Office coordinates and delivers a structured engagement process that focuses on the portfolios of multiculturalism, indigenous, multifaith, youth, family violence, mental health and the elderly or vulnerable groups.

## Volunteer for Knox Resource Centre

Address: 22 Willow Road  
Suburb: Upper Ferntree Gully  
Phone: 0429 968 822  
Fax: 9758 5402  
Email: [office@volunteerforknox.com.au](mailto:office@volunteerforknox.com.au)  
Web: [www.volunteerforknox.com.au](http://www.volunteerforknox.com.au)



The Volunteer Resource Centre's purpose is to increase volunteering opportunities for organisations and individuals in Knox. Volunteer for Knox will plan, implement and evaluate high quality services that result in public recognition of the value of volunteering for Knox.

## English Language Classes

In addition to the language classes included in this directory further information can be found at the Knox website:

<http://www.knox.vic.gov.au/Page/Page.aspx>

# Knox City Council services

Knox City Council provides more than 200 ongoing services to the Knox community. Knox's residents have access to a range of services relating to children, families, aged care, health, planning and building, festivals, the arts and recreation. For more information, please see Council's website – [www.knox.vic.gov.au](http://www.knox.vic.gov.au) or contact the Customer Service Centres listed below.

For information about venues for hire, please look at the Council website under Your City > Support for Community Groups > Community Directory > Venues for Hire.

## Knox City Council Customer Service Centres

### Knox City Council Civic Centre

Address: 511 Burwood Hwy

Suburb: Wantirna South

Phone: 9298 8000

Fax: 9800 3096

Web: [www.knox.vic.gov.au](http://www.knox.vic.gov.au)





# Relevant services (located outside Knox)

## **AMES Volunteer Tutor Program**

Address: Suite5/45-51 Ringwood St  
Suburb: Ringwood 3134  
Phone: 9847 0405  
Fax: 9847 0427  
Email: [claytong@ames.net.au](mailto:claytong@ames.net.au)  
Web: [www.ames.net.au](http://www.ames.net.au)

Volunteering with AMES provides opportunities to work with newly arrived migrants and refugees. The volunteers make a positive contribution to social inclusion in our increasingly diverse community. Volunteers receive training and are gender matched with an adult migrant or refugee who they visit in their own home once per week for one to two hours. Volunteers assist with English and settlement skills.

## **Australian-Filipino Community Services**

Address: 78 Power Road  
Suburb: Doveton 3177  
Phone: 9701 3421  
Fax: 9701 3683  
Email: [info@afcsvictoria.org.au](mailto:info@afcsvictoria.org.au)  
Web: [www.afcsvictoria.org.au](http://www.afcsvictoria.org.au)

Australian-Filipino Community Services provides aged care social support, volunteer coordination, carers' kitchen, chaplaincy services and referrals to counselling services for people of Filipino descent.

# Relevant services (located outside Knox)

## **Australian Multicultural Foundation (AMF)**

Address: Level 1, 185 Faraday Street

Suburb: Carlton

Phone: 9347 6622

Fax: 9347 2218

Email: [info@amf.net.au](mailto:info@amf.net.au)

Web: [www.amf.net.au](http://www.amf.net.au)

The aims and objectives of the foundation are:

- 1) to cultivate in all Australians a strong commitment to Australia as one people drawn from many cultures and by so doing to advance its social and economic wellbeing
- 2) the promotion of an awareness among the people of Australia of the diversity of cultures within Australia and the contribution of people from all cultures to the development of Australia and
- 3) the spread of respect and understanding between all cultural groups through any appropriate means.

## **Blackburn English Language School (BELS)**

Address: 120 Eley Road

Suburb: Burwood East

Phone: 9803 4022

Email: [blackburn.els@edumail.vic.gov.au](mailto:blackburn.els@edumail.vic.gov.au)

Web: [www.blackburnels.vic.edu.au](http://www.blackburnels.vic.edu.au)

BELS is a government primary and secondary coeducational school. Students attend BELS for an intensive program in English language prior to enrolment in a mainstream school. The aims are to teach students the language and learning skills to successfully meet the educational demands of schooling and to prepare them for participation in the wider school community.

## Centre for Culture, Ethnicity and Health (CEH)

Address: 23 Lennox St  
Suburb: Richmond  
Phone: 9418 9929  
Fax: 9421 4662  
Web: [www.ceh.org.au](http://www.ceh.org.au)

CEH is a unique agency that provides specialist information, training and support on cultural diversity and wellbeing. CEH assists health and community service professionals who are committed to providing a high quality of care. It offers practical support and training to help them improve outcomes for culturally diverse clients and communities.

## Centre for Multicultural Youth (CMY)

Address: 304 Drummond St  
Suburb: Carlton  
Phone: 9340 3700  
Fax: 9349 3766  
Web: [www.cmy.net.au](http://www.cmy.net.au)

CMY is a community based organisation that provides a service to and advocates for the needs of young people from migrant and refugee backgrounds.



## Relevant services (located outside Knox) cont...

### **Chinese Community Social Services Centre Inc**

**Address:** Suite 9A & 11,  
Level 1/17 Market Street  
**Suburb:** Box Hill  
**Phone:** 9898 1965  
**Fax:** 9890 1888  
**Email:** adm@ccssci.com.au  
**Web:** www.ccssci.com.au

A non-profit social welfare organisation to provide a wide range of social services for the Chinese community, services include community services, settlement sessions, mental health services, aged care programs, home and community care programs, community aged care package, extended aged care packages and nursing home.

### **Communities Council on Ethnic Issues (Eastern Region) Inc (COOEI)**

**Address:** Whitehorse Resource Centre,  
79 Mahoneys Road  
**Suburb:** Forest Hill  
**Phone:** 0434 080 977  
**Email:** chair.msc@gmail.com  
**Web:** www.ccoei.org.au

The COOEI is a volunteer based organization that advocates for migrants and refugees. The office is not staffed.



## Community Housing Ltd Group of Companies (CHL)

Address: 26-28 Prospect Street  
Suburb: Box Hill  
Phone: 9856 0050, 1300 245 468  
Fax: 9856 0051  
Email: [info@chl.org.au](mailto:info@chl.org.au)  
Web: [www.chl.org.au](http://www.chl.org.au)

Community Housing Ltd services ultimately provide long-term secure rental tenancies for people who pay less than 75% of the market rate. As an alternative to private rental, its services ensure that people who have low incomes can find a dependable housing arrangement so their children can attend the local school, the parent or parents can maintain employment or study and the family can generally have enough money to live on.



## Eastern Health

Eastern Health is a large public health service in the Eastern region of Melbourne encompassing a number of hospitals and community health services. For more information, please contact 1300 721 9271 or link to [www.easternhealth.org.au](http://www.easternhealth.org.au)

Relevant services include:

### Community Engagement Team, Child & Youth Mental Health Service

Address: Level 3, 43 Carrington Road

Suburb: Box Hill

Phone: 1300 721 927 (press option 2)

Provides support, advice, and training in relation to mental health services for 0-25 year-olds (and their families) from a culturally and linguistically different background

### Language Services

Address: Box Hill Hospital, Nelsone Rd

Suburb: Box Hill

Phone: 9881 2736

Email: [cynthia.zupan@easternhealth.org.au](mailto:cynthia.zupan@easternhealth.org.au)

Web: [www.easternhealth.org.au](http://www.easternhealth.org.au)

Eastern Health provides its staff with support and training to better meet the needs of clients from culturally and linguistically diverse backgrounds. It also assists with general enquiries about transcultural issues within its organisation.





## **Ethnic Communities' Council of Victoria Inc (ECCV)**

Address: 150 Palmerston Street

Suburb: Carlton

Phone: 9349 4122

Fax: 9349 4967

Email: [eccv@eccv.org.au](mailto:eccv@eccv.org.au)

Web: [www.eccv.org.au](http://www.eccv.org.au)

The Ethnic Communities' Council of Victoria Inc. (ECCV) is the peak body for ethnic and multicultural organisations in Victoria. It is a community based, member driven organisation committed to empowering people from diverse multicultural backgrounds. ECCV advocates and lobbies all levels of government on behalf of multicultural communities in areas like human rights, access and equity, improving services, racism and discrimination, community harmony, employment, education and training, health and community services, disability, child protection law and justice, and arts and culture. ECCV can provide contact details of peak ethnic organisations in Victoria.

## **Federal government departments**

The relevant federal government departments responsible for immigration and settlement are the following:

Department of Immigration and Border Protection: [www.border.gov.au](http://www.border.gov.au)

Department of Social Services: [www.dss.gov.au](http://www.dss.gov.au)

## **In Touch Multicultural Centre Against Family Violence**

Phone: 9413 6500 / 1800 755 988 (free call)

Fax: 9429 0057

Email: [admin@intouch.asn.au](mailto:admin@intouch.asn.au)

Web: [www.intouch.asn.au](http://www.intouch.asn.au)

In Touch gives voice and provides culturally sensitive services, statewide, to meet the needs of women and children from culturally and linguistically diverse backgrounds (CALD) backgrounds affected by domestic violence.

### **Migrant Information Centre – Eastern Melbourne**

Address: Suite 2, Town Hall Hub, 27 Bank Street

Suburb: Box Hill

Phone: 9285 4888

Fax: 9285 4882

Email: [mic@miceastmelb.com.au](mailto:mic@miceastmelb.com.au)

Web: [www.miceastmelb.com.au](http://www.miceastmelb.com.au)

The Migrant Information Centre, Eastern Melbourne (MIC) provides settlement services during the first five years of their settlement for refugees and migrants who arrive on family stream visas from countries where English is not the first language. Other services include family support, counselling for CALD women who have experienced, are experiencing or at risk of experiencing family violence, and relationships counselling for refugee families. Services are designed to assist migrants and refugees living in the eastern suburbs of Melbourne to settle in Australia and promote equity and access to all services provided in the community.

### **Access & Support Program (A&S)**

Address: Suite 2, Town Hall Hub, 27 Bank Street

Suburb: Box Hill

Phone: 9275 6901

Fax: 9285 4882

Email: [wzhang@miceastmelb.com](mailto:wzhang@miceastmelb.com)

Web: [www.miceastmelb.com.au/accessandsupport.htm](http://www.miceastmelb.com.au/accessandsupport.htm)

The Access and Support Program (A&S) provides short term individual support to home and community care (HACC) eligible people who need help to access HACC services and other services due to their diversity.





## Multicultural Arts Victoria (MAV)

Address: Level 1, 208-220 Bank Street, South Melbourne Town hall  
Suburb: South Melbourne  
Phone: 9188 3681  
Fax: 9686 6643  
Email: [office@multiculturalarts.com.au](mailto:office@multiculturalarts.com.au)  
Web: [www.multiculturalarts.com.au](http://www.multiculturalarts.com.au)

Multicultural Arts Victoria (MAV) is Victoria's peak arts organisation promoting cultural diversity in the arts. MAV is not for profit organisation that proudly represents artists and communities from culturally and linguistically diverse backgrounds.

## Refugee and Immigration Legal Centre (RILC)

Address: Level 6, 20 Otter St  
Suburb: Collingwood  
Phone: 9413 0101  
Fax: 9413 0144  
Email: [rilc@rilc.org.au](mailto:rilc@rilc.org.au)  
Web: [www.rilc.org.au](http://www.rilc.org.au)

The Refugee & Immigration Legal Centre Inc. (RILC) is an independent community legal centre specialising in all aspects of refugee and immigration law, policy and practice. RILC assists asylum seekers, refugees, and disadvantaged migrants in the community. RILC's work involves provision of key legal assistance to those who could not otherwise obtain it due to financial and other forms of distinct disadvantage often related to their cultural or linguistically diverse backgrounds or experiences of torture or trauma.



### **The Victorian Foundation for Survivors of Torture (Foundation House)**

Address: 4 Gardiner Street  
Suburb: Brunswick  
Phone: 9388 0022  
Fax: 9277 7871  
Email: [info@foundationhouse.org.au](mailto:info@foundationhouse.org.au)  
Web: [www.foundationhouse.org.au](http://www.foundationhouse.org.au)

Foundation House provides a range of services to people from refugee backgrounds who have survived torture or war related trauma. Foundation House provides direct services to clients in the form of counselling, advocacy, family support, group work, psycho-education, information sessions and complementary therapies. Direct services to clients are coupled with referral, training and education roles aimed at developing and strengthening the resources of various communities and service providers.

### **Translating and Interpreting Service, (TIS National)**

Address: GPO Box 241  
Suburb: Melbourne  
Phone: 131 450  
Web: [www.tisnational.gov.au](http://www.tisnational.gov.au)

The Translating and Interpreting Service (TIS National) is a Federal government service that enables free telephone interpreting services for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.



## **Victorian Equal Opportunity and Human Rights Commission (VEOHRC)**

Address: Level 3, 204 Lygon Street  
Suburb: Carlton  
Phone: 1300 891 848  
Fax: 1300 891 858  
Email: [information@veohrc.vic.gov.au](mailto:information@veohrc.vic.gov.au)  
Web: [www.humanrightscommission.vic.gov.au](http://www.humanrightscommission.vic.gov.au)

The Victorian Equal Opportunity and Human Rights Commission is an independent statutory body with responsibilities under three laws:

- Equal Opportunity Act 2010
- Racial and Religious Tolerance Act 2001
- Charter of Human Rights and Responsibilities Act 2006.

Services provided by the Commission include:

- a free telephone Enquiry Line
- education, training and consultancy services.
- a free, fair and timely dispute resolution service
- information and education about equal opportunity, racial and religious vilification and the Charter of Human Rights and Responsibilities

## **Victorian Immigrant and Refugee Women's Coalition (VIRWC)**

Address: Level 4 Victorian Trades Hall 54 Victoria St  
Suburb: Carlton South  
Phone: 9654 1243  
Fax: 9654 1249  
Email: [virwc@virwc.org.au](mailto:virwc@virwc.org.au)  
Web: [www.virwc.org.au](http://www.virwc.org.au)

Victorian Immigrant & Refugee Women's Coalition (VIRWC) is a peak body representing immigrant refugee women's organisations across Victoria. The coalition provides representation, capacity building support and advice for a range of organisations whose priority is the development and support of refugee women.

## Victoria Legal Aid

Address: 23 Ringwood Street  
Suburb: Ringwood  
Phone: 1300 792 387, 9259 5444  
Web: [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)

Victoria Legal Aid helps people with legal problems and provides free publications and legal education to help build knowledge in the community.

## Victorian Multicultural Commission (VMC)

Address: Level 3, 3 Treasury Place  
Suburb: East Melbourne  
Phone: 9651 0651  
Fax: 9651 0612  
Email: [info@vmc.vic.gov.au](mailto:info@vmc.vic.gov.au)  
Web: [www.multicultural.vic.gov.au](http://www.multicultural.vic.gov.au)

The VMC is the voice of Victoria's culturally and linguistically diverse (CALD) communities and is the main link between them and the government. Operating under the Multicultural Victoria Act 2011 the VMC consists of 12 commissioners: a Chairperson, Deputy Chairperson, a Youth Commissioner, a representative of a community organisation and eight other members.







## Women's Health East (WHE)

Address: 1/125 George Street

Suburb: Doncaster

Phone: 9851 3700

Fax: 9848 3160

Email: [health@whe.org.au](mailto:health@whe.org.au)

Web: [www.whe.org.au](http://www.whe.org.au)

Women's Health East is a regional women's health promotion agency working across the Eastern Metropolitan Region of Melbourne. WHE works with stakeholders to build the capacity of services and programs in the region to ensure they optimally address issues affecting women.



# Acknowledgements

Knox City Council acknowledges all the groups and agencies that contributed information for this Directory. Knox City Council also acknowledges Maroondah City Council for providing initial guidance towards the development of this Directory.

## **Disclaimer**

The content in this booklet is provided for information purposes only. While every effort has been made to ensure its accuracy at the time of publication, Knox City Council does not guarantee its accuracy. Readers should verify all information for themselves before relying on it. Council does not accept any liability for this information or its use.

# Further Information



If you need an interpreter please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone Knox City Council on 03 9298 8000.

## Arabic

إذا أنتم بحاجة إلى مترجم، الرجاء الاتصال بخدمة الترجمة الخطية والشفوية (TIS National) على الرقم **131 450**، والطلب منهم الاتصال بوالأتكم Knox City Council على الرقم 03 9298 8000.

## Cantonese

若你需要口譯員，請致電 **131 450** 聯絡翻譯和口譯服務署 (TIS National)，要求他們致電 03 9298 8000 聯絡 Knox City Council。

## Farsi

مترجم و مترجم تادمخ اب 'افضل، دیراد زاین نامزده مترجم کسی تادمخ هب وچنانچ اب دیه اوخب امنأ زا و متفنگ منامت 131 450 هرامش هب (TIS National) نامزده دنری گب منامت 03 9298 8000 هرامش هب منکان رش یاروش.

## Greek

Αν χρειάζεστε διερμηνέα, παρακαλείστε να τηλεφωνήσετε στην Υπηρεσία Μετάφρασης και Διερμηνείας (Εθνική Υπηρεσία TIS) στο **131 450** και ζητήστε να τηλεφωνήσουν Knox City Council στο 03 9298 8000.

## Italian

Se hai bisogno di un interprete, chiama il Servizio traduttori e interpreti (TIS National) al numero 13 14 50 e chiedi loro di telefonare al Comune di Knox al numero 03 9298 8000.

## Korean

통역사가 필요하시다면, 번역 및 통역 서비스 (TIS National) 131 450 번으로 전화해서 Knox City Council (녹스 시티 카운슬) 03 9298 8000 번으로 연결해달라고 요청하십시오

## Khmer

ប្រសិនបើលោកអ្នកត្រូវការអ្នកបកប្រែភាសា សូមទូរស័ព្ទទៅសេវាបកប្រែភាសាសរសេរ និងនិយាយ (TIS National) លេខ 131 450 រួចស្នើសុំឱ្យគេទូរស័ព្ទទៅសាលាក្រុង Knox លេខ 9298 8000 ។

## Mandarin

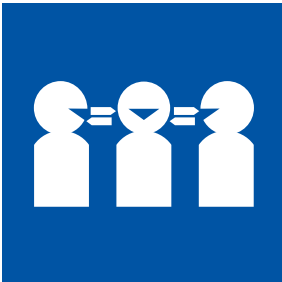
如果你需要口译员，请致电 **131 450** 联系翻译和口译服务署 (TIS National)，要求他们致电 03 9298 8000 联系 Knox City Council。

## Polish

Jeżeli potrzebujesz tłumacza, prosimy zadzwonić do Telefonicznej Służby Tłumaczy (TIS National) pod numer 131 450 i poprosić o połączenie cię z Knox City Council pod numerem 03 9298 8000.

## Vietnamese

Nếu cần thông ngôn viên, xin quý vị gọi cho Dịch Vụ Thông Phiên Dịch (TIS Toàn Quốc) qua số **131 450** và nhờ họ gọi cho Knox City Council qua số 03 9298 8000.



## Contact us:

Telephone: (03) 9298 8000

Fax: (03) 9800 3096

Email: [knoxcc@knox.vic.gov.au](mailto:knoxcc@knox.vic.gov.au)

Web: [www.knox.vic.gov.au](http://www.knox.vic.gov.au)

Facebook: [www.facebook.com/knoxcouncil](http://www.facebook.com/knoxcouncil)

Twitter: @KnoxCC

Post: 511 Burwood Highway,  
Wantirna South, VIC 3152

Interpreter: Phone 131 450  
(please see previous page)

If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service:

- TTY users phone 133 677 then ask for 9298 8000
- Speak and Listen users phone 1300 555 727 then ask for 9298 8000
- Internet relay users connect to the NRS ([www.relayservice.gov.au](http://www.relayservice.gov.au)) and then ask for 9298 8000
- video relay users choose the available NRS video relay contact on Skype and ask for 9298 8000
- SMS relay users phone 0423 677 767 and ask for 9298 8000