



華人社區服務中心

Chinese Community Social Services Centre Inc.

ABN: 95 428 365 701

移民安居服務
Community Settlement Services

Box Hill Office (博士山辦事處)

Suite 19, Box Hill Central,
17 Market Street, Box Hill VIC 3128
Tel 電話: (03) 9898 1965 Fax 傳真: (03) 9890 1888

**Operation day 辦公時間: 星期一、三、四、五
Mon, Wed, Thu & Fri.

Clayton Office (克萊頓辦事處)

Monash Youth and Family Services
Clayton Community Centre, 9-16 Cooke Street, Clayton 3168
Tel 電話: (03) 9541 3130 Fax 傳真: (03) 9541 3133

**Operation day 辦公時間: 星期一 Mon

網址 Website

<http://www.ccsci.org.au/>

* 敬請預約 Appointment is preferred *

Languages / Dialects Spoken (服務語言):

English, Cantonese, Mandarin 英語、廣東話、普通話

Community Settlement Services (CSS) is funded by the Department of Immigration & Citizenship (DIAC).

It is recognised that without assistance in the early settlement period, some migrants may take longer to establish themselves in the new homeland or may even incur additional costs for both themselves and the wider community in later years. Therefore, settlement services are crucial to expedite the settlement process.

Our CSS program provides a wide range of services to assist new settlers in resolving their settlement problems, gaining access to general community services, participating in the social and economical life of Australia, and fully integrating into their new homeland. The CSS team also aims to continuously improve our services in order to meet the changing needs of our community.

Our services include:



Case Work and Drop-In Service

We have workers on duty to handle cases involving complex settlement issues, such as housing problems, family and marital problems to simple enquiries.



Group Work

The CSS team helps people with similar interests and problems to form self-help groups. We have facilitated formation of a number of Chinese groups, and provided these groups with training in management and self-governance before they become incorporated bodies.



Information and Referral

Written information about community services and resources offered by mainstream and Chinese-specific organisations is available for the use of general public. When necessary, referrals will be made so that our clients can gain access to appropriate services.



Community Education Program

Information sessions which cover a wide range of migrant settlement issues are organised on a regular basis to meet the needs of new settlers and the Chinese community. We also visit other community organisations to give talks for their members.



Community Development

We work collaboratively with the mainstream service providers to address the needs of the Chinese community and the gaps in existing services.

Outreach office in Southern region has been established to provide regular information sessions, groups and activities for the Chinese new migrants. Duty worker is available on Mondays to handle enquiries and provide services.

**Location : Monash Youth & Family Services
Clayton Community Centre
9-15 Cooke Street, Clayton 3168**

移民安居服務

「移民安居服務」由聯邦政府移民及公民部撥款資助。

新移民在移居初期，若沒有獲得適當的協助，他們往後數年可能會在社區中面對更多的問題和困難。移民安居服務亦針對新移民的需要而提供配合的服務，使移民家庭能更有效地適應新生活，並協助他們安居樂業。

移民安居服務所提供的服務非常廣泛，目的不單是協助初抵步的移民解決生活上的問題，更希望能幫助他們在有需要時懂得使用各種社區服務、參與澳洲的社會及經濟生活，繼而融入這個澳洲的大家庭。此外，本服務亦希望透過與主流社會服務機構合作使有關的服務更切合華人社區的需要和變遷。本中心的工作人員會不斷力求改善，務求為新移民提供優質的服務。

本服務聘有專業社工及經驗豐富的福利工作人員為華人新移民提供以下服務，包括：

1 個案工作

本中心於辦公時間均有當值工作人員協助求助者解決問題。工作人員負責處理複雜的個案，其中可牽涉到居住問題、家庭問題、婚姻問題、家庭暴力或投訴。

2 小組工作

本中心協助有共同興趣或面對類似問題的人士組織自助小組，如婦女小組、男士小組、家長支援小組等；並協助一些華人團體成立，為他們提供有關社團組織及管理方面的訓練，使這些組織能成為獨立註冊團體。

3 資料提供及轉介服務

中心內備有各類資料供社區人士參考，其中包括主流社會及華人團體所提供的服務及社區資料，亦為有需要人士進行轉介。

4 社區教育工作

本中心按新移民及社區的需要，定期舉辦新移民講座及不同專題的研討會，亦會應邀到其他社區團體為他們的會員提供講座。

5 社區發展工作

本中心經常與主流服務機構及政府部門保持緊密工作關係，以反映華人社區服務的需要，使被忽略的問題及服務需要獲得關注，務求為華人社區爭取更佳的服务。

本中心增設南區外展辦事處，逢星期一有當值工員處理查詢及提供協助，並於該區定期舉辦講座、小組及活動。

外展辦事處地點：

**Monash Youth & Family Services,
Clayton Community Centre
9-15 Cooke Street, Clayton 3168。**

