

## Information Sessions

The program offers information and cultural awareness forums for social service, health, school and welfare workers. We also provide culturally and linguistically appropriate information sessions to men's and women's groups to develop skills relevant to living in Australia.

## Hours

Settlement workers are available from Monday to Friday 9:30 am to 4:30 pm to assess needs and provide assistance, information or referral on any settlement issues.

## Locations

Footscray  
3 Wingfield Street  
Footscray Vic 3011  
Ph: (03) 9689 3888  
Fax: (03) 9689 4901

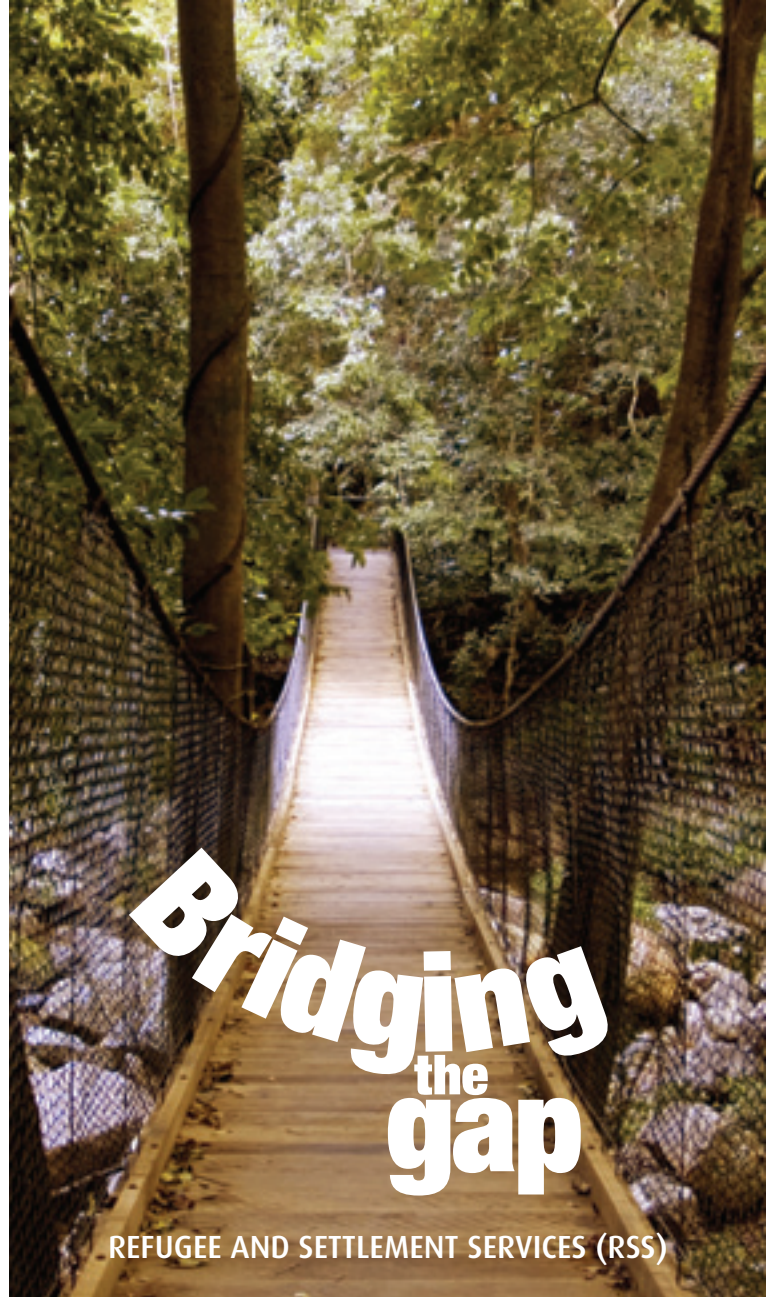
Dandenong CBD  
3/23 Robinson Street  
Dandenong Vic 3175  
Ph: (03) 9708 5000  
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ABN 42 795 179 778

Centacare seeks to serve the community in all its diversity. See our web site at [www.centacaremelbourne.org](http://www.centacaremelbourne.org) to read our Mission Statement and learn more about our wide range of professionally delivered programs/services and locations in metropolitan Melbourne and Geelong.

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# Bridging the gap

Centacare's Refugee and Settlement Program (RASP) provides humanitarian entrants and refugees with a bridge to new beginnings in Australia. Refugees often experience hardship and suffer extreme emotional trauma prior to arrival. Once here, they face the challenges of fitting into unfamiliar surroundings that lack the social networks of their home country. Often, a helping hand to guide them towards government services and community-based organisations can enable them to make a fresh start and help facilitate a smooth transition toward permanent settlement.

## Breaking down Barriers

Centacare's Refugee and Settlement Program offers refugee families and individuals information, referral and skills training necessary to overcome barriers in language, education and vocational skills – and enable successful settlement within the broader community. Centacare's approach is sensitive to the pre-migration experiences of all new entrants and addresses these families' complex needs. Our services are available to everyone regardless of cultural, ethnic or religious background. A coordinated approach to service delivery addresses common barriers to social inclusion and participation.

Almost all new arrival refugees have fled war and persecution. Most are traumatised and have lost their loved ones. Strong supportive social networks, villages and extended families have been lost. This is why it takes time for them to put their lives back together and develop new support networks in Australia.

## Range of Services

We assist refugees, humanitarian entrants and their families with:

- Information
- Referral
- Integration Support
- Capacity building
- Employment
- Interest Free Loans
- Financial literacy Education
- Life skill development
- Homework Support
- Advocacy
- Community Education

By referring to inter-agency and external services, we can assist clients with:

- Material Aid
- Legal Issues
- Housing
- Marriage education
- Parenting
- Family Disputes