



National Directory of Asylum Seeker and Refugee Service Providers

Compiled by the ASRC Campaigns Team
Last Updated: May 2014

Australia Wide		
Organisation	Services	Contact Details
Australian Red Cross Immigration (National Office)	<p>The Australian Red Cross provides the following services Australia wide.</p> <ul style="list-style-type: none"> • Help people seeking asylum access medical, housing and other essential services • Provide housing for families and children living in the community • Offer one-on-one casework to eligible clients • Family tracing for those in the offshore and onshore detention networks • Detention visits to monitor people seeking protection • Support people seeking asylum in community detention • Delivery of the Asylum Seeker Assistance Scheme (ASAS) and Community Assistance Scheme (CAS) 	<p>Australian Red Cross National Office 115 Pelham Street Carlton, VIC, 3053</p> <p>Postal: PO Box 196 Carlton South, VIC, 3053</p> <p>T: (03) 9345 1800 F: (03) 9345 2513</p> <p>W: www.redcross.org.au</p>
Act for Peace	<p>Act for Peace works with partners in the National Council of Churches Australia (NCAA) on healing initiatives that link refugees to church communities to generate support for resettled refugees and people who are seeking asylum. Services include:</p> <ul style="list-style-type: none"> • Community building events • Provisions of travel loans • Support for programs providing literacy and other skills • Financial assistance 	<p>Level 7, 379 Kent Street, Sydney, NSW, 2000</p> <p>Postal: Locked Bag Q199 Queen Victoria Building, NSW, 1230</p> <p>T: 1800 025 101 (free call) or (02) 9299 2215 F: (02) 9262 4514 E: info@actforpeace.org.au W: www.actforpeace.org.au</p>

Australian Capital Territory (ACT)

Organisation	Services	Contact Details
Australian Red Cross - ACT	<p>The Australian Red Cross – ACT provides the service delivery of the Asylum Seeker Assistance Scheme (ASAS) in the ACT. Services Include:</p> <ul style="list-style-type: none"> • Financial Assistance • Limited Healthcare Assistance • Referrals to agencies for settlement issues • Personal support and advocacy for persons in detention centres • Support for friends and family including information and referrals 	<p>Red Cross House 3 Dann Close Garran, ACT, 2605</p> <p>Postal: PO Box 610 Mawson, ACT, 2607</p> <p>T: (02) 6234 7600 F: (02) 6234 7650 E: actinfo@redcross.org.au</p> <p>H: 8:30am - 5pm Monday to Friday</p>
Companion House	<p>Companion house provides a range of services to survivors of torture and trauma. Services Include:</p> <ul style="list-style-type: none"> • Counselling • Medical (General practice and primary health services) • Complementary Therapy • Community Development • Training • Immigration Advice and Application Assistance Scheme (IAAAS) • Cook Community Hall 	<p>41 Templeton Street Cook, ACT, 2614</p> <p>T: (02) 6251 4550 E: info@companionhouse.org.au W: www.companionhouse.org.au</p> <p>H: 9am - 5pm Monday to Friday</p>
Multicultural Youth Services ACT (MYS)	<p>MYS provides a range of services for young people who are seeking asylum in the ACT. Services Include:</p> <ul style="list-style-type: none"> • Accommodation • Employment – Job Club • Education, training, apprenticeships • Welfare and emotional support • Youth and family support • English language and homework support • Multicultural playgroups 	<p>Level 2, Theo Notaras Multicultural Centre 180 London Circuit, Canberra ACT, 2602</p> <p>T: (02) 6100 4611 E: info@mys.org.au W: www.mys.org.au</p>

Australian Capital Territory (ACT)

Organisation	Services	Contact Details
	<ul style="list-style-type: none">• Sports and recreation• Fun holiday programs• Local outreach programs	

New South Wales		
Organisation	Services	Contact Details
Anglicare Refugee Services	<p>Services Include:</p> <ul style="list-style-type: none"> • English as a second language (ESL) services • Counselling (individuals and families) • Help in crisis – Food and financial provision • Help migrant and refugee families prepare children for school – Early learning through play • Settlement programs • South Sudanese settlement program 	<p>Head Office: 16 Parkes Street Parramatta, NSW, 2150</p> <p>P: (02) 9895 800 F: (02) 9633 4620</p> <p>Postal: PO Box 427 Parramatta, NSW, 2124</p>
Amnesty International Australia – Refugee Casework Team	<p>Services Include:</p> <ul style="list-style-type: none"> • Refugee Review Tribunal and Ministerial Intervention case reviewal • Support protection applications • Provide referrals to agencies that provide legal advice 	<p>Level 1, 79 Myrtle Street Chippendale, NSW, 2008</p> <p>T: (02) 8396 7670 E: nswaia@amnesty.org.au E: refugee.team@amnesty.org.au W: www.amensty.org.au/nsw</p>
Asylum Seeker Centre	<p>Provides a welcoming environment for the front-line community-based support of people seeking asylum in four areas:</p> <ul style="list-style-type: none"> • Accommodation legal & financial support • Health services • Employment assistance • Education, social & material support services 	<p>Becher House 43 Bedford Street Newtown, NSW, 2042</p> <p>T: (02) 9078 1900 F: (02) 9078 1999 E: admin@asylumseekercentre.org.au</p> <p>H: 9am – 4pm Monday to Friday (Closed in Friday to clients)</p>
Australian Human	<p>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.</p>	<p>Level 3 175 Pitt Street Sydney, NSW, 2000</p> <p>Postal: GPO Box 5218 Sydney, NSW, 2001</p>

New South Wales		
Organisation	Services	Contact Details
Rights Commission	<ul style="list-style-type: none"> Resolving complaints of discrimination or breaches of human rights under federal law Holding public inquiries into human rights issues of national importance Providing independent legal advice to assist courts in cases that involve human rights principles 	<p>T: (02) 9284 9600 National information service: 1300 656 419 General Inquiries: 1300 369 711 F: (02) 9284 9611</p> <p>H: 9am – 5pm Monday to Friday (complaints InfoLine closed Tuesday between 1pm and 5pm)</p> <p>W: www.humanrights.gov.au</p>
Australian Red Cross - NSW	<p>The Australian Red Cross – NSW provides the service delivery of the Asylum Seeker Assistance Scheme (ASAS) in the ACT, services included are;</p> <ul style="list-style-type: none"> Financial Assistance Limited Healthcare Assistance Referrals to agencies for settlement issues Personal support and advocacy for persons in detention centres Support for friends and family including information and referrals 	<p>St. Andrews House Level 4, 464 Kent Street Sydney, NSW, 2000 T: (02) 9229 4111 F: (02) 9229 4244 Freecall: 1800 812 028 E: nswasas@redcross.org.au W: www.redcross.org.au/asas</p>
Blue Mountains Refugee Support Group	<p>Services Include:</p> <ul style="list-style-type: none"> Financial support Legal assistance Provide holiday respite and outings for city based refugees Assisting with housing, furniture and relocation expenses Employment and further education services Assisting with Pre-school and child care services 	<p>Postal: PO Box 197 Katoomba, NSW, 2780</p> <p>Chairperson: Hal Ginges(03) 4751 5062</p>

New South Wales		
Organisation	Services	Contact Details
Goulburn Multicultural Centre (GMC)	<ul style="list-style-type: none"> • Providing “everyday English” classes • Visiting people seeking asylum in the community 	Secretary: George Winston AM (03) 4782 7866 W: http://www.bmrsg.org.au/ E: bmrsg@aapt.net.au
	GMC provides a range of support services to migrants and refugees settling in the Goulburn Mulwaree region of NSW Australia, services include: <ul style="list-style-type: none"> • Accommodation • Employment • Education • Finance • Health, Welfare and emotional support • Family and individual support (Reconnect, Mums and Bubs, Women’s group) • Providing information for aged-care options • Citizenship information • English language and homework support 	205 Auburn Street Goulburn, NSW, 2580 T: (02) 4803 9042 E: info@gmc.org.au W: www.gmc.org.au
House of Welcome	Asylum seekers are assisted to settle in the community in the form of: <ul style="list-style-type: none"> • ‘Safe place’ Transitional Housing • Community living & family support • Emergency assistance • Empowerment loans program • Community activities (school holiday activities, home visits) • Drop-in Centre (casework, legal, employment, medical referrals, advocacy) • English, computer classes & sewing classes • Community kitchen 	140 Wattle Ave Carramar, NSW, 2163 T: (02) 9727 9290 F: (02) 9724 6101 W: www.houseofwelcome.com.au H: 9am – 4pm Monday to Thursday Drop in Hrs: 10am-3pm (Mon-Thurs)

**Immigration advice &
Rights Centre (IARC)**

IARC is a specialist community legal centre that provides free legal advice to financially disadvantaged people in NSW in the area of refugee law, immigration and citizenship, services include:

- Advice is on a range immigration matters including visas and citizenship (face-to-face and telephone)

Level 5, 362 Kent Street
Sydney, NSW, 2000

T: (02) 8234 0700 (General inquiries)

T: (02) 8234 0799 (telephone advice)

Tuesday & Thursday, 2-4pm only

New South Wales		
Organisation	Services	Contact Details
Jesuit Refugee Service (JRS Australia)	<ul style="list-style-type: none"> Information fact sheets, step-by-step guide to the visa application and review process. 	E: iarc@iarc.org.au W: www.iarc.org.au H: 2pm – 4pm Tuesdays and Thursday (telephone advice line)
	Services Include: <ul style="list-style-type: none"> Temporary shelter and accommodation Casework advice and support, such as accompanying to appointments with DIAC Emergency financial assistance Social events and activities Life skills (independent living, seeking accommodation, budgeting) <p><i>Note: The Shelter Project depends on donations and has very limited resources</i></p>	Postal: PO Box 522 Kings Cross, NSW, 1340 T: (02) 9356 3888 E: info@jrs.org.au W: www.jrs.org.au H: 11am – 4:30pm Monday 9am – 4:30pm Tuesday to Friday
Legal Aid NSW	Services Include: <ul style="list-style-type: none"> Representation Legal advice and information provision Advice in relation to applicants for refugee status, unlawful decisions, judicial review of refugee status and immigration advice 	Ground Floor, 323 Castlereagh Street Sydney, NSW, 2000 Check website for suburban locations T: (02) 9219 5790 (appointments) T: 1300 888 529 (telephone advice) W: www.legalaid.nsw.gov.au
Marist Youth Care	Marist Youth Care works with Australian Red Cross to provide housing for asylum seekers who are under 18 years of age and who have come to Australia without any family, services for unaccompanied minors include: <ul style="list-style-type: none"> Unaccompanied minors program (housing for under 18 youth seeking asylum) Casework 	36 First Avenue Blacktown, NSW, 2148 Postal PO Box 589 Seven Hills, 1730 T: (02) 9672 9200 F: (02) 9672 9300

New South Wales		
Organisation	Services	Contact Details
Mission Australia		E: info@maristyc.com.au W: www.maristyc.com.au
	<p>Services Include:</p> <ul style="list-style-type: none"> • Adult migrant English program (Run by Navitas English) • Humanitarian Settlement Services • Language literacy and numeracy program 	<p>NSW State Office: Level 6, 580 George St Sydney, NSW, 2000</p> <p>Postal GPO Box 3515 Sydney, NSW, 2001</p> <p>T: (02) 9219 2000</p> <p>Navitas English T: 1300 798 111 E: amepenquiry@navitas.com</p>
Migrant Outreach Services – Advice Information and Community Education (MOSAIC)	<p>The Public Interest and Law Clearing House and the Metro Migrant Resource Centre have come together in partnership to provide free legal advice for newly arrived migrants, refugees and asylum seekers in the following areas:</p> <ul style="list-style-type: none"> • Parking fines • Applying for Centrelink • Rental agreements • Mobile phone contracts • University fees and refunds • Applications for victims compensation <p>The MOASIC clinics are open every Tuesday morning at the Metro Migrant Resource Centre Marrickville Office.</p>	<p>Shop 1 & 2/20-22 Station Street Marrickville, NSW, 2204</p> <p>T: (02) 9114 1793 (MOSAIC) T: (02) 9559 1883 (Office No.) F: (02) 9559 1787</p> <p>W: www.metromrc.org.au W: www.pilch.org.au</p> <p>H: Tuesday Mornings (MOSAIC)</p>
NSW Refugee Health	Aims to protect and promote health of refugees and people of refugee-like background	Suite 1, Level 3, 157-161 George

New South Wales		
Organisation	Services	Contact Details
Services	<p>living in NSW</p> <ul style="list-style-type: none"> • Provides early health assessments by refugee health nurses for newly arrived refugees • Educates health service providers on refugee health and related issues • Acts as a link between agencies working with refugees and health services • Provides targeted health promotion programs for refugees • Provides medical assessments and referral through GP clinics • Advocates for health policies and appropriate services for refugees 	<p>Street Liverpool, NSW, 2170</p> <p>T: (02) 8778 0770 F: (02) 8778 0790 E: refugeehealth@swhs.nsw.gov.au W: www.swhs.nsw.gov.au</p> <p>H: 8:30am – 5pm Monday to Friday</p>
Refugee Advice and Casework Services (RACS)	<p>Provides the following legal services:</p> <ul style="list-style-type: none"> • Legal Advice (including face to face or over the phone) • Support lodging protection applications and preparing for interviews • Assist applications to the Refugee Review tribunal, attend RRT hearings • Referrals for counselling, Medicare, language training 	<p>Level 12, 173-175 Phillip St, Sydney, NSW 2000, GPO Box 2107, NSW 2001</p> <p>T: (02) 9114 1600 F: (02) 9114 1794 E: admin@racs.org.au W: www.racs.org.au</p> <p>H: 8:30am – 5pm Monday to Friday</p>
St. Vincent de Paul Refugee Support Service (RSS)	<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"> • Casework support including advocacy, referrals and education activities • Employment support for clients with work rights • Financial support in the form of a living allowance for asylum seekers with no access to government funded income support • Pedal Power program to provide free second hand bicycle to asylum seekers and teach bicycle maintenance 	<p>Postal: PO Box 536 Surry Hills, NSW, 2010</p> <p>T: (02) 8093 6724 T: (02) 8093 6798 E: refugee.services@vinnies.org.au</p>
NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors	<p>STARTTS provides treatment and rehabilitation for torture and trauma survivors including:</p> <ul style="list-style-type: none"> • Individual counselling and psychotherapy, family counselling and group therapy • Psychiatric services including medication 	<p>152-168 The Horsley Drive Carramar, NSW, 2163</p> <p>T: (02) 9794 1900</p>

New South Wales		
Organisation	Services	Contact Details
(STARTTS)	<ul style="list-style-type: none"> • Physiotherapy, bodywork, acupuncture and pain management • Community development programs and youth programs • Enterprise facilitation support to local entrepreneurs with refugee and refugee-like backgrounds wishing to start or expand existing small businesses • Activity groups including English classes, craft and exercise classes 	<p>F: (02) 9794 1910</p> <p>Location 2 1st Floor 44-50 Auburn Road Auburn, NSW, 2144</p> <p>T: (02) 9646 6666 F: (02) 9646 6610 E: starts@swsahs.nsw.gov.au W: www.startts.org</p> <p>H: 8:30am – 5pm Monday to Friday</p>
Salvos Legal Humanitarian	<p>The Salvos Legal Humanitarian is a special free law firm that provides free and legal assistance to financially or otherwise disadvantaged people in NSW and Queensland in the following areas:</p> <ul style="list-style-type: none"> • Police matters • Debt • Neighbourhood disputes • Centrelink matters • Family law • Housing matters • DOCS/FACS • Family migration and refugee matters 	<p>151 Castlereagh Street, Sydney NSW 2000</p> <p>T: (02) 8202 1500 F: (02) 8202 1590 E: enquiries@salvoslegal.com.au</p> <p>H: 9am – 5pm Monday to Friday</p> <p>Click here for further locations</p>
St. Vincent's Refugee Service	<p>Services Include:</p> <ul style="list-style-type: none"> • Home visitation • Material assistance • Asylum seeker allowance • Advocacy • Referral 	<p>T: (02) 9560 8666 F: (02) 9568 8666 E: migrant.refugee@vinnies.org.au W: www.vinnies.org.au/migrant-and-refugee</p>

Northern Territory		
Organisation	Services	Contact Details
Australian Red Cross – NT	<p>The Australian Red Cross – NT provides the service delivery of the Asylum Seeker Assistance Scheme (ASAS) in the ACT, services included are;</p> <ul style="list-style-type: none"> • Financial Assistance • Limited Healthcare Assistance • Referrals to agencies for settlement issues • Personal support and advocacy for persons in detention centres • Support for friends and family including information and referrals 	<p>Cnr Lambell Terrace & Schultz St, Larrakeyah NT 0820</p> <p>Postal: GPO Box 81 Darwin, NT, 0801</p> <p>T: (08) 8924 3900 F: (08) 8924 3909</p> <p>E: ntinfo@redcross.org.au W: www.redcross.org.au/asas</p> <p>H: 8:30am – 4:30pm Monday to Friday</p>
<p>Melaleuca Refugee Centre (Torture and Trauma Survivors Service of the Northern Territory)</p> <p><i>Member of FASSTT</i></p>	<p>Services Include:</p> <ul style="list-style-type: none"> • Torture and trauma counselling • Youth support services • Healthcare support • Referrals advocacy • Community development 	<p>24 Mclachlan Streetm Darwin NT 0800 GPO Box 1930, Darwin NT 0801</p> <p>Postal: PO Box 1226 Nightcliffe, NT, 0814</p> <p>T: (08) 8985 3311 F: (08) 8985 3322 E: admin@melaleuca.org.au W: www.melaleuca.org.au</p> <p>H: 9am – 4:30pm Monday to Friday</p>

Northern Territory		
Organisation	Services	Contact Details
Multicultural Council of Northern Territory (MCNT)	<p>Services Include:</p> <ul style="list-style-type: none"> • Advocacy and represents the interest and concerns of Territorians from culturally and linguistically diverse backgrounds • Migrant advice and information services – Playfair Visa and Migration Services give free legal advice at the MCNT offices (by appointment) 	<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</p> <p>Legal Advice bookings: 1800 031 418 E: mcnt@mcnt.org.au W: www.mcnt.org.au</p> <p>H: 8:30pm – 5:00pm Monday to Friday</p>
Northern Territory Legal Aid Commission	<p>Provides legal advice and assistance with immigration matters and asylum cases</p> <ul style="list-style-type: none"> • Non-English speaking people can access the NT Legal Aid Commission's information service by call the Translating and Interpreting Service (TIS) on 13 14 50 and asking the interpreter to connect them to the Legal Aid Helpline on 1800 019 343 	<p>6th Floor 9-11 Cavenagh Street, Darwin, NT, 0800</p> <p>T: (08) 8999 3000 T: 1800 019 343 E: info@ntlac.nt.gov.au W: www.ntlac.nt.gov.au</p>

Queensland		
Organisation	Services	Contact Details
Refugee Claimants Support Centre	<p>Services provided by the Centre include:</p> <ul style="list-style-type: none"> • Drop in centre • English tuition • Emotional support • Information and referral • limited emergency relief • computer skills • Assistance with accommodation, food, employment and health. 	<p>12 Bonython Street Windsor 4030</p> <p>Postal: PO Box 160 Lutwyche 4030</p> <p>T: (07) 3357 9013</p>
Queensland Programs of Assistance to Survivors of Torture and Trauma (QPASTT)	<p>Services Include:</p> <ul style="list-style-type: none"> • Counselling for children, young people, adults, families and asylum seekers • Children and Youth Programs including outreach and support to schools, a school holiday program and Homework Club. • Community Development • Capacity Building • Children and Youth Programs including outreach and support to schools, a school holiday program and Homework Club. • Family Mental Health Program (RESP-ECCT) supports carers of a person with a mental illness or 'at risk' of developing one. • Training 	<p>28 Dibley Street Woolloongabba, QLD, 4102</p> <p>T: (07) 3391 6677 F: (07) 3391 6388 E: admin@qpasst.org.au W: http://www.qpastt.org.au/</p> <p>H: 9pm to 4:30pm Monday to Friday</p> <p>Click here for other offices</p>
Refugees and Immigration Legal Service (RAILS)	<p>Services Include:</p> <ul style="list-style-type: none"> • Legal assistance in immigration matters (Protection visas legal advice and assistance, Refugee family reunion advice and assistance) • Advocates for law and policy reform • Legal education for refugees and migrants • Training: Refugee law clinics for university students 	<p>Level 1, 170 Boundary Street West End, QLD, 4101</p> <p>Postal address: PO Box 5143, West End, QLD 4101</p> <p>T: (07) 3846 9300 (general enquiries) T: (07) 3846 9333 (appointments) E: admin@rails.org.au W: www.rails.org.au</p> <p>Phone: 10am and 1pm and from 2-4pm</p>

Romero Centre

Services Include:

- Client advocacy for people seeking asylum, aiming to raise community awareness about refugee and asylum seeker issues and experiences
- Settlement services to refugees and people seeking asylum. These services include emergency relief, free English language classes, ladies sewing group and Playgroup activities for families
- Home tutoring
- Support with practical settlement assistance such as help with forms and understanding the Australian way of life
- Programs for young people and women under the Settlement Grant Program
- Community space: a free space for community groups to meet that can hold up to 12 people.

20 Dutton Street
Dutton Park, QLD, 4102

Postal:
PO Box 6188, Fairfield Gardens,
QLD 4103

T: (07) 3013 0100

F: (07) 3846 3910

E: romero.admin@mercyys.org.au

W: www.romero-temp.mercyys.org.au/romero-centre/romero-centre/activities-services

Opening hours:

Monday to Wednesday 9.00 am to 4.30 pm

Thursday 9.00 am to 1.00 pm

Friday 9.00 am to 4.30 pm

Community Worker – Drop in Friday from 9:30am to 4.00 pm

[Click here for specific service open times:](#)

Queensland		
Organisation	Services	Contact Details
Brisbane Refugee and Asylum Seeker Support Network (BRASS)	The BRASS Network brings together representatives of refugee support agencies, refugee communities, advocacy groups, church and community groups and individuals interested in supporting refugees and asylum seekers.	Justice Place, 5 Abingdon St, Woolongabba, Queensland Peter Arndt E: peter@brassnetwork.org Jen Basham E: jen@brassnetwork.org Sue Hutchinson E: sue@brassnetwork.org

South Australia

Organisation	Services	Contact Details
<p>Aboriginal Catholic Ministry Otherway Centre</p>	<p>Primary provides support to Aboriginal persons but has also provided settlement and community support to former detainees.</p> <ul style="list-style-type: none"> • Drop-in centre for homeless and disadvantaged people • Group worship • Liaison with other Aboriginal and welfare groups and services 	<p>80 Payneham Road, Stepney, SA, 5069</p> <p>T: (08) 8362 3185 E: gm@acc.asn.au</p>
<p>Australian Refugee Association (ARA)</p> <p><i>“Circle of Friends” is coordinated through ARA</i></p>	<p>Services include:</p> <ul style="list-style-type: none"> • Client services: Helpdesk, Casework, Accommodation service, Social support program, Refugee Travel Assistance, Life Skills Sessions • Migration services: Provide advice and assist people in applying for visa, residence and citizenship applications. May also provide information and appropriate referrals for representation before the Migration Review Tribunal (MRT) & the Refugee Review Tribunal (RRT). • Youth services • Skills development: Cultural competency workshops to ensure organisations and their employees are skilled when working with people from a culturally and linguistically diverse background (including Refugee experience training) • Community development 	<p>304 Henley Beach Road Underdale, SA, 5032</p> <p>T: (08) 8354 2951 F: (08) 8354 2953 E: reception@ausref.net W: www.australianrefugee.org</p> <p>H: 9am to 5pm Monday to Friday</p>

**Legal Services
Commission of South
Australia**

Services Include:

- Legal advice
- Free legal help
- Representation
- Community legal education and information

159 Gawler Place
Adelaide, SA, 5000

Postal Address:
GPO Box 1718,
Adelaide SA 5001 DX 104

T: (08) 8111 5555

F: (08) 8111 5599

W: www.lsc.sa.gov.au/

[Click here for contact details of other
LSC offices](#)

Migrant Health Service

Health services for recently arrived humanitarian refugees and people seeking asylum with multiple and complex health needs. Appointment necessary for medical clinic, counselling and visiting services.

21 Market Street
Adelaide, SA, 5000

T: (08) 8237 3900

T: 1800 635 566

H: 9am – 5pm Monday to Friday

W: www.sahealth.sa.gov.au

South Australia

Organisation	Services	Contact Details
Survivors of Torture and Trauma Assistance and Rehabilitation Services – SA <i>Member of FASST</i>	Provides a range of services to survivors of torture and trauma, their families and their communities, including: <ul style="list-style-type: none">• Counselling and advocacy• Child and youth program• Mental health clinic• Education and training• Access to community reference group	81 Angas Street Adelaide, SA, 5000 T: (08) 8206 8900 W: www.sttars.com.au H: 9am – 5pm Monday to Friday Click here for more locations

Tasmania

Organisation	Services	Contact Details
<p>Migrant Resource Centre (Southern Tasmania)</p>	<p>Services include:</p> <ul style="list-style-type: none"> • Individual help for new migrants settling in Tasmania • Help and support for older migrants • Support and counselling for migrants who have experienced torture and trauma • Community development and building cultural awareness of migrant issues • Project management • Advice to government, business and the community about migrant needs and issues 	<p>49 Molle Street Hobart, TAS, 7000</p> <p>T: (03) 6221 0999 F: (03) 6231 1264 E: reception@mrchobart.org.au W: www.mrchobart.org.au</p> <p><i>Check website for other offices</i></p>
<p>Phoenix Support Service for Survivors of Torture and Trauma</p> <p><i>Member of FASST</i></p>	<p>Service for survivors of torture and trauma include:</p> <ul style="list-style-type: none"> • counselling with individuals and groups • massage and natural therapies • community development activities • referrals to other health and community services • advocacy on behalf of our clients with other services 	<p>Southern Tasmania Level 2, 116 Bathurst Street Hobart, Tas, 7000</p> <p>P: 03 6234 9138</p> <p>Northern Tasmania 95-99 Cameron Street, Launceston, Tas 7250 (located at the offices of the Migrant Resource Centre (Northern Tasmania))</p> <p>P: 03 6331 2300</p> <p>W: www.mrchobart.org.au/content/phoenix-centre</p>

Victoria		
Organisation	Services	Contact Details
AMES asylum seeker programs	<p>Core services:</p> <ul style="list-style-type: none"> • Humanitarian Settlement Services (HSS) • Adult Migrant English Program: General Services • Adult Migrant English Program: Distance Learning • Skills for Education and Employment Program • Victorian Training Guarantee (VTG) • jobactive • Community Detention Program, Community Assistance Scheme and Asylum Seeker Assistance Scheme <p>Social enterprises (catering enterprises) Multicultural hub</p>	<p>T: 13 2637 (13 AMES) W: www.ames.net.au</p> <p>AMES has a number of offices in metropolitan Melbourne.</p>
Asylum Seeker Centre Dandenong	<p>Assists asylum seekers (On-shore applicants for refugee status) with food packs & Christmas/Easter gift vouchers. Run a “Free Op Shop” to assist asylum seekers & refugees with items such as blankets, clothing, computers, crockery, cutlery, donnas, furniture, linen, sheets and towels.</p> <p>Food is distributed on Wednesdays & Thursdays.</p>	<p>Jesus House Level 1 Hub Arcade Dandenong, VIC, 3175</p> <p>H: 8:30am – 2:30pm Tuesday, Wednesday and Thursday</p>
Asylum Seeker Resource Centre	<p>Australia’s largest asylum seeker advocacy, aid and health organisation. Services include:</p> <ul style="list-style-type: none"> • Client services: casework • Legal services: Human rights law program (free, independent legal service) • Food and Aid: Community meals, Foodbank, Material aid • Health services: Pro bono health services for asylum seekers • Employment, training & skills development: Employment program, Development programs, free ESL for children and adults • Social enterprise: Catering and domestic cleaning services • Community enterprises: Volunteer program, Community speakers program, Fundraising, Philanthropic engagement, Youth and students program 	<p>214-218 Nicholson Street Footscray, VIC, 3011</p> <p>T: (03) 9326 6066 F: (03) 9689 1063 E: admin@asrc.org.au W: www.asrc.org.au</p> <p>H: 10am – 5pm Monday to Friday</p>

Victoria		
Organisation	Services	Contact Details
Asylum Seeker Welcome Centre	<p>Services Include:</p> <ul style="list-style-type: none"> • General assistance (facilitate linkages with other local support services) • Community meals program • English conversation classes • Creative art program 	<p>212 Sydney Road Brunswick, VIC, 3056</p> <p>T: (03) 9388 2459 E: aswc@lentarauc.org.au W: www.lentarauc.org.au/asylum-seeker-welcome-centre</p> <p>H: Monday to Thursday and Saturdays – various times</p>
Australian Red Cross – VIC	<p>Services include:</p> <ul style="list-style-type: none"> • Help asylum seekers access medical, housing and other essential services. Provide housing for families and children who are living in the community and offer support to help ensure children attend school in the local community. • Offer one-on-one case work to eligible clients and group education sessions for asylum seekers • This work is funded by the Department of Immigration through the Status Resolution Support Service program. 	<p>23-47 Villers Street North Melbourne, VIC, 3051</p> <p>Postal: GPO Box 9949 Melbourne VIC 3001</p> <p>T: (03) 8327 7700 F: (03) 8327 7711 W: www.redcross.org.au/asylum-seekers.aspx</p>
Baptcare Sanctuary	<p>Services include:</p> <ul style="list-style-type: none"> • Transitional supported accommodation for male asylum seekers living lawfully in the community - receives no government funding. 	<p>33 Blyth Street Brunswick, VIC, 3056</p> <p>T: (03) 9831 7222 F: (03) 9831 7272 E: info@baptcare.org.au W: www.baptcare.org.au</p>

**Brigidine Asylum
Seeker Project (BASP)**

BASP provides help and support for asylum seekers, both in the community and in on-shore and off-shore detention centres. They include:

- Information sessions to raise awareness of the situation of asylum seekers
- Visiting asylum seekers in detention centres
- Provide accommodation to asylum seekers
- Support asylum seekers on bridging visas
- Provide assistance to individual refugees and families settling into the community – including reunification of families
- Network with other asylum seeker support groups
- Assist asylum seekers who have decided to leave Australia because they lost hope of being given refugee status
- Lobby government to promote changes to policy and procedures that contradict the foundational beliefs expressed in the BASP charter
- Intervene with government agencies to secure better outcomes for asylum seekers who face significant difficulty

52 Beaconsfield Pde
Albert Park, VIC, 3206

T: (03) 9696 2107

W: www.brigidineasp.org.au

Victoria		
Organisation	Services	Contact Details
The Ecumenical Migration Centre (EMC) Brotherhood of St. Laurence	<p>The EMC Offers:</p> <ul style="list-style-type: none"> • Family relationship service for humanitarian entrants • Counselling and casework for families • Parenting skills development • Telephone support and referrals • Mentoring • Small business mentoring for women 	<p>Brotherhood of St. Laurence Ecumenical Migration Centre 123 Brunswick Street Fitzroy, VIC, 3065</p> <p>T: (03) 8412 8700 W: www.bsl.org.au/services/refugees-and-settlement/ecumenical-migration-centre-emc/</p>
Edmund Rice Asylum Seeker Project	<p>Edmund Rice Asylum Seeker Project is a residual service provider, and aims to help complement current services provided by the Asylum Seeker Resource Centre, Hotham Mission Asylum Seeker Project, Brigidene Asylum Seeker Project and the Red Cross.</p> <p>ERASP provides outreach, friendship and community support via the Br Noonan Asylum Seeker House of Welcome in Richmond, a financial support fund and volunteer and employment service.</p>	<p>Edmund Rice Centre 7 Amberley Way, Lower Plenty VIC 3093</p> <p>T: (03) 9439 8282 E: LLucas@edmundrice.org E: erasp@edmundrice.org W: www.erasp.org.au</p>
Fitzroy Learning Network	<p>The Refugee Support Program assists newly arrived asylum seekers and refugees through referrals, education, English classes and skills support.</p>	<p>198 Napier Street Fitzroy, VIC, 3065</p> <p>T: (03) 9417 2897 F: (03) 9417 2663 E: admin@fitzroylearningnetwork.org.au W: www.fitzroylearningnetwork.org.au</p>

Victoria

Organisation	Services	Contact Details
<p>Hotham Mission Asylum Seeker Project</p>	<p>Services include:</p> <ul style="list-style-type: none"> • UnitngCare Hotham Mission partners with Lentara UnitngCare provide limited rent-free transition accomodation located in North Melbourne 	<p>2 Elm Street North Melbourne, Vic 3051</p> <p>T: (03) 9326 8245 F: (03) 9326 8030 E: enquiries@hothammission.org.au W: www.hothammission.org.au</p>
<p>Migrant Information Centre (MIC)</p>	<p>Services include:</p> <ul style="list-style-type: none"> • Employment services to assist migrants to settle and gain employment experience • English classes • Family support for women who are, or at risk of, or have experienced family violence • Housing services to assist migrants and refugees seeking housing • Migration advice • Youth services for young refugees 	<p>27 Bank Street Box Hill, VIC, 3128</p> <p>T: (03) 9285 4888</p> <p>185 Mt Dandenong Road Croydon, VIC T: (03) 9020 2969</p> <p>W: www.miceastmelb.com.au</p> <p>H: 9am – 5pm Monday to Friday</p>

**Refugee Immigration
Legal Centre (RILC)**

RILC specialises in legal advice and representation in relation to refugee and general immigration matters through the following services:

- Telephone immigration advice line open 8 hours per week
- Weekly face-to-face Evening Advice Service
- Full application casework/legal representation service
- Monthly Offshore Refugee 'Family Reunion' Visa clinics
- Extensive professional and community-based education programs
- Active and wide-ranging advocacy and law reform program

Level 1

121-123 Brunswick Street
Fitzroy, VIC, 3065

T: (03) 9413 0101 (reception)

T: (03) 9413 0100 (advice line)

(Wednesdays 10.00am to
2.00pm Fridays 10.00am to
2.00pm)

F: (03) 9413 0144

E: [rilc@rilc.org.au](mailto:riloc@rilc.org.au)

W: www.rilc.org.au

H: Advice: 10am – 2pm Wednesday and
10am – 2pm Friday

Victoria		
Organisation	Services	Contact Details
The Salvation Army Asylum Seeker Support Services	<p>Supports skilled migrants, asylum seekers and overseas students in need. Services include:</p> <ul style="list-style-type: none"> • Food vouchers • Salvo store vouchers • Phone cards • Met cards • Bedding, clothing and furniture • Access to community networks 	<p>16 Tinning Street Brunswick, VIC, 3056</p> <p>T: (03) 9384 8333 F: (03) 9383 4133 E: colin.elkington@aus.salvationarmy.org karen.elkington@aus.salvationarmy.org</p> <p>H: 9:30am – 3:00pm Monday, Wednesday and Friday (Visits by appointment)</p>
Springvale Community Aid and Advice Bureau (SCAAB)	<p>Services include:</p> <ul style="list-style-type: none"> • Emergency relief for people facing financial hardship • Employment support service • Income support services (Child support, Financial counselling, No interest loan scheme) • Settlement support for migrant and refugee 	<p>5 Osborne Avenue Springvale, VIC, 3171</p> <p>T: (03) 9546 5255 E: scaabspr@scaab.org.au W: www.scaab.org.au</p> <p>H: 9am – 5pm Monday, Tuesday, Thursday, Friday; 1pm – 5pm Wednesday</p>
Victorian Legal Aid	<p>Services Include:</p> <ul style="list-style-type: none"> • General legal advice (non-migration) 	<p>Head Office 350 Queen Street Melbourne, VIC, 3000</p> <p>T: 1300 792 387 W: www.legalaid.vic.gov.au</p> <p>Click here for other offices</p>

Western Australia		
Organisation	Services	Contact Details
Coalition for Asylum Seekers, Refugees and Detainees (CARAD)	<p>Non-profit independent organisation working with people from a refugee background living in Western Australia. Main objectives:</p> <ul style="list-style-type: none"> • Student support (for students from a refugee background who may be struggling at school) • English as a Second Language and settlement support • Welfare support, including short term accommodation, material aid and assistance with living expenses (to asylum seekers who are not eligible for assistance from government services because of their visa status) • Advocacy for individuals, and submissions to Senate Inquiries on government policies • Community awareness (including public speaking engagements, at events and with other like-minded organisations) 	<p>Trinity Refugee Centre 245 Stirling Street Perth, WA, 6000</p> <p>T: (08) 9227 7322 F: (08) 9228 9749 E: office@carad.org.au W: www.carad.org.au</p>
Australian Red Cross – WA	<p>Services include:</p> <ul style="list-style-type: none"> • Help asylum seekers access medical, housing and other essential services. Provide housing for families and children who are living in the community and offer support to help ensure children attend school in the local community • Offer one-on-one case work to eligible clients and group education sessions for asylum seekers • This work is funded by the Department of Immigration through the Status Resolution Support Service program 	<p>110 Goderich Street East Perth, WA, 6004</p> <p>Postal: GPO Box P1239 Perth, WA, 6844</p> <p>T: (08) 9225 8888 T: 1800 810 710 (Free call) F: (08) 9325 5112 E: wainfo@redcross.org.au</p>

**The Humanitarian
Group**

Services include:

- Professional migration assistance, legal advice and education for people new to Australia
- Visa help (Protection visa, Family reunion, General legal assistance, Community legal education)

16 Sunbury Road
Victoria Park, WA, 6976

Postal:
PO Box 4387
Victoria Park, WA, 6976

Western Australia		
Organisation	Services	Contact Details
Legal Aid Western Australia		<p>T: (08) 9227 7311 F: (08) 9227 7188 E: admin@caseforrefugees.org.au</p> <p>H: 9am – 12pm and 1pm – 3:00pm Monday to Friday</p>
	<p>Limited assistance in migration matters. Legal aid may be available if your immigration matter relates to a court case in the Federal Court or High Court and</p> <ul style="list-style-type: none"> • there is no guide on a point of law • there is a difference of opinion between judges, or • the proceedings challenge whether detention is lawful (this does not include challenging a decision about a visa or deportation order). <p>Legal Aid has one lawyer who is a registered migration agent.</p>	<p>Perth Office: 55 St Georges Terrace Perth, WA, 6000</p> <p>T: (08) 9261 6222 InfoLine: 1300 650 579 F: (08) 9261 6554 W: www.legalaid.wa.gov.au</p> <p>Click here for regional offices</p>
Southern Community Advocacy Legal Education and Services (SCALES)	<p>SCALES provides free legal advice, information and representation to low income people living in the Kwinana and Rockingham areas, including the areas of immigration and refugee law.</p>	<p>Suite 3 St. Nicholas Community Centre 14 Council Avenue Rockingham, WA, 6168</p> <p>T: (08) 9550 0400 E: scales@murdoch.edu.au W: http://goto.murdoch.edu.au/scales</p> <p>H: 9am – 5pm Monday to Thursday; 9am – 12pm Friday</p>

**The Ethnic Disability
Advocacy Centre
(EDAC)**

Provides advocacy services for people with disabilities from non-English speaking backgrounds

- Individual advocacy (encourage people with disability from cultural and linguistically diverse backgrounds to stand up for their rights)
- Regional advocacy
- Systemic advocacy
- Disability first stop
- Training
- Carers support
- Mental health support

320 Rokeby Road
Subiaco, WA, 6008

T: (08) 9388 7455

T: 1800 659 921 (Free Call) F:
(08) 9388 7433

E: admin@edac.org.au

W: www.edac.org.au

Western Australia

Organisation	Services	Contact Details
Freemantle Multicultural Centre	<p>Run programs designed for migrants and refugees from a diverse range of cultural and linguistic background, services include:</p> <ul style="list-style-type: none">• Settlement support program for eligible newly arrived migrants, refugees and humanitarian entrants• Crisis accommodation for migrants and refugees	<p>241 – 243 High Street Freemantle, WA, 6160</p> <p>Postal: PO Box 592 Freemantle, WA, 6959</p> <p>T: (08) 9336 8282 F: (08) 9430 6352</p> <p>H: 8:30am – 4:30pm Monday to Friday</p> <p>Click here for other locations</p>