



National Directory  
of  
ASYLUM SEEKER AND REFUGEE SERVICE  
PROVIDERS

Compiled and updated by the ASRC  
Campaign Team December 2012

WITH SPECIAL THANKS TO Julian Burnside and his team.

## REFUGEE AND ASYLUM SEEKER SERVICE PROVIDERS

The following agencies provide material aid (food, housing needs) and services (counselling, advice) to refugees, detainees and asylum seekers on Bridging Visas in the community.

AUSTRALIA wide (all states)		
<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
<p><b>Australian Red Cross Immigration (National Office)</b></p>	<ul style="list-style-type: none"> <li>• Red Cross Immigration Detention program provides family tracing and message services to all people detained in the Australian government's on-shore and off-shore immigration detention facilities and emotional, social and recreational services in the detention facilities</li> <li>• Red Cross currently visits all immigration detention facilities on a regular basis to assess and monitor the general conditions of detention as well as the treatment of people held in the detention network.</li> <li>• Red Cross also delivers the Community Detention support program, the Asylum Seeker Assistance Scheme (ASAS), and Community Assistance Support (CAS) for the Department of Immigration and Citizenship, nationally.</li> </ul>	<p>Australian Red Cross National Office 155 Pelham Street Carlton VIC 3053 Postal: PO Box 196 Carlton Vic 3053 T: (03) 9345 1800 F: (03) 9345 2513</p>
<p><b>Act for Peace</b></p>	<p>Act for Peace works with partners in the National Council of Churches in Australia (NCCA) on healing initiatives which link refugees to church communities to generate support for resettled refugees and destitute asylum seekers. The work includes:</p> <ul style="list-style-type: none"> <li>• community building events such as visits by refugees to regional centres.</li> <li>• provision of travel loans to reunite families.</li> <li>• support for programs providing literacy and other skills</li> <li>• financial assistance</li> </ul>	<p>T: 1800 025 101 E: <a href="mailto:actforpeace@ncca.org.au">actforpeace@ncca.org.au</a> W: <a href="http://www.actforpeace.org.au/What_We_Do/Where_We_Work/Pacific/Australia/Australia_Home.aspx">http://www.actforpeace.org.au/What_We_Do/Where_We_Work/Pacific/Australia/Australia_Home.aspx</a></p>

## ACT

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
<b>Companion House</b>	Provide a range of services to survivors of torture and trauma: <ul style="list-style-type: none"> <li>• Counselling</li> <li>• Medical</li> <li>• Complementary Therapy</li> <li>• Community Development</li> <li>• Training</li> <li>• Legal advice, application assistance, and referrals under the IAAAS in the ACT region.</li> </ul>	41 Templeton Street, Cook ACT, 2614 T: (02) 6251 4550 E: <a href="mailto:info@companionhouse.org.au">info@companionhouse.org.au</a> W: <a href="http://www.companionhouse.org.au">www.companionhouse.org.au</a> Hours: 9–5 Mon to Fri
<b>Multicultural Youth Services ACT (MYS)</b>	MYS provides a range of services for migrant and refugee young people in the ACT and region: <ul style="list-style-type: none"> <li>• Accommodation</li> <li>• Employment – Job Club</li> <li>• Education, training, apprenticeship</li> <li>• Welfare &amp; emotional support</li> <li>• Youth &amp; family support</li> <li>• English language &amp; homework support</li> <li>• Multicultural playgroups</li> <li>• Sports &amp; recreation</li> <li>• Fun holiday programs</li> </ul>	Level 2, Theo Notaras Multicultural Centre 180 London Circuit, ACT 2602  T: (02) 6100 4611 E: <a href="mailto:info@mys.org.au">info@mys.org.au</a> W: <a href="http://www.mys.org.au">www.mys.org.au</a>
<b>Australian Red Cross Asylum Seeker Assistance Scheme (ASAS) – ACT</b>	<ul style="list-style-type: none"> <li>• Financial assistance.</li> <li>• Limited healthcare assistance</li> <li>• Referrals to agencies for settlement issues.</li> <li>• Personal support and advocacy for persons in detention centres.</li> <li>• Support for friends and family including information and referrals.</li> </ul>	Cnr Hindmarsh Drive and Palmer Street, Garran ACT 2605 Postal: PO Box 610, Mawson ACT 2607 T: (02) 6234 7600 F: (02) 6234 7650 E: <a href="mailto:actinfo@redcross.org.au">actinfo@redcross.org.au</a> Hours: 8.30–5 Mon to Fri

**NEW SOUTH WALES**

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
<p><b>Amnesty International Australia – Refugee Casework Team</b></p>	<ul style="list-style-type: none"> <li>• Assist asylum seekers with their cases mainly at the Refugee Review Tribunal, and at times Ministerial Intervention</li> <li>• Prepare reports regarding the situation individual asylum seeker applicants will face if returned to their country which can be submitted in support of their case.</li> <li>• Does not provide legal advice, however can provide referrals to the Refugee Advice and Casework Service (RACS).</li> </ul>	<p>Level 1, 79 Myrtle Street Chippendale NSW 2008</p> <p>T: (02) 8396 7629</p> <p>E: <a href="mailto:refugee.team@amnesty.org.au">refugee.team@amnesty.org.au</a></p> <p>W: <a href="http://nsw.amnesty.org.au/groups/21200">http://nsw.amnesty.org.au/groups/21200</a></p>
<p><b>Asylum Seekers Centre (ASC)</b></p>	<ul style="list-style-type: none"> <li>• Provides a welcoming environment and front-line support for community-based asylum seekers in four areas:</li> <li>• Casework—emergency and short term accommodation assistance; referrals for financial support and material aid; legal advice referrals; advocacy and social work</li> <li>• Health – health care, help with pharmaceutical costs; referrals for dentist, trauma counselling, specialists; advocacy for fee-wavers on emergency hospital procedures</li> <li>• Employment – job seeking assistance, assistance to access vocational courses, placement support.</li> <li>• Recreation and education – English classes, computer access and skills, excursions and social activities, communal lunches.</li> </ul>	<p>38 Nobbs St. Surry Hills NSW 2010</p> <p>T: (02) 9361 5606 F: (02) 9331 6670</p> <p>E: <a href="mailto:admin@asylumseekerscentre.org.au">admin@asylumseekerscentre.org.au</a></p> <p>W: <a href="http://www.asylumseekerscentre.org.au">www.asylumseekerscentre.org.au</a></p> <p>Opening Hours: 9–4 Mon to Thurs for clients; offices attended Fridays but not for clients.</p>
<p><b>Australian Human Rights Commission</b></p>	<ul style="list-style-type: none"> <li>• Investigates and resolves complaints against the Commonwealth for asylum seekers who believe they have been arbitrarily detained, discriminated against, or had their human rights breached whilst in detention.</li> </ul>	<p>T: 1300 656 419 or (02) 9284 9888</p> <p>W: <a href="http://www.hreoc.gov.au/complaints_information/index.html">www.hreoc.gov.au/complaints_information/index.html</a></p>

## NEW SOUTH WALES

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
<b>Australian Red Cross NSW – Asylum Seekers Assistance Scheme (ASAS)</b>	<ul style="list-style-type: none"> <li>• Financial assistance.</li> <li>• Limited healthcare assistance</li> <li>• Referrals to agencies for settlement issues.</li> <li>• Personal support and advocacy for persons in detention centres</li> <li>• Support for friends and family including information and referrals.</li> </ul>	<p>St Andrews House Level 3 464 Kent Street Sydney NSW 2000 T: (02) 9229 4266 F: (02) 9229 4244 E: <a href="mailto:nswasas@redcross.org.au">nswasas@redcross.org.au</a> W: <a href="http://www.redcross.org.au/asylum-seeker-assistance-scheme.aspx">http://www.redcross.org.au/asylum-seeker-assistance-scheme.aspx</a></p>
<b>Goulburn Multicultural Centre (GMC)</b>	<p>GMC provides a range of support services to migrants and refugees settling in Goulburn Mulwaree region of NSW Australia, including.</p> <ul style="list-style-type: none"> <li>• Accommodation</li> <li>• Employment</li> <li>• Education</li> <li>• Finance</li> <li>• welfare &amp; emotional support</li> <li>• family support</li> <li>• aged-care information</li> <li>• citizenship information</li> <li>• English language &amp; homework support</li> </ul>	<p>205 Auburn Street, Goulburn NSW 2580</p> <p>T: (02) 4803 9042 E: <a href="mailto:info@gmc.org.au">info@gmc.org.au</a> W: <a href="http://www.gmc.org.au">www.gmc.org.au</a></p>
<b>House of Welcome</b>	<p>Asylum seekers are assisted to settle in the community in the form of:</p> <ul style="list-style-type: none"> <li>• Transitional housing</li> <li>• Living allowances and food parcels</li> <li>• Emergency assistance</li> <li>• Orientation and community support.</li> <li>• Small loans</li> <li>• Looking for work.</li> <li>• English and computer classes.</li> </ul>	<p>140 Wattle Ave, Carramar NSW 2163</p> <p>T: (02) 9727 9290 F: (02) 9724 6101</p> <p>W: <a href="http://www.houseofwelcome.com.au">www.houseofwelcome.com.au</a></p> <p>Hours: 9AM –4PM Mon to Thurs</p>

**NEW SOUTH WALES**

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
<p><b>Immigration Advice and Rights Centre (IARC)</b></p>	<p>IARC is a specialist community legal centre that provides free legal advice to financially disadvantaged people in New South Wales in the areas of refugee law, immigration and citizenship.</p> <ul style="list-style-type: none"> <li>• Advice is on a range of immigration matters including visas and citizenship.</li> <li>• Telephone advice is available on Tuesdays and Thursdays from 2-4pm.</li> <li>• Face-to-face advice is available by appointment only.</li> </ul>	<p>Level 5, 362 Kent Street, Sydney NSW 2000</p> <p>T: (02) 9279 4300 (for appointments); (02) 9262 3833 (for telephone advice) E: <a href="mailto:iarc@iarc.asn.au">iarc@iarc.asn.au</a> W: <a href="http://www.iarc.asn.au">www.iarc.asn.au</a></p>
<p><b>Jesuit Refugee Service (JRS Australia)</b></p>	<p>The Shelter Project depends on donations and has very limited resources. Services include:</p> <ul style="list-style-type: none"> <li>• Temporary shared shelter accommodation</li> <li>• Casework, advice, and support such as accompaniment to appointments with DIAC and service providers.</li> <li>• Emergency financial assistance for shelter residents pending ASAS/work.</li> <li>• Social events and activities including regular arts workshops</li> <li>• Life skills training with existing clients e.g. independent living, seeking accommodation, budgeting</li> </ul>	<p>PO Box 522, Kings Cross NSW 1340</p> <p>T: (02) 9356 3888</p> <p>E: <a href="mailto:info@jrs.org.au">info@jrs.org.au</a></p> <p>W: <a href="http://www.jrs.org.au">http://www.jrs.org.au</a></p> <p>Hours: Mon – 11AM – 4:30PM Tues – Fri – 9AM -4:30PM</p>

## NEW SOUTH WALES

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
<b>Legal Aid NSW</b>	<p>Services include:</p> <ul style="list-style-type: none"> <li>• Representation</li> <li>• Legal advice and information provision.</li> <li>• Advice in relation to applicants for refugee status, unlawful detention, judicial review of refugee status and immigration advice.</li> </ul>	<p>Ground Floor, 323 Castlereagh Street Sydney NSW 2000 (Check the website for suburban and regional offices)</p> <p>T: (02) 9219 5790 (admin- for appointments); 1300 888 529 (telephone advice) W: <a href="http://www.legalaid.nsw.gov.au">www.legalaid.nsw.gov.au</a></p> <p>Appointments are available on Monday mornings, Tuesday afternoons and all day Thursday.</p>
<b>Marist Youth Care</b>	<p>Marist Youth Care works with Australian Red Cross to provide housing for asylum seekers who are under 18 years old and who have come to Australia without any family ('unaccompanied minors').</p> <ul style="list-style-type: none"> <li>• Operates several houses which are run using a residential care model of out of home care.</li> <li>• Casework to ensure access to the full range of health and community services and to develop skills for successful transition to living independently in Australia.</li> </ul>	<p>36 First Avenue, Blacktown NSW 2148 Postal: P.O. Box 589 Seven Hills 1730 T: 02 9672 9200 F: 02 9672 9300 E: <a href="mailto:info@maristyc.com.au">info@maristyc.com.au</a> W: <a href="http://www.maristyc.com.au">http://www.maristyc.com.au</a></p>
<b>NSW Refugee Health Service</b>	<p>Aims to protect and promote the health of refugees and people of refugee-like background living in NSW.</p> <ul style="list-style-type: none"> <li>• provides medical assessments and referrals through GP clinics, particularly for recent arrivals;</li> <li>• educates health service providers on refugee health and related issues;</li> <li>• acts as a link between agencies working with refugees and health services;</li> </ul>	<p>Suite 5, Level 2, 157-161 George Street, Liverpool NSW 2170 T: (02) 8778 0770 F: 02 8778 0790 E: <a href="mailto:refugeehealth@swsahs.nsw.gov.au">refugeehealth@swsahs.nsw.gov.au</a> W: <a href="http://www.sswahs.nsw.gov.au/sswahs/refugee">www.sswahs.nsw.gov.au/sswahs/refugee</a> Opening Hours: 8.30–5 Mon to Fri</p>

**NEW SOUTH WALES**

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
<p><b>Refugee Advice and Casework Services (RACS)</b></p>	<ul style="list-style-type: none"> <li>• Legal Advice including one off advice over the phone or face to face.</li> <li>• Support lodging protection visa applications, preparing for interviews with DIAC.</li> <li>• Assist applications to the Refugee Review Tribunal, attend RRT hearings</li> <li>• Referrals for counselling and assistance with related social welfare issues, including accommodation, Medicare, employment, torture and trauma counselling and language training.</li> </ul> <p><b>Face to Face Advice Service:</b> Monday afternoons and evenings by appointment only. Tuesdays or Thursdays between 10.00am and 12:00pm.</p> <p><b>Telephone Advice Service:</b> Tuesdays between 10.00am -12.00pm Thursdays between 10.00am-12.00pm</p>	<p>Level 8, Suite 8C, 46-56 Kippax Street, Surry Hills NSW 2010</p> <p>T: (02) 9114 1600 F: (02) 9114 1794 E: <a href="mailto:admin@racs.org.au">admin@racs.org.au</a> W: <a href="http://www.racs.org.au">www.racs.org.au</a> Opening Hours: 8.30–5 Mon to Fri</p>
<p><b>St Vincent de Paul Refugee Support Service (RSS)</b></p>	<p>The Matthew Talbot Homeless Service of St Vincent de Paul provides specialist support services to refugees and asylum seekers, including:</p> <ul style="list-style-type: none"> <li>• Casework support including advocacy, referrals, and educational activities</li> <li>• Employment support for clients with work rights.</li> <li>• Financial support in the form of a living allowance for asylum seekers with no access to government funded income support.</li> <li>• Pedal Power program to provide free second hand bicycle to asylum seekers and teach bicycle maintenance</li> </ul>	<p>PO Box 536, Surry Hills NSW 2010</p> <p>T: (02) 8093 6724 Admin: (02) 8093 6798 E: <a href="mailto:refugee.services@vinnies.org.au">refugee.services@vinnies.org.au</a></p>



**NEW SOUTH WALES**

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
<p><b>New South Wales Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)</b></p>	<p>STARTTS provides treatment and rehabilitation for torture and trauma survivors including:</p> <ul style="list-style-type: none"> <li>• Individual counselling and psychotherapy, family counselling and group therapy</li> <li>• Psychiatric services including medication</li> <li>• Physiotherapy, bodywork, acupuncture and pain management</li> <li>• community development programs and youth programs</li> <li>• Enterprise Facilitation support to local entrepreneurs with refugee and refugee-like backgrounds wishing to start or expand existing small business</li> <li>• Activity groups including English classes, craft, and exercise classes</li> </ul>	<p>152–168 The Horsley Drive, Carramar, NSW 2163.</p> <p>T: (02) 9794 1900 F: (02) 9794 1910</p> <p>Location 2: 1st floor, 44–50 Auburn Rd, Auburn NSW 2144</p> <p>T: (02) 9646 6666 F: (02) 9646 6610</p> <p>E: <a href="mailto:startts@swhs.nsw.gov.au">startts@swhs.nsw.gov.au</a></p> <p>W: <a href="http://www.startts.org">www.startts.org</a></p> <p>Opening Hours: 8.30–5 Mon to Fri</p>

## NORTHERN TERRITORY

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
<p><b>Australia Red Cross Asylum Seeker Assistance Scheme (ASAS) – NT</b></p>	<ul style="list-style-type: none"> <li>• Financial assistance.</li> <li>• Limited healthcare assistance</li> <li>• Referrals to agencies for settlement issues.</li> <li>• Personal support and advocacy for persons in detention centres</li> <li>• Support for friends and family including information and referrals.</li> </ul>	<p>Shop 41 Smith Street Mall Darwin Plaza, NT 0800</p> <p>Postal: GPO Box 81 Darwin NT 0801</p> <p>T: (08) 8924 3989 F: (08) 8924 3909</p> <p>E: <a href="mailto:ntinfo@redcross.org.au">ntinfo@redcross.org.au</a></p> <p>W: <a href="http://www.redcross.org.au/asylum-seeker-assistance-scheme.aspx">http://www.redcross.org.au/asylum-seeker-assistance-scheme.aspx</a></p> <p>Opening Hours: 8.30AM –4:30PM</p> <p style="text-align: center;">Mon to Fri</p> <p>ASAS, CAS and CD Coordinator: Sarah Kavanagh</p> <p>E: <a href="mailto:s.kavanagh@redcross.org.au">s.kavanagh@redcross.org.au</a></p>
<p><b>Melaleuca Refugee Centre (Torture and Trauma Survivors Service of the Northern Territory)</b></p> <p><b>Member of FASSTT</b></p>	<ul style="list-style-type: none"> <li>• Torture and Trauma Counselling</li> <li>• Youth Support Services</li> <li>• Housing Assistance</li> <li>• Health Care Support</li> <li>• Referrals and advocacy</li> <li>• Community Development</li> </ul>	<p>Shop 33 Rapid Creek Business Village 48 Trower Road, Millner, NT 0810</p> <p>Postal: PO Box 1226, Nightcliff NT 0814</p> <p>T: (08) 8985 3311 F: (08) 8985 3322</p> <p>E: <a href="mailto:admin@melaleuca.org.au">admin@melaleuca.org.au</a></p> <p>W: <a href="http://www.melaleuca.org.au">www.melaleuca.org.au</a></p> <p>Opening Hours: 9–4.30 Mon to Fri</p>

## NORTHERN TERRITORY

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
<b>Multicultural Council of the Northern Territory (MCNT)</b>	<ul style="list-style-type: none"> <li>• Provides advocacy and represents the interests and concerns of Territorians from culturally and linguistically diverse backgrounds.</li> <li>• Migration Advice and Information Service - Playfair Visa and Migration Services give free legal advice at the MCNT offices (by appointment).</li> </ul>	<p>Shop 15, Malak Shopping Centre Malak Place, Malak NT 0812</p> <p>Postal: PO Box 299, Sanderson Karama NT 0813</p> <p>T: (08) 8945 9122 F: (08) 8945 9155 Legal Advice Bookings: 1800 031418</p> <p>E: <a href="mailto:mcnt@mcnt.org.au">mcnt@mcnt.org.au</a></p> <p>W: <a href="http://www.mcnt.org.au">www.mcnt.org.au</a></p> <p>Opening hours: 8.30–5 Mon to Fri</p>
<b>Northern Territory Legal Aid Commission</b>	<ul style="list-style-type: none"> <li>• Legal advice.</li> <li>• Assistance with immigration matters and asylum cases.</li> </ul>	<p>6th Floor, 9-11 Cavenagh Street, Darwin NT 0800</p> <p>T: (08) 8999 3000 1800 019 343</p> <p>E: <a href="mailto:info@ntlac.nt.gov.au">info@ntlac.nt.gov.au</a></p> <p>W: <a href="http://www.ntlac.nt.gov.au">www.ntlac.nt.gov.au</a></p>

**QUEENSLAND**

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
<b>Refugee Claimants Support Centre</b>	<p>Provides support to asylum seekers while they are waiting for their claims to be processed including:</p> <ul style="list-style-type: none"> <li>• Information</li> <li>• Referrals</li> <li>• Emotional support.</li> </ul>	<p>Uniting Care Community Chirnside office 766 Gympie Road, Chirnside QLD 4032</p> <p>Postal: PO Box 2376 Chirnside Central, QLD 4032</p> <p>T: (07) 3624 2400</p>
<p><b>Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT)</b></p> <p><b>Member of FASSTT</b></p>	<ul style="list-style-type: none"> <li>• Direct services to survivors of torture and trauma, their families and their communities.</li> <li>• Training and community education.</li> <li>• Publications that provide advice for professional interaction with refugees and survivors of torture and trauma.</li> <li>• Secondary consultation to those working with refugees.</li> </ul>	<p>28 Dibley Street Woolloongabba QLD 4102</p> <p>T: (07) 3391 6677 F: (07) 3391 6388</p> <p>E: admin@qpastt.org.au</p> <p>W: www.qpastt.org.au</p> <p>Opening Hours: 9–4:30 - Mon to Fri <i>Refer to website for centres in Toowoomba, Cairns, and Townsville.</i></p>
<b>Refugee and Immigration Legal Service (RAILS)</b>	<ul style="list-style-type: none"> <li>• Legal assistance in immigration matters.</li> <li>• Advocates before the Department of Immigration, review tribunals and judicial review.</li> </ul>	<p>Level 2 170 Boundary Street West End QLD 4101</p> <p>T: (07) 3846 9300 – general enquiries (07) 3846 9333 – appointments Brisbane</p> <p>E: admin@rails.org.au</p> <p>W: www.rails.org.au</p>
<b>Romero Centre</b>	<ul style="list-style-type: none"> <li>• Provides settlement support to former detainees and refugees, referral to follow up various services, including legal, medical, trauma counselling</li> <li>• Advocacy centre for refugees.</li> <li>• Drop-in centre, community education and activities.</li> </ul>	<p>20 Dutton Street, Dutton Park QLD 4102 P: PO Box 6115, Buranda, QLD, 4102</p> <p>T: (07) 3013 0100 F: (07) 3846 3910</p> <p>E: <a href="mailto:adminromerocentre@bigpond.com">adminromerocentre@bigpond.com</a></p>

## SOUTH AUSTRALIA

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
<b>Aboriginal Catholic Ministry Otherway Centre</b>	Primarily provides services to Aboriginal persons but has also provided settlement and community support to former detainees refugees.	80 Payneham Road, Stepney SA 5069 T: (08) 8362 3185 E: <a href="mailto:gm@acc.asn.au">gm@acc.asn.au</a> W: <a href="http://www.theotherwaycentre.com.au">www.theotherwaycentre.com.au</a>
<b>Australian Refugee Association (ARA)</b>  “Circle of Friends” is coordinated through ARA.	Provides legal advice, assistance, advocacy and practical support with settlement services, migration services; employment services, public education; and policy and advocacy.	304 Henley Beach Road Underdale SA 5032 T: (08) 8354 2951 F: (08) 8354 2953 E: <a href="mailto:reception@ausref.net">reception@ausref.net</a> W: <a href="http://www.australianrefugee.org">www.australianrefugee.org</a> Hours: 9–5 Mon to Fri
<b>Legal Services Commission of South Australia</b>	<ul style="list-style-type: none"> <li>• Provides legal advice.</li> <li>• Representation.</li> <li>• Community legal education and information.</li> </ul>	82–98 Wakefield Street, Adelaide SA 5000 T: (08) 8463 3555 F: (08) 9463 3599 W: <a href="http://www.lsc.sa.gov.au">www.lsc.sa.gov.au</a> Hours: 9–4:30 - Mon to Fri <i>Check the website for other offices.</i>

## SOUTH AUSTRALIA

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
<b>Migrant Health Service</b>	<p>Health services for recently arrived refugees include assessments and initial primary care and immunisation focussing on the first year of settlement. Visiting services include optometry, psychiatry and massage available through internal referrals. MHS also provides state wide health information, advice and education for individuals and groups.</p>	<p>21 Market Street, Adelaide SA 5000            T: (08) 8237 3900 F: (08) 8237 3949            Toll Free: 1800 635 566            Hours: 9–5 Mon to Fri</p>
<b>Survivors of Torture and Trauma Assistance and Rehabilitation Service in South Australia (STTARS)</b>	<p>Provides a range of services to survivors of torture and trauma, their families and their communities, including:</p> <ul style="list-style-type: none"> <li>• Counselling</li> <li>• Group therapy</li> <li>• Group activities and outings</li> <li>• Camps for children and young people</li> <li>• English classes and physiotherapy.</li> </ul>	<p>81 Angas Street, Adelaide, SA 5000            T: (08) 8206 8900 F: (08) 8223 2218            E: <a href="mailto:sttars@sttars.org.au">sttars@sttars.org.au</a>            W: <a href="http://www.sttars.org.au">www.sttars.org.au</a>            Hours: 9–5 Mon to Fri</p>

## TASMANIA

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
<p><b>Migrant Resource Centre (Southern Tasmania)</b></p>	<p>Provides assistance, settlement services and support to refugees and migrants settling in Hobart.</p>	<p>49 Molle Street, Hobart TAS 7000</p> <p>T: (03) 6221 0999            F: (03) 6231 1264            E: <a href="mailto:reception@mrchobart.org.au">reception@mrchobart.org.au</a>            W: <a href="http://www.mrchobart.org.au">www.mrchobart.org.au</a>  <i>Check the website for other offices.</i></p>
<p><b>Phoenix Support Service for Survivors of Torture and Trauma</b></p> <p><b>Member of FASSTT</b></p>	<p>The Phoenix Centre provide</p> <ul style="list-style-type: none"> <li>• counselling with individuals and groups</li> <li>• massage and natural therapies</li> <li>• community development activities</li> <li>• referrals to other health and community services</li> <li>• advocacy on behalf of our clients with other services</li> </ul>	<p>1<sup>st</sup> Floor 191 Liverpool Street,            Hobart TAS 7000</p> <p>T: (03) 6234 9138</p> <p>E: <a href="mailto:phoenixreferrals@mrchobart.org.au">phoenixreferrals@mrchobart.org.au</a>            W: <a href="http://www.mrchobart.org.au">www.mrchobart.org.au</a>            Hours: 9–5 Mon to Fri</p>

VICTORIA

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
<p><b>Asylum Seekers Centre Dandenong</b></p>	<ul style="list-style-type: none"> <li>• Distributes material aid (e.g. clothing, bed linen, computers) to local asylum seekers</li> <li>• Provides food to registered members living in the South East Dandenong region. Currently at capacity (Nov 2012) and not registering new members but this may change in the future.</li> </ul>	<p>Jesus House Level 1 Hub Arcade 1/26 McCrae Street Dandenong VIC 3175 T: 0409 416 744 Hours: 8:30AM –2:30PM Tues, Weds, Fri</p>
<p><b>Asylum Seeker Resource Centre (ASRC)</b></p>	<p>Australia's largest asylum seeker advocacy, aid and health organisation. Services include:</p> <ul style="list-style-type: none"> <li>• Material aid, foodbank, community meals</li> <li>• Legal advice and representation</li> <li>• Casework, housing support, advocacy and referrals</li> <li>• Employment and Community Development</li> <li>• English Classes and social activities</li> <li>• Counselling, health services, remedial therapy</li> </ul>	<p>12 Batman Street, West Melbourne VIC 3003 T: (03) 9326 6066 F: (03) 9326 5199 E: admin@asrc.org.au W: <a href="http://www.asrc.org.au">www.asrc.org.au</a> Hours: 10AM – 5PM Mon - Fri</p>
<p><b>Asylum Seeker Welcome Centre (ASWC)</b></p>	<ul style="list-style-type: none"> <li>• Migration advice, information and referrals to asylum seekers.</li> <li>• Facilitate a range of links to community and other services</li> </ul>	<p>212 Sydney Road, Brunswick VIC 3057 T: (03) 9388 2459 F: (03) 9388 2459 E: <a href="mailto:aswc@uniting.com.au">aswc@uniting.com.au</a> W: <a href="http://www.aswc.org.au">www.aswc.org.au</a> Hours: Mon – Sat (not Fri) various times</p>



## VICTORIA

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
<b>Australian Red Cross VIC – Asylum Seekers Assistance Scheme (ASAS)</b>	<ul style="list-style-type: none"> <li>• Financial assistance.</li> <li>• Limited healthcare assistance</li> <li>• Referrals to agencies for settlement issues.</li> <li>• Personal support and advocacy for persons in detention centres</li> <li>• Support for friends and family including information and referrals.</li> </ul>	23–47 Villiers Street, North Melbourne VIC 3051  T: (03) 8327 7700 F: (03) 8327 7711  W: <a href="http://www.redcross.org.au/asylum-seeker-assistance-scheme.aspx">www.redcross.org.au/asylum-seeker-assistance-scheme.aspx</a> Hours: 9–5 Mon to Fri
<b>Baptcare Sanctuary</b>	<ul style="list-style-type: none"> <li>• Provides supported transitional accommodation for asylum seekers</li> <li>• Baptcare has two Sanctuary facilities in Melbourne: one houses 28 men, and the other has 44 individual bedrooms plus a three bedroom family unit.</li> <li>• Services include on-site case management, spiritual care, social activity groups, material aid and referrals to a range of services provided by other organisations.</li> </ul>	33 Blyth street, Brunswick, VIC 3056  T: (03) 9385 6534 F: (03) 9385 6527 W: <a href="http://www.baptcare.org.au/community-projects/pages/supported-accommodation-for-asylum-seekers.aspx">www.baptcare.org.au/community-projects/pages/supported-accommodation-for-asylum-seekers.aspx</a>
<b>Brigidine Asylum Seeker Project (BASP)</b>	BASP provides accommodation, support and settlement services to refugees who have been long term detained or to asylum seekers with health and special needs. Their services include: <ul style="list-style-type: none"> <li>• Housing</li> <li>• Financial support</li> <li>• Advocacy</li> <li>• Provision of information</li> </ul>	52 Beaconsfield Pde, Albert Park, 3206  T: (03) 9696 2107  E: <a href="mailto:bssc@cyberspace.net.au">bssc@cyberspace.net.au</a> W: <a href="http://www.brigidineasp.org.au">www.brigidineasp.org.au</a>  Hours: 9–5 Mon to Fri

## VICTORIA

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
<p><b>The Ecumenical Migration Centre (EMC), Brotherhood of St Laurence</b></p>	<p>The EMC offers:</p> <ul style="list-style-type: none"> <li>• Casework</li> <li>• Counselling</li> <li>• Community development</li> <li>• Practice-based research and advocacy</li> </ul>	<p>Brotherhood of St Laurence 123 Brunswick St, Fitzroy VIC 3065</p> <p>Postal: PO Box 1389 Collingwood VIC 3066</p> <p>T: (03) 8412 8700 F: (03) 8412 8799</p> <p>W: <a href="http://www.bsl.au/emc">www.bsl.au/emc</a></p> <p>Hours: 9AM – 4.30PM Mon to Fri</p>
<p><b>Edmund Rice Asylum Seeker Project (ERASP)</b></p>	<p>ERASP provides outreach, friendships and community support via the Br Noonan Asylum Seeker House of Welcome which opens at St Ignatius Parish in Richmond each Sunday as well as facilitating work placements and volunteer experiences for asylum seekers. Provides support and visits to asylum seekers in detention.</p>	<p>Saint Ignatius Parish, 326 Church St, Richmond VIC 3121</p> <p>T: (03) 9439 8282</p> <p>E: <a href="mailto:erasp@edmundrice.org">erasp@edmundrice.org</a></p> <p>W: <a href="http://www.erasp.org.au">www.erasp.org.au</a></p> <p>Hours: 12 – 4PM, Sundays</p>
<p><b>Fitzroy Learning Network</b></p>	<p>The Refugee Support Program assists newly arrived asylum seekers and refugees through English classes, orientation, community development and referrals.</p>	<p>198 Napier Street Fitzroy Vic 3065</p> <p>T: 03 9417 2897</p> <p>F: 03 9417 2663</p> <p>E: <a href="mailto:Eadmin@fitzroylearning">Eadmin@fitzroylearning</a></p> <p>W: <a href="http://network.org.au">network.org.au</a></p>
<p><b>Foundation House</b></p> <p><b>(Victorian Foundation for Survivors of Torture)</b></p>	<p>Provides a range of services to people from refugee backgrounds who have survived torture or war related trauma including:</p> <ul style="list-style-type: none"> <li>• Counselling, family support and group work</li> <li>• Advocacy, referrals and practical assistance</li> <li>• Information sessions and training for service providers and communities</li> <li>• Psycho-education</li> <li>• Complementary Therapies program of nutritional, herbal and tactile therapies</li> </ul>	<p>6 Gardiner Street, Brunswick VIC 3056</p> <p>T: (03) 9388 0022 F: (03) 9227 7871</p> <p>E: <a href="mailto:info@foundationhouse.org.au">info@foundationhouse.org.au</a></p> <p>W: <a href="http://www.foundationhouse.org.au">www.foundationhouse.org.au</a></p> <p>Hours: 9–5.30 Mon to Fri</p> <p><i>Check the website for other offices (Dandenong, Sunshine, Ringwood)</i></p>

## VICTORIA

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
<p><b>Hotham Mission Asylum Seeker Project</b></p>	<p>Hotham Mission works with the most vulnerable asylum seekers living lawfully in the community while they await the outcome of their claims for protection. They provide:</p> <ul style="list-style-type: none"> <li>• professional casework support</li> <li>• housing</li> <li>• basic living assistance payments (BLA)</li> <li>• help with utilities and emergencies</li> <li>• a volunteer program of one-to-one support (LinkUP)</li> <li>• men's and women's support groups</li> <li>• State and national policy, advocacy and research.</li> </ul>	<p>1<sup>st</sup> Floor, 139 Queensbury St, Carlton VIC 3053 VIC 3051 P: PO Box 603 North Melbourne VIC 3051</p> <p>T: (03) 9326 8343 F: (03) 9326 7470</p> <p>E: <a href="mailto:asp@hothammission.org.au">asp@hothammission.org.au</a></p> <p>W: <a href="http://www.hothammission.org.au">www.hothammission.org.au</a></p> <p>Hours: 9–5 Mon to Fri</p>
<p><b>Migrant Information Centre (MIC)</b></p>	<p>The MIC provides assistance to protection visa applicants and non protection visa applicants to lodge their applications with DIAC and to provide migration advice for sponsors of a spouse or a family member. To be eligible for this service you need to live in the Eastern suburbs of Melbourne, be on a low income, and have no disposable assets.</p>	<p>Suite 2, Town Hall Hub 27 Bank Street Box Hill, VIC 3128</p> <p>T: (03) 9285 4888</p> <p>F: (03) 9285 4882</p> <p>W: <a href="http://www.miceastmelb.com.au">www.miceastmelb.com.au</a></p> <p>Hours: 9–5 Mon to Fri</p>
<p><b>AMES asylum seeker programs</b></p>	<p>For 60 years AMES has helped new and recently arrived refugees and migrants to settle in to Victoria. AMES offers much more than just teaching English – we not only work with new arrivals but also with the community, business and Government to develop sustainable and effective settlement solutions for the whole Victorian community.</p> <p>AMES has asylum seeker programs supporting asylum seekers on bridging visas with CAS and those in Community Detention.</p>	<p>AMES has offices around Victoria – please see their website for the closest office.</p> <p><a href="http://www.ames.net.au/about-ames.html">http://www.ames.net.au/about-ames.html</a></p> <p><a href="http://www.ames.net.au/app/webroot/files/file/Settlement/Asylum%20Seekers/AsylumTableFinal.pdf">http://www.ames.net.au/app/webroot/files/file/Settlement/Asylum%20Seekers/AsylumTableFinal.pdf</a></p>

## VICTORIA

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
<b>Refugee Immigration Legal Centre (RILC)</b>	<p>RILC specialises in legal advice and representation in relation to refugee and general immigration matters through the following services:</p> <ul style="list-style-type: none"> <li>• Telephone Advice Line</li> <li>• Evening Advice Service</li> <li>• Day time casework</li> <li>• Offshore Refugee 'Family Reunion' Clinics</li> <li>• Outreach projects</li> </ul> <p>Advice available: 10AM –4PM Wed 2PM –4PM Fri</p>	<p>Level 1, 121-123 Brunswick Street Fitzroy VIC 3065</p> <p>T: (03) 9413 0101 (reception) F: (03) 9413 0144 E: <a href="mailto:riloc@rilc.org.au">rilc@rilc.org.au</a> W: <a href="http://www.rilc.org.au">www.rilc.org.au</a></p> <p>T: (03) 9413 0100 (advice line)</p>
<b>The Salvation Army Asylum Seeker Support Services</b>	<p>Supports asylum seekers, skilled migrants and overseas students in need. They offer food vouchers, salvo store vouchers, phone cards, bedding, clothes and furniture, Visit is by appointment.</p>	<p>16 Tinning Street Brunswick VIC 3056</p> <p>T: (03) 9384 8333 F: (03) 9383 4133 Hours: 9:30am - 3:00pm Mon, Wed &amp; Fri</p>
<b>Springvale Community Aid &amp; Advice Bureau (SCAAB)</b>	<p>Support for refugees and newly arrived migrants in the Cities of Brimbank, Moreland, Hume and Moonee Valley regions. Services include:</p> <ul style="list-style-type: none"> <li>• Employment Services</li> <li>• Migration advice</li> <li>• Child Support Program</li> <li>• Counselling Services</li> <li>• Emergency Relief</li> <li>• Financial Counselling</li> </ul>	<p>Street address: 5 Osborne Avenue, Springvale VIC 3171</p> <p>T: (03) 9546 5255 E: <a href="mailto:scaabspr@scaab.org.au">scaabspr@scaab.org.au</a> W: <a href="http://www.scaab.org.au">www.scaab.org.au</a></p>
<b>Victorian Legal Aid</b>	<ul style="list-style-type: none"> <li>• Legal advice and assistance for asylum seekers appealing to the Federal Magistrates Court and Federal Court for judicial review</li> <li>• General legal advice (non migration )</li> </ul>	<p>350 Queen Street, Melbourne, VIC, 3000 <i>Check the website for regional offices</i></p> <p>T: (03) 9269 0120 1800 677 402 (Rural areas) W: <a href="http://www.legalaid.vic.gov.au">www.legalaid.vic.gov.au</a></p>

WESTERN AUSTRALIA

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
<p><b>CARAD – Coalition for Asylum Seekers, Refugees and Detainees</b></p>	<p>Non-profit independent organisation working with people from a refugee background living in Western Australia.</p> <p>Main Objectives:</p> <ul style="list-style-type: none"> <li>• Advocating for positive change</li> <li>• Supporting community based asylum seekers with emergency accommodation</li> <li>• Volunteer run English language classes</li> <li>• Visiting, supporting and advocating on the behalf of people held in detention centres</li> </ul>	<p>Trinity Refugee Centre 245 Stirling Street, Perth WA 6000 T: (08) 9227 7322 F: (08) 9228 9749</p> <p>E: office@carad.org.au</p> <p>W: <a href="http://www.carad.org.au">www.carad.org.au</a></p> <p>Hours: Client hours: 9:30am – 12:30pm and 1:30pm – 3:00pm Monday to Friday</p> <p>Referral Form: <a href="#">Download here</a></p>
<p><b>Red Cross Asylum Seeker Assistance Scheme</b></p>	<p>Provide financial assistance and health care to eligible asylum seekers who have been waiting for six months or more for their Protection Visa applications to be finalised by DIAC. Assistance includes:</p> <ul style="list-style-type: none"> <li>• Health support</li> <li>• Accommodation</li> <li>• Education</li> <li>• Social Support</li> <li>• Counselling</li> <li>• Material Aid</li> <li>• Legal Referrals</li> </ul>	<p>110 Goderich St, East Perth, WA 6004</p> <p>Postal: GPO Box P1239 Perth, WA 6844</p> <p>T: (08) 9325 5111 F: (08) 9325 5112 Free call: 1800 810 710</p> <p>E: info@wa.redcross.org.au</p> <p>Opening Hours: 9 am –4 pm, Mon to Fri</p>

## WESTERN AUSTRALIA

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
<b>Centre for Advocacy Support and Education (CASE) for Refugees Inc</b>	Provides: <ul style="list-style-type: none"> <li>• Migration legal advice with protection visas and family reunion visas</li> <li>• General legal advice</li> <li>• Judicial Review Asylum Seeker Review</li> <li>• Community legal education</li> <li>• Continuing Professional Development</li> </ul>	16 Sunbury Road, Victoria Park, WA 6976  Postal: PO Box 4387, Victoria Park, WA 6976  T: (08) 9227 7311 F: (08) 9227 7188  E: <a href="mailto:admin@caseforrefugees.org.au">admin@caseforrefugees.org.au</a>  Hours: Monday to Friday 9:30am – 12:30pm and 1:30pm – 4:00pm
<b>Legal Aid Western Australia</b>	Provides legal assistance with immigration matters. Legal Aid has one lawyer who is a registered migration agent.	55 St Georges Terrace, Perth, WA 6000  Postal: PO Box L916, Perth WA 6842  InfoLine: 1300 650 579  T: (08) 9261 6222 F: (08) 9325 5430  H: Monday to Friday 8:30am – 4:30pm  <a href="#">Check here for 10 other offices</a>

## WESTERN AUSTRALIA

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
<b>Southern Communities Advocacy Legal and Education Service (SCALES)</b>	<ul style="list-style-type: none"> <li>• Legal Advice, information and representation to people living in Kwinana and Rockingham.</li> <li>• Covers a range of areas including immigration and refugee law.</li> </ul>	Suite 3, St Nicholas Community Centre, 14 Council Avenue, Rockingham WA 6168  T: (08) 9550 0400 E: <a href="mailto:scales@murdoch.edu.au">scales@murdoch.edu.au</a> W: <a href="http://www.law.murdoch.edu.au/scales">www.law.murdoch.edu.au/scales</a>
<b>The Ethnic Disability Advocacy Centre (EDAC)</b>	Provides advocacy services for people with disabilities from non English speaking backgrounds	320 Rokeby Road Subiaco, WA, 6008  T: (08) 9388 7455 F: (08) 9388 7433 Free call: 1800 659 921  E: <a href="mailto:admin@edac.org.au">admin@edac.org.au</a>  W: <a href="http://www.edac.org.au">www.edac.org.au</a>
<b>Freemantle Multicultural Centre</b>	Run programs designed for migrants and refugees from a diverse range of cultural and linguistic backgrounds.  Program include: <ul style="list-style-type: none"> <li>• Crisis accommodation</li> <li>• Mental health services</li> <li>• Settlement support</li> <li>• Employment and training programs</li> </ul>	241 – 243 High Street Fremantle, WA, 6160 Postal: PO Box 592 Fremantle, WA 6959  T: (08) 9336 8282 F: (08) 9430 6352  Hours: Mon to Fri 8:30am – 4:30pm