

## How to refer clients

Children and families are generally identified and referred to the ISC by the Humanitarian Entrant Health Service and Education staff at Koondoola and Thornlie Primary Schools

- External referrals are welcome – to refer a client, please contact a Centre.
- Families can also self-refer by visiting or telephoning a Centre and making an appointment.
- We can provide Professional Interpreters at no cost to the client.



## Koondoola Integrated Services Centre

Koondoola Primary School

50 Burbridge Avenue

KOONDOOLA 6064

Phone **9342 0120**

Monday to Friday

8am to 4pm

## Thornlie Integrated Services Centre

Thornlie Primary School

86 Thornlie Ave

THORNIE 6108

Phone **9459 3865**

Monday to Friday

8:30am to 4:30pm



EDMUND RICE CENTRE  
MIRRABOOKA  
*Alternative Learning and Community Development*

This document can be made available in alternative formats on request for a person with a disability.

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Government of **Western Australia**  
Department of **Health**  
Department of **Education**



## Integrated Services Centre

Support services for humanitarian entrants at

Koondoola Primary School

Thornlie Primary School

Information for Service Providers

## Who we are

Integrated Services Centres provide culturally appropriate and holistic services to assist refugee families with their complex health, settlement and social/emotional health needs. The Centres use the schools as a hub to deliver services.

The Departments of Education and Health work in partnership with the Edmund Rice Centre to provide best practice outcomes to Cultural and Linguistically Diverse (CaLD) communities.

The Centres are staffed by a Multicultural Community Liaison Worker, a Refugee Health Clinical Nurse Specialist, a Senior Social Worker and an Administrative Assistant.



## What we do

We support clients' physical and social/emotional health, while addressing settlement and transition issues.

## Who can use our services?

The services are available for children who attend the Intensive English Centre (IEC) and their families at Koondoola and Thornlie primary schools. Families must have a Humanitarian Entrant background.

The **Refugee Health Clinical Nurse Specialist** (from Child and Adolescent Health Services) offers outreach in the family home and can assist with issues relating to physical health.

Services include:

- supporting health plans set up by the Humanitarian Entrant Health Service
- linking to immunisation services, GPs and medical specialists
- health education and promotion
- advocacy and liaison with health providers and other community partners.



The **Multicultural Community Liaison Worker** (from the Edmund Rice Centre) offers practical settlement support including:

- social support
- assisted referrals
- advocacy
- community education
- linking into community support networks.

The **Senior Social Worker** (from Child and Adolescent Mental Health Services) provides individual, group and/or family therapy for children who have been identified to be experiencing difficulties with their social and emotional well-being and health.

They work collaboratively with Education staff to ensure that the child gains holistic support to benefit their academic performance, social interaction, mental health and general wellbeing.

Services include:

- mental health and psychosocial assessment (in the home and classroom)
- therapeutic intervention such as counselling, play therapy and strengthening family relationships to develop self-esteem, identity and confidence
- psycho-social education and support
- referral to community services.

