

One-on-One Casework Support

MIC provides personalised **one-on-one** casework support through our Settlement Engagement and Transition Support (SETS) program to assist individuals and families during their settlement journey.

Our case workers provide **support, advice, advocacy and referrals** based on your needs, including help with education, housing, employment and connecting with your community.

Your Right to Privacy

When you use MIC services, **we will ask for your consent** to keep your personal information. Your information is kept private and secure.

We will always ask for your consent before sharing information with another service, or with your family or friends. The full MIC Privacy Policy is available on our website.

Migrant Information Centre
Eastern Melbourne



Contact Us

-  (03) 7049 1600
-  mic@miceastmelb.com.au
-  miceastmelb.com.au
-  Suite 2 Town Hall Hub
27 Bank Street, Box Hill VIC 3128
-  Monday to Friday
9:00am - 5:00pm

 Interpreter available



Settlement Support Services

Our services are free and confidential



This program is funded by the Australian Government Department of Home Affairs through the Settlement, Engagement and Transition Support (SETS) Program.

Migrant Information Centre supports culturally and linguistically diverse people and their families, older people, people with disabilities and their carers, community groups, and service providers in the Eastern Region of Melbourne to enhance their settlement and access to services and strengthen their participation within the community.



MIC acknowledges the traditional owners and custodians of the land in which we work, the Wurundjeri people of the Kulin Nation. We pay our respects to the Elders present, past and emerging. MIC values and includes people of all backgrounds, genders, sexualities, cultures, bodies and abilities.

ABN: 27 084 251 669



What are Settlement Support Services at MIC?

We help **migrants** and **refugees** settle confidently in Melbourne's east.

Our team works with **individuals, families** and **community groups** to understand their needs and connect them with the right information, services and support.

With the help of bicultural workers and friendly programs, we work alongside you to build independence, learn new skills and feel more confident navigating life in Australia.



Eligibility



1. VISA

You can access this service if you are a **migrant** or **refugee** who:



Holds a Family Stream Migrant Visa

or



Holds a Permanent Humanitarian/Refugee Visa



2. CITIZENSHIP



You are not an Australian Citizen

3. LOCATION

You live in Melbourne's **eastern metropolitan** region, including:

 **Boroondara**


 **Monash**

 **Whitehorse**

 **Maroondah**

 **Manningham**

 **Knox**

 **Yarra Ranges**

Programs and Activities




MIC offers a range of programs and activities to **support** you and your family, including:

- **Driving** education and road safety
- **Health** and wellbeing programs
- **Playgroups** for families
- **Financial** literacy
- **Employment** support
- **Digital literacy** programs
- **Housing** information and support
- **Volunteer** support and connection



Youth Settlement Support

Case Workers support young people from migrant and refugee backgrounds to settle successfully in Australia. They work alongside young people to:

-  **Understand Australian systems**
-  **Build confidence and independence**
-  **Connect with local communities**

