



Welcome to Port Phillip

New Residents Directory





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Acknowledgement of Country

Council respectfully acknowledges the Traditional Owners of this land. We pay our respect to their Elders, past and present. We acknowledge and uphold their continuing relationship to this land.

About this guide

The City of Port Phillip recognises and celebrates diversity and we are committed to inclusion and equity.

Port Phillip has a proud history of inclusion and everyone is welcome here. Multiculturalism is an integral part of our City's history and success, with Station Pier the first landfall in Australia for many new arrivals. One third of Port Phillip's residents were born overseas and this cultural diversity is one of our greatest strengths.

Our City is a place for all members of our community, where people feel supported and comfortable being themselves and expressing their identities. People of all ages, abilities, ethnicities, genders, sexual orientations, languages, cultures and religious beliefs are welcome.

The City of Port Phillip New Residents Directory was created for new migrants and people from culturally and linguistically diverse backgrounds who live, work and study in the Port Phillip area. We spoke to several current residents who arrived in Port Phillip as migrants, refugees and asylum seekers and asked them what information they wished they had known when they arrived in Port Phillip and during their first year. This directory includes what they told us.

The directory is also available in Hindi, Spanish, Portuguese, Arabic and Mandarin (simplified) on the [City of Port Phillip Multicultural Community page](#)¹.

What is local government?

The City of Port Phillip is a local government area that represents residents from Port Melbourne through to Elwood in Melbourne. You can find a [map of the area on the Victorian Electoral Commission website](#)².

Local government is the third level of government in Australia and delivers services and programs to the community that it represents. For more information about local government, visit [Why Councils exists](#)³.

¹ www.portphillip.vic.gov.au/people-and-community/multicultural-community

² www.vec.vic.gov.au/electoral-boundaries/local-councils/port-phillip-city-council

³ www.viccouncils.asn.au/what-councils-do/why-councils-exist



Your Mayor and councillors

Each local government area is governed by a Council, made up of elected members (democratically elected councillors) and administrative staff (Council employees).

The City of Port Phillip is divided into three municipal wards, with three elected councillors representing each ward.

Councillors are elected for four-year terms. Meet [your nine elected Councillors](#)⁴, including the City of Port Phillip Mayor and Deputy Mayor.

Voting at council elections

Council elections are held every four years.

You don't have to be an Australian citizen to vote in the council elections.

If you aren't on the Victorian State Roll, you can still enrol to vote in the council elections if you own a rateable property in Port Phillip.

The next Council election will be in 2024.

Find out more information on the [Victorian Electoral Commission website](#)⁵.

What services does Council deliver?

Council delivers more than 100 programs and services to our residents, businesses and visitors, from Port Melbourne to Elwood.

Our services reach everyone in the municipality.

Some of the services we provide are:

- collecting household rubbish and recycling
- running libraries
- maintaining our beautiful beaches and parks
- childcare, immunisations and maternal child health services
- planting trees
- helping keep your pets safe.

For more information about the services that Council provides, view [Council services](#).⁶

How can I contact Council?

- Phone: 03 9209 6777

⁴ www.portphillip.vic.gov.au/about-the-council/who-we-are/your-councillors

⁵ www.vec.vic.gov.au/enrolment/enrolling-for-local-council-elections

⁶ www.portphillip.vic.gov.au/council-services



- In-person: visit our [customer service counters](https://www.portphillip.vic.gov.au/contact-us/customer-service-counters)⁷ at St Kilda Town Hall and Port Melbourne Town Hall.
- Online Services: [portphillip.vic.gov.au/online-services](https://www.portphillip.vic.gov.au/online-services)⁸

Interpreter services

Nearly a quarter of residents in the City of Port Phillip speak languages other than English at home. Council offers a free multilingual telephone interpreting service for Council enquiries. Please phone our language-specific service:

廣東話 (Cantonese): 03 9679 9810

普通話 (Mandarin): 03 9679 9858

Ελληνικά (Greek): 03 9679 9811

Polski (Polish): 03 9679 9812

Русский (Russian): 03 9679 9813

Other languages: 03 9679 9814

The interpreter will put a caller in touch with our call centre, so we can respond to your enquiries.

Staff at our customer service counters at St Kilda and Port Melbourne town halls can also access an interpreter for in-person enquiries.

Translation services

You can write to Council in your native language and we will translate the document.

How can I keep updated about Council news?

Follow us on social media

Follow us on social media:

- Follow [City of Port Phillip on Facebook](https://www.facebook.com/cityofportphillip)⁹
- Follow [City of Port Phillip on Instagram](https://www.instagram.com/cityofportphillip)¹⁰
- Follow [City of Port Phillip on LinkedIn](https://www.linkedin.com/company/city-of-port-phillip/mycompany)¹¹
- Follow [City of Port Phillip on YouTube](https://www.youtube.com/channel/UCj52NnpJTwkf-VL6U_37vAw)¹²

⁷ www.portphillip.vic.gov.au/contact-us/customer-service-counters

⁸ www.portphillip.vic.gov.au/online-services

⁹ www.facebook.com/cityofportphillip

¹⁰ www.instagram.com/cityofportphillip

¹¹ www.linkedin.com/company/city-of-port-phillip/mycompany

¹² www.youtube.com/channel/UCj52NnpJTwkf-VL6U_37vAw



Sign up to our newsletters

Community news

Get the best bits of your City delivered straight to your inbox each month.

[Sign up for the community newsletter Divercity¹³](#)

[Sign up for Community Sector News¹⁴](#)

[What's On St Kilda and Surrounds events calendar¹⁵](#)

Families with children

If you are a parent or guardian, sign up to the [Port Phillip Family Youth and Children newsletter¹⁶](#) to your email address.

The newsletter contains parenting support, tips for self-care, educational resources and play ideas for children. You can also find out about family friendly events, programs and services, and discover ways to connect with the community.

Sustainability news

Find out the latest news about sustainability and your local environment including environments, workshops and news. Sign up to the [Sustainability e-newsletter¹⁷](#)

Local business owners

If you're running a business in Port Phillip, you can [sign up for our business newsletter¹⁸](#) to find out the latest news and opportunities.

Council information for new residents

Visit [New residents - The City of Port Phillip¹⁹](#) for a list of information and further resources about living in Port Phillip.

Your local library

We have five library branches, located in:

- Albert Park
- Middle Park
- Port Melbourne
- South Melbourne

¹³ www.portphillip.vic.gov.au/divercity

¹⁴ www.portphillip.vic.gov.au/people-and-community/community-sector-resources

¹⁵ www.portphillip.vic.gov.au/explore-the-city/what-s-on

¹⁶ www.portphillip.vic.gov.au/council-services/family-youth-and-children

¹⁷ www.portphillip.vic.gov.au/people-and-community/sustainability-action

¹⁸ www.portphillip.vic.gov.au/business

¹⁹ www.portphillip.vic.gov.au/council-services/new-residents



- St Kilda

You can become a member of the library so you can borrow books and access many online resources.

Visit the [Port Phillip Library Service website²⁰](#) to find out how to become a member and keep up with the latest news.

All the libraries provide free computer, internet and Wi-Fi access. You can also do printing and photocopying.

Each library offers a range of services and events such as story-time for families with young children, events for adults, activities for kids of all ages and an extensive collection of books, magazines and digital resources in languages other than English for adults and children. For the latest updates, visit

 library.portphillip.vic.gov.au

 library@portphillip.vic.gov.au

 [Port Phillip Library Service on Facebook](#)


 [Port Phillip Library Service on Instagram](#)

Where can I learn English?

Courses in Port Phillip

There are two community centres in Port Phillip that run English courses for anyone wanting to learn English as an Additional Language.

Elwood + St Kilda Neighbourhood Learning Centre

 03 9531 1954

 www.esnlc.com.au

 education@esnlc.com.au

Southport Community Centre – Port Melbourne

 03 9645 1476

 southportcc.org.au

 admin@southportcc.org.au

Courses nearby

Adult English Migrant Program (AMEP)

The Melbourne Polytechnic in Prahran and Glen Eira Adult Learning Centre in Ormond offer the Adult English Migrant Program (AMEP).

This Program provides up to 510 hours of free English language tuition. Eligible participants can learn foundation English and settlement skills to help foster confidence in participating in Australian society.

²⁰ library.portphillip.vic.gov.au



To find out if you are eligible for this program, please contact the venues directly to discuss your options.

Melbourne Polytechnic – Prahran Campus

☎ 03 9269 1200 (general enquiries) ✉ info@melbournepolytechnic.edu.au

💻 www.melbournepolytechnic.edu.au/study/english-as-an-additional-language

Glen Eira Adult Learning Centre – Ormond

☎ (03) 9578 8996 💻 www.gealc.org.au ✉ info@gealc.org.au

Settlement Language Pathways to Employment and Training (SLPET)

Melbourne Polytechnic offers this program which provides up to 200 additional hours of English language tuition that focuses on English language skills for employment

💻 www.melbourneamep.com.au/media/1119/amep-employer-promotion.pdf

I'm looking for a job, what do I need to do?

Getting a Tax File Number

A tax file number (TFN) is your personal reference number in the Australian tax and superannuation systems.

It is free to apply for a TFN.

You don't have to have a TFN, but without one you pay more tax. You also won't be able to apply for government benefits, lodge your tax return electronically or get an Australian business number (ABN). Find out more on the [Australian Tax Office website](https://www.ato.gov.au/Individuals/Tax-file-number/)²¹.

Overseas qualifications recognition

The Victorian Overseas Qualification Unit offers free and confidential assessment services to [have your qualifications recognised in Australia](https://liveinmelbourne.vic.gov.au/work/overseas-qualification-unit)²² and help secure work. This service is free for those permanently living in Victoria.

²¹ www.ato.gov.au/Individuals/Tax-file-number/

²² liveinmelbourne.vic.gov.au/work/overseas-qualification-unit



Overseas-qualified Professionals Program

The [Overseas-qualified Professionals Program](#)²³ is also offered at Melbourne Polytechnic and it is a unique employment-focussed program which introduces overseas-qualified professionals to the Australian labour market.

☎ (03) 9269 8400

💻 www.melbournepolytechnic.edu.au/about-us/departments/bridging-and-preparatory-studies/overseas-qualified-professionals-program-oqp-victoria

Food delivery and ride share jobs

There are a number of support services you can access when working as a food delivery or ride share driver.

Training to be a food delivery driver

If you're an international student, Swinburne University, in partnership with Study Melbourne, worked with a number of industry advisers, to develop a training program to help you better understand what it's like to be a food delivery driver in Victoria.

You can listen to the podcasts on the Study Melbourne website and access the training program by contacting your education provider.

💻 <http://www.studymelbourne.vic.gov.au/employment-and-work/becoming-a-food-delivery-driver>

Transport Workers Union Victoria / Tasmania

Anyone who works in Australia can join a union. A union is an organisation of workers or employees who have come together to achieve common goals, for example higher pay and better working conditions.

It is optional to join a union and there is a membership fee involved. Which union you should join depends on what sort of work you do and where your workplace is located. The Transport Workers Union Victoria / Tasmania represents members who work in the private transport industry, including food delivery and ride share workers.

☎ 1300 727 614 💻 twu.asn.au

How can I find training and skills development opportunities?

Many local organisations offer a range of services and courses to assist you to find a job and develop your skills.

²³<https://liveinmelbourne.vic.gov.au/work/overseas-qualification-unit>



Space 2b Social Design

Space 2b provides small business mentoring for women from refugee, migrant and asylum-seeking backgrounds

✉ shop.space2b.com.au/contact (contact through website)

💻 space2b.com.au

Given the Chance – Brotherhood of St Laurence

The Brotherhood of St Laurence's Given the Chance program helps anyone facing disadvantage looking for work, including people experiencing long-term unemployment, people seeking asylum, refugees, people with disability and people from culturally and linguistically diverse backgrounds.

The program assists job seekers to gain employment and training in a wide range of fields.

💻 giventhechance.bsl.org.au/i-am-looking-for-work ✉ GTCrecruitment@bsl.org.au

Port Phillip Community Group (PPCG)

PPCG provides skills development, pathways to education and employment, social community events and more.

☎ 03 8598 6600 💻 www.ppcg.org.au ✉ <mailto:info@ppcg.org.au>

How do I start a business?

The [Business Victoria website](#)²⁴ has great resources if you are looking to start or buy a business.

To improve your skills to start, run and grow your business you can also see what [Small Business Victoria workshops and events](#)²⁵ are coming up and find out about the [Small Business Mentoring Service](#)²⁶.

Getting an Australian Business Number (ABN)

If you're starting a business, you'll need to apply for an Australian Business Number with the [Australian Business Register](#)²⁷.

Depending on your business structure, you may need to apply for an Australian Company Number with ASIC. If you plan to trade under a name other than your own, you must register a business name with the Australian Securities and Investments Commission ([ASIC](#)).²⁸

²⁴ <https://business.vic.gov.au/>

²⁵ <https://business.vic.gov.au/workshops-and-mentoring>

²⁶ www.sbms.org.au

²⁷ www.abr.gov.au

²⁸ asic.gov.au/for-business/registering-a-business-name



You can also [register as an employer with the Australian Taxation Office](#)²⁹.

Understand your business rights and responsibilities under the Australian Consumer Law at [Australian Competition and Consumer Commission \(ACCC\)](#)³⁰.

Stepping Stones to Small Business

Stepping Stones to Small Business is a program tailored for women from refugee, migrant and asylum seeking backgrounds. It provides opportunities for women to achieve financial wellbeing through starting a small business, finding employment, training pathways, mentoring and support.

☎ 0491 152 906 ✉ steppingstones@bsl.org.au

www.bsl.org.au/services/consulting-and-training/stepping-stones

Who do I call in an emergency?

In an emergency, please call Triple Zero (000) and ask for the service that you need:

- ambulance
- police
- fire

If you require non-emergency police assistance, don't call Triple Zero but instead call the police on 131 444.

Emergency food relief

The [City of Port Phillip Emergency Food Directory](#)³¹ is a resource for businesses and individuals seeking emergency food relief. This directory is for people who are having difficulty accessing food and grocery supplies, including vulnerable members of the community who are directly impacted by COVID-19.

Where do I find information about becoming an Australian citizen?





The Australian Department of Home Affairs is responsible for immigration visas and citizenship including applying to become an Australian citizen and citizenship ceremonies.

²⁹ www.ato.gov.au/Business/Registration

³⁰ www.accc.gov.au

³¹ City of Port Phillip Emergency Food Directory (in the Food Services section):
<http://www.portphillip.vic.gov.au/people-and-community/coronavirus-covid-19/if-you-need-help>



Department of Home Affairs  www.homeaffairs.gov.au  Immigration 131 881
 Citizenship 131 880  Translating and Interpreting Service (TIS National) 131 450

How can I connect with my community?

There are so many ways to meet and enjoy spending time with your community.

Here we have compiled a list of some local organisations and initiatives to get you started but there are many more you may discover over time.

City of Port Phillip Multicultural Advisory Committee (MAC)

The Multicultural Advisory Committee was established by Council for multicultural communities, refugees and asylum seekers in the City of Port Phillip to provide advice and feedback to Council on issues that affect them. The Committee is also a place where ideas for new initiatives and programs can be shared to celebrate our multicultural City.

The Committee welcomes feedback from the community and anyone with concerns or suggestions or enquiries about joining the committee can contact Council and ask for the Diversity Officer.

 03 9209 6777  diversity@portphillip.vic.gov.au

Community Support

Space2b Social Design

Space2b Social Design is an art and design social enterprise in St Kilda including a shop, gallery, café design studio and small business hub.

Space2b was established to support people seeking asylum, refugees and newly arrived migrants to become financially independent. This is achieved through creative enterprise, workplace training and business mentoring.

Space2b holds regular community events to celebrate our multicultural community including the Laneway Festival and Diwali Festival. Check their website below for details.

Space2b is free to visit, located at 144 Chapel Street St Kilda opposite St Kilda Primary School.

 shop.space2b.com.au/contact/ (contact through website)

 space2b.com.au

Port Phillip EcoCentre

The Port Phillip EcoCentre regularly host events for multicultural communities. These events introduce you to Port Phillip's natural environment, plants and animals. The EcoCentre encourages residents and visitors to take action to care for Port Phillip Bay as an extension of your backyard.

 03 9534 0670  ecocentre.com  info@ecocentre.com



Veg Out Community Gardens St Kilda

Veg Out is a community garden run by volunteers in St Kilda. They are passionate about community, conservation and organic gardening principles.

 vegout.org.au  hello@vegout.org.au  www.facebook.com/VegOutStKilda

South Port Community Centre

South Port offers a range of activities for residents, from life skills to adult education classes.

 southportcc.org.au  admin@southportcc.org.au

Elwood + St Kilda Neighbourhood Learning Centre (ESNLC)

ESNLC offers activities for kids and adults ranging from education and music to health and wellbeing.

 03 9531 1954  www.esnlc.com.au  education@esnlc.com.au

LGBTIQA+ community

In Port Phillip, we pride ourselves on being welcoming and sensitive to the needs of our lesbian, gay, bisexual, trans and gender diverse, intersex, queer and asexual communities (LGBTIQA+) community. There are a range of services and advice available.

Australian GLBTIQ Multicultural Council (AGMC)

AGMC is the national peak body for lesbian, gay, bisexual, trans, intersex, queer individuals and community groups of multicultural and multifaith backgrounds. AGMC's mission is to advocate for the rights of multicultural and multifaith LGBTIQ+ communities through advocacy, research, education, and community events.

Join up or become a volunteer by contacting AGMC.

 contact@agmc.org.au  www.agmc.org.au

Victorian Pride Centre

The Victorian Pride Centre is a space that honours and celebrates Australia's LGBTIQ+ community, offering supportive services along with being a safe place for LGBTIQ+ groups and organisations to meet

 contact@pridecentre.org.au  pridecentre.org.au

WIRE (Women's Information and Referral Exchange)

WIRE is a free support referral information for all Victorian women, nonbinary and gender diverse people. WIRE is the only Victoria-wide free generalist information, support and referral service run by women and non-binary people for women, non-binary and gender-diverse people.

 1300 134 30  www.wire.org.au



Religious and spiritual communities

The City of Port Phillip contains many places of worship for many faith and spiritual groups. This is a brief list of some options.

Anglican Church

Christ Church, 14 Acland Street St Kilda.

 www.facebook.com/ChristChurchStKilda

Baptist Church

St Kilda Baptist Church, 9 Pakington Street St Kilda.

 03 9525 4620  www.stkildabaptist.org.au

 www.facebook.com/stkildabapts

Catholic Church

St Columba Church, Corner of Glenhuntly & Normandy Roads Elwood


Sacred Heart Church, 83 Grey Street St Kilda West

 03 9531 6120  www.shscparish.org.au

The Carmelite Parish

St Joseph's Church, Corner of Rouse and Stoke Streets Port Melbourne

Our Lady of Mount Carmel Church, Corner of Richardson and Wright Streets Middle Park

 03 9681 9600  sj-mc.org.au

Greek Orthodox Church

St Eustathios Church, 221 Dorcas Street South Melbourne

 03 9245 9008  www.greekorthodox.org.au

Greek Orthodox Community of Melbourne and Victoria

Recognised as the peak Greek organisation in Melbourne, the community offers information, education and membership.

 03 9662 2722  www.greekcommunity.com.au/gocmv_public

Hare Krishna

Bhakti Yoga Movement, 197 Danks Street Albert Park

 03 9699 5122  www.harekrishnamelbourne.com.au

Islam

Local Friday prayers are offered at Betty Day Centre and Alma Road Community Centre

St Kilda Islamic Society (Alma Road)

 0402 796 555  <https://www.facebook.com/skisaus>



For details of the Friday prayer group based at Betty Day Centre, contact Council and ask for the Diversity Officer.

☎ 03 9209 6777

Islamic Council of Victoria (ICV)

The ICV is the peak Muslim body representing an estimated 200,000 Victoria Muslims and over 60 member societies

💻 www.icv.org.au ✉ admin@icv.org.au

Australia Western Thrace Turkish Association

The Thrace Turkish Association offers weekend Turkish school, a café, prayer room and a function/reception hall. Cultural and social activities are listed on the website.

☎ 03 9510 4889 💻 batitrakya.com.au/index.php/en.html

Jewish Community Council of Victoria (JCCV)

JCCV represents the Victorian Jewish community and has information about all synagogues in Melbourne.

☎ 03 9272 5566 💻 www.jccv.org.au/index.html

Uniting Church

St Kilda Uniting Church, 163 Chapel Street St Kilda

☎ 0412 334 334 💻 stkildaunitingchurch.org.au

Where can I find support services and legal advice?

Cultural organisations providing settlement support

There are a number of organisations that help recently arrived refugees, migrants and asylum seekers settle into their new life.

MiCare – Southern Melbourne metropolitan region

MiCare supports people from culturally and linguistically diverse organisation

☎ 1800 642 273 💻 www.micare.com.au

✉ www.micare.com.au/contact-us (contact through website)

ABRISA Brazilian Association

ABRISA encourages and supports members of the Brazilian community and Portuguese language into Australian society

💻 abrisa.org.au/wp/about-abrisa ✉ contactus@abrisa.org.au



Jewish Care

Jewish Care is a large health and social care organisation that works closely with the Jewish community.

☎ 03 8517 5999 💻 www.jewishcare.org.au

Family violence support

RESPECT

If you or someone you know is experiencing family or domestic violence, visit [Services Australia](#)³² [for a list of contacts](#) or phone 1800RESPECT (1800 737 732). If you are in immediate danger call Triple Zero (000).

Safe Steps: Family Violence Response Centre

24/7 family violence response line. Safe Steps Family Violence Response Centre is Victoria's state-wide first response service for women, young people and children experiencing family violence.

☎ 1800 015 188 (available 24 hours a day, seven days a week)

💻 www.safesteps.org.au

Good Shepherd

St Kilda, support women and girls experiencing abuse and disadvantage. Good Shepherd provides services and support in the areas of family and domestic violence, financial insecurity and youth experiencing disadvantage

💻 goodshep.org.au

International student support

Study Melbourne Student Centre (SMSC)

SMSC is a free and confidential support and welfare service for international students studying in Victoria. Study Melbourne is a central point where international students across Victoria can access general information along with help with accommodation, health, employment and legal problems and access services in the community. SMSC offer help in languages other than English and can provide interpreting services for free.

💻 www.studymelbourne.vic.gov.au/help-and-support/study-melbourne-student-centre

✉ info@studymelbourne.vic.gov.au

Prahran Uniting

Prahran Uniting provides social support services and emergency relief along with other services for international students who are struggling with finances and feeling isolated.

☎ 03 9692 9500 💻 www.unitingvictas.org.au/locations

³² www.servicesaustralia.gov.au/individuals/subjects/family-and-domestic-violence



Free legal services

The West Justice Employment and Equality Law Program provides free and confidential legal help to clients with a problem at work. Their services are available to all international students in Victoria.

☎ 03 9749 7720 💻 www.westjustice.org.au

Mental health and wellbeing support

There are many support services available. Check the mental health and wellbeing section on the [If you need help page](#)³³ for a full list of services you can contact.

Star Health

Star Health provides counselling services with a team of dedicated and highly trained counsellors who can offer a safe and supportive space to explore your concerns, options, and identify strategies and resources to assist you. Available at Prahran, South Melbourne, St Kilda, and Bentleigh clinics.

☎ 03 9525 1300 💻 <https://www.starhealth.org.au/>

Legal services

Southside Justice

The Service provides free legal assistance to residents in the cities of Port Phillip, Stonnington and Bayside ☎ (03) 7037 3200 (for appointments only)

💻 <https://southsidejustice.org.au/>

South Port Community Legal Services Inc.

Southport Community Legal Service is staffed by part time solicitors and volunteer solicitors, law graduates and law students. Free legal advice is provided in a friendly and informal atmosphere about legal issues including: Family law (excluding property), Civil law, Traffic offences, Tenancy, Employment and Victims of crime

💻 www.southportcls.com.au (book an appointment on website)

Victoria Legal Aid

Victoria Legal Aid provides services at many courts, tribunals, and other locations throughout Victoria. Confidential phone and online legal counselling support services are available.

The nearest office to Port Phillip is located at 570 Bourke Street, Melbourne.

☎ 1300 792 387 💻 www.legalaid.vic.gov.au

³³ www.portphillip.vic.gov.au/people-and-community/coronavirus-covid-19/if-you-need-help



What support is available to people with disability?

We are committed to equal participation and inclusion of people with disability in our community.

To find out about support for people with disability, please visit [Accessibility and Disability Inclusion](#)³⁴ on our website.

National Disability Insurance Scheme (NDIS)

The Brotherhood of St Laurence is the designated [local NDIS coordinator](#) for the Port Phillip area, and provides assistance and advice in finding out more about the NDIS and eligibility.

☎ 1300 275 634 💻 ndis.bsl.org.au

Carer Information

A carer is someone who provides care to another person who has a disability, mental illness, is older or has an ongoing medical condition (including terminal or chronic illness or dementia).

If you require carer support or services, please visit the [Carer Information Hub](#)³⁵ or call Council's ASSIST on the below number and ask for Access and Inclusion Planner ☎ 03 9209 6777

How do I find a doctor and medical services?

Hospital

The nearest hospital to Port Phillip is:

The Alfred Hospital - 55 Commercial Road, Melbourne

☎ 03 9076 2000 💻 <http://www.alfredhealth.org.au/the-alfred>

Star Health

Star Health is a community health service with clinics in Prahran, South Melbourne, St Kilda and Bentleigh. As well as general medical partitioners, the clinics also offer a range of support services including counselling, mental health, women's health, family violence support, alcohol and other drug services.

💻 www.starhealth.org.au ☎ 03 9525 1300

³⁴ www.portphillip.vic.gov.au/people-and-community/accessibility-and-disability-inclusion

³⁵ www.portphillip.vic.gov.au/people-and-community/carers-information-hub



Medicare

Medicare is the Australian Government agency responsible for the delivery of advice and accessible social, health and child support services and payments. Together with Centrelink and Child Support payments, Services Australia can be accessed through your MyGov account

 www.servicesaustralia.gov.au

How can I find out more about renting?

Renters and rental providers both have rights and responsibilities under a rental agreement.

Consumer Affairs Victoria has several resources on their website for renters including:

- [Rental agreements resources and guides](#)³⁶
- [Rent, bonds, bills and condition reports](#)³⁷
- [Legal and dispute support](#)³⁸

Tenants Victoria

Tenants Victoria informs and educates tenants about their rights and provides advice and support to help improve conditions for tenants.

Tenants Victoria can advise both private and social housing tenants. The website can be translated into many languages.

You can call between 10 am and 2 pm Monday to Friday. Calls are answered by lawyers, advocates and intake workers with specialist knowledge of Victorian rental laws. You may experience a wait time when calling.


Tenants Victoria also has a useful section on their website about [common problems for renters](#)³⁹.

 03 9416 2577  tenantsvic.org.au

How do I get my driver's licence?

VicRoads is the Victorian Government agency that manages driver's licensing and vehicle registration.

The VicRoads website lists the [road rules for both drivers and cyclists](#)⁴⁰.

VicRoads has developed a series of videos, handbooks and fact sheets in a variety of languages to help you use our roads safely.  www.vicroads.vic.gov.au/contact-us

³⁶ [Resource and guides overview - Consumer Affairs Victoria](#)

³⁷ [Rent, bond, bills and condition reports - Consumer Affairs Victoria](#)

³⁸ [Legal and dispute support - Consumer Affairs Victoria](#)

³⁹ <https://tenantsvic.org.au/advice/common-problems/>

⁴⁰ www.vicroads.vic.gov.au/safety-and-road-rules



City of Port Phillip

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普通話 9679 9858 Русский 9679 9813

Polska 9679 9812 Other 9679 9814

National
Relay
Service

If you are deaf or have a hearing or speech impairment, you can phone us through the National Relay Service (NRS):

- TTY users, dial **133677**, then ask for **03 9209 6777**
- Voice Relay users, phone **1300 555 727**, then ask for **03 9209 6777**

 www.relayservice.gov.au