



National Directory of ASYLUM SEEKER AND REFUGEE SERVICE PROVIDERS

WITH COMPLIMENTS from the ASRC
and WITH SPECIAL THANKS TO RACHEL, BEC and ANDREA –
ASRC Volunteers who rang, collected, collated, checked and formatted this information.

REFUGEE AND ASYLUM SEEKER SERVICE PROVIDERS

The following state agencies provide material aid (food, housing needs) and services (counselling, advice) to refugees, including Temporary Protection Visa holders, and/or Asylum Seekers on Bridging Visas.

AUSTRALIA wide (all states)		
Organisation	Services provided	Contact
Australian Red Cross National Office	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. Visits to on-shore facilities such as Baxter (SA), & Perth Airport (WA), Villawood (NSW) and Maribyrnong (VIC) are made either weekly, fortnightly or monthly. Visits to off-shore facilities in Christmas Island and Nauru are made depending on service needs.	Australian Red Cross National Office Address: 155 Pelham Street Carlton VIC 3053 Postal: PO Box 196 Carlton Vic 3053 T: (03) 9345 1800 F: (03) 9345 2513
	Red Cross Asylum Seeker Assistance Scheme (ASAS) Provides the following services for asylum seekers who have been waiting for six months or more for their Protection Visa applications to be finalised by DIMA (and in some cases, some review applicants in financial hardship who are unable to meet their basic needs: <ul style="list-style-type: none"> • health support • counselling • accommodation • material aid • education and legal referrals • social support 	E: redcross@redcross.org.au W: www.redcross.org.au Opening Hours: 9–5 Mon to Fri
National Council of Churches of Australia – National Program on Refugees and Displaced People (NPRDP) – NSW	In partnership with State Ecumenical Councils (or State Councils of Churches), the National Program on Refugees and Displaced People (NPRDP), formerly known as Refugee and Migrant Services, helps resettle refugee families. Services include: <ul style="list-style-type: none"> • Assistance to asylum seekers in the community and Temporary Protection Visa holders • Houses of Welcome that provide referrals, English classes and temporary accommodation upon release from detention. <p>There is also an office in Victoria (see under Victoria on this list). NOTE: direct service delivery/case work is not relevant for the NCCA national office staff who are instead more linked to advocacy and education.</p>	Mr James Thomson, National Education and Advocacy Officer (Sydney) Address: Level 6 379 Kent Street, Sydney NSW Postal: Locked Bag 199, Sydney NSW 1230. T: (02) 9299 2215 F: (02) 9262 4514 E: jthomson@ncca.org.au W: www.ncca.org.au/cws/rdp Opening Hours: 9–5 Mon to Fri

ACT

Organisation	Services provided	Contact
<p>Companion House Member of the Forum of Australian Services for Survivors of Torture and Trauma (FASSTT).</p>	<p>The main focus of Companion House is counselling service for victims of torture and trauma but also provides services such as children’s programs. Services include:</p> <ul style="list-style-type: none"> • Direct services to survivors of torture and trauma, their families and their communities (counselling, children’s programs). • Training and community education • Publications that provide advice for professional interaction with refugees and survivors of torture and trauma • Secondary consultation to those working with refugees. 	<p>41 Fairfax Street, O’Connor ACT 2602 T: (02) 6247 7227 F: (02) 6247 1416 E: info@companionhouse.org.au W: www.companionhouse.org.au Opening Hours: 9–5 Mon to Fri</p>
<p>Companion House – Greater Murray/ Riverina Refugee Services Network</p>	<p>A network of doctors, health workers and settlement workers who provide counselling and medical services to refugees from Wagga Wagga, Albury, Griffith, Young and Canberra.</p>	<p>Elizabeth Price T: (02) 6247 7227 E: eliz_ch@tpg.com.au</p>
<p>Red Cross Asylum Seeker Assistance Scheme (ASAS) – ACT</p>	<p>Red Cross Asylum Seeker Assistance Scheme (ASAS) Provides the following services for asylum seekers who have been waiting for six months or more for their Protection Visa applications to be finalised by DIMA (and in some cases, some review applicants in financial hardship who are unable to meet their basic needs:</p> <ul style="list-style-type: none"> • health support • counselling • accommodation • material aid • education and legal referrals • social support 	<p>PO BOX 610 Mawson ACT 2607 To apply for assistance contact Marion Allum. T: (02) 6206 6015 F: (02) 6206 6050 E: mallum@redcross.org.au Opening Hours: 8.30–5 Mon to Fri</p>

NEW SOUTH WALES

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
<p>Service for the Treatment and Rehabilitation of Torture and Trauma Survivors in New South Wales</p> <p>Member of FASSTT</p>	<p>STARTTS (NSW) provides a range of services to survivors of torture and trauma, their families and their communities who have been exposed to torture and trauma, including</p> <ul style="list-style-type: none"> • counselling and therapy • physiotherapy and bodywork • community development programs and youth programs English classes • Middle Eastern women’s and men’s groups – social • English classes 	<p>Location 1: 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: startts@swhsahs.nsw.gov.au</p> <p>W: www.startts.org</p> <p>Opening Hours: 8.30–5 Mon to Fri</p>
<p>House of Welcome</p> <p>(a project of the NSW Ecumenical Council)</p>	<p>House of Welcome assists and supports refugees and asylum seekers providing</p> <ul style="list-style-type: none"> • Shop front resource and referral centre for asylum seekers in the community and on TPV’s • Emergency and permanent accommodation • Help to register with Centrelink and Medicare, open a Bank account, procure a Tax File number, enrol in English classes or find employment • English classes, computer classes • Employment assistance • Medical and Legal support services 	<p>Father Jim</p> <p>140 Wattle Ave, Carramar NSW 2163 (opp. Carramar station)</p> <p>T: (02) 9727 9290 F: (02) 9724 6101</p> <p>E: thow@tpg.com.au</p> <p>W: www.nswec.org.au/houseofwelcome.htm</p> <p>Opening Hours: 9–4.30 Mon to Fri</p>
<p>Jesuit Refugee Service</p> <p>JRS Australia</p>	<p>The Jesuit Refugee Service (JRS Australia) is an international Catholic organisation working in over 40 countries, with a mission to accompany, serve and defend the rights of refugees and forcibly displaced people. While they don’t provide any material aid at present, JRS work closely with the Asylum Seeker Centre.</p> <p>Coordinator: Fr Nguyen Van Cao SJ</p>	<p>Georgina Pike</p> <p>PO Box 522, Kings Cross NSW 1340</p> <p>T: (02) 9356 3888 F: (02) 9356 3021</p> <p>E: jrsau@jrs.org.au or georgina.pike@jrs.org.au</p> <p>W: www.jrsau.com</p> <p>Opening Hours: 9–5 Mon to Fri</p>

NEW SOUTH WALES

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
<p>Sisters of Mercy – Community Links Project</p>	<p>The Sisters of Mercy are present in every state in Australia, working with those refugees and asylum seekers in their local community. They look after offshore refugees (200s, 201s, 202s and 204s) and don't provide material aid to asylum seekers, but can refer.</p> <ul style="list-style-type: none"> Place volunteers with vulnerable families to advocate for them at appointments, assist them with Department of Housing, doctors appointments, Centrelink, link up with mainstream services, and with other community groups (social). 	<p>1 Thomas Street, Lewisham NSW 2049 T: (02) 9564 1911 F: (02) 9550 9683 E: mrsproject@mercy.org.au W: www.mercyworks.org.au Opening Hours: 9–5 Mon to Fri</p>
<p>Red Cross Asylum Seeker Assistance Scheme (ASAS) – NSW</p>	<p>The Asylum Seeker Assistance Scheme (ASAS) in New South Wales is a government initiative administered by Australian Red Cross New South Wales. It assists asylum seekers on Bridging Visas in Australia who are in the process of having their refugee status determined. This scheme provides eligible asylum seekers with financial assistance and limited healthcare assistance, plus referrals to other agencies for settlement issues. Note: The Red Cross can provide financial assistance for health and character checks, but this must be sought prior to the checks taking place as they are unable to reimburse people.</p>	<p>Coordinator of Refugee Services 159 Clarence Street, Sydney NSW 2000 T: (02) 9229 4176 F: (02) 9229 4291 E: nswasas@redcross.org.au W: www.redcross.org.au/NSW/ Opening Hours: 9–5 Mon to Fri</p>
<p>NSW Refugee Health Service</p>	<p>The NSW Refugee Health Service is funded by NSW Health and aims to protect and promote the health of refugees and people of refugee-like background living in NSW. The service also sees asylum seekers without Medicare, and advocates on their behalf.</p> <p>Roles include:</p> <ul style="list-style-type: none"> Providing clinical assessments, advice and referrals Delivering health information to refugees Training advice for health care providers on refugee health, and development of resource materials Project work aimed at improving health of refugee communities Advocacy to promote health equity for refugees <p>The service is not able to fund medications, expensive tests, or provide equipment such as wheelchairs.</p>	<p>Marisa Salem, Deputy Director Address: Suite 5, level 2, 157-161 George St, Liverpool, 2170 Postal: PO Box 144 Liverpool BC NSW 1871 T: (02) 8778 0770 F: (02) 8778 0790 E: marisa.salem@sswahs.nsw.gov.au W: www.refugeehealth.org.au Opening hours: 8.30–4.30 Mon to Fri</p>

NORTHERN TERRITORY

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
<p>Melaleuca Refugee Centre (Torture and Trauma Survivors Service of the Northern Territory) Member of FASSTT</p>	<ul style="list-style-type: none"> • Provide counselling to asylum seekers, that is, survivors of torture and trauma, their families and their communities • Accommodation and support • Counselling and Group work • Referrals and advocacy • Information/Resources • Coping and Life skills • Volunteers and Partnerships • Training and Community education 	<p>Kas Phillips, Educator/Trainer Shop 33 Rapid Creek Business Village 78 Trower Road Millner NT 0810 T: (08) 8985 3311 F: (08) 8985 3322 E: admin@melaleuca.org.au or educator-trainer@melaleuca.org.au W: www.fasstt.org.au Opening Hours: 9–4.30 Mon to Fri</p>
<p>Red Cross Asylum Seeker Assistance Scheme (ASAS) – NT</p>	<ul style="list-style-type: none"> • Casework • Access to health care • Income support • English program (English classes) • Tracing is available to anyone wishing to find or contact (through red cross messages) a family member in another country where separation has occurred as a result of war or disaster. Additional cases are accepted on compassionate basis and health and welfare in more settled countries also may occur. <p>The website isn't specific to NT. There is an Australian Red Cross general website.</p>	<p>Address: Cnr Lambell Terrace & Schultz Sts Larrakeyah NT 0820 Postal: GPO Box 81 Darwin NT 0801 T: (08) 8924 3900 F: (08) 8924 3909 E: redcross@nt.redcross.org.au W: www.redcross.org.au Opening Hours: 8–5 Mon to Fri ASAS Coordinator: Joan Washington T: (08) 8924 3961 Mob: 0410 067 028 E: jwashington@redcross.org.au</p>
<p>Multicultural Council of the Northern Territory</p>	<ul style="list-style-type: none"> • Legal – The Multicultural Council runs a monthly free migration advice service (family migration and humanitarian) <p>From the website: Please let us know when you are making a booking, if an interpreter is needed. When you attend an advice clinic you will be seen by one of our trained volunteers who are MARA registered migration agent.</p>	<p>Address: Shop 15, Malak Shopping Centre Malak Place, Malak NT 0812 Postal: PO Box 299, Sanderson Karama NT 0812 T: (08) 8945 9122 F: (08) 8945 9155 E: mcnt@mcnt.org.au W: www.mcnt.org.au Opening hours: 8.30–5 Mon to Fri</p>

QUEENSLAND

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
<p>Refugee Claimants Support Centre – Windsor, QLD (formerly ASC)</p>	<p>The Centre is the first point of call and provides information and referral services to all Asylum Seekers. The Centre provides other services for those on Bridging Visas, those with a current claim with DIMA, but not TPV holders. Services include:</p> <ul style="list-style-type: none"> • Drop in centre, English language classes, emotional support, information and referral • Assistance with accommodation, food, employment and health (including dental health) • No interest loans for employment purposes, limited emergency relief, computer skills 	<p>Address: 12 Bonython Street Windsor QLD 4030 AUSTRALIA</p> <p>Postal: PO Box 160 Lutwyche</p> <p>T: (07) 3357 9013 F: (07) 3357 9019</p> <p>E: refugees@refugees.org.au</p> <p>W: www.refugees.org.au</p> <p>Opening Hours: 9–5 Mon, Tues, Thurs</p>
<p>Brisbane Refugee & Asylum Seeker Health Network (ASHN)</p>	<p>BRASHN is run by nurses and coordinated from the Refugee Claimants Support Centre in Windsor, Queensland. They provide</p> <ul style="list-style-type: none"> • basic health assessments, • referrals, • ongoing support for community based Asylum Seekers. 	<p>T: (07) 3357 3369</p> <p>or use same address and phone number as Refugee Claimants Support Centre.</p> <p>Opening hours: 9–5 Mon, Tues, Thurs</p>
<p>Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT)</p> <p>Member of FASST</p>	<ul style="list-style-type: none"> • Direct services to survivors of torture and trauma, their families and their communities. • Training and community education. • Publications that provide advice for professional interaction with refugees and survivors of torture and trauma. • Secondary consultation to those working with refugees. 	<p>Kalbe House, 118 Park Road, 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: 9–5 Mon to Fri</p>

SOUTH AUSTRALIA

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
<p>Aboriginal Catholic Ministry Otherway Centre</p>	<p>Services provided by the Aboriginal Catholic Ministry include:</p> <ul style="list-style-type: none"> • providing furniture and household items, clothing, • referral for housing and health issues, • counselling, • resume preparation and job seeking, • interpreting, • help with filling out forms and other resettlement issues • a place for Shia Muslim people to pray <p>Involvement with Afghani refugees has also been a sharing of culture and spirituality. Most Afghani people in South Australia are Shia Muslim. Since there is no Shia Mosque in Adelaide the ACM allow the use of their building for prayer on the special prayer times of Shia Muslims.</p>	<p>Father Tony Pearson Aboriginal Catholic Ministry Otherway Centre 185 Pirie Street ADELAIDE SA 5000 T: (08) 8232 1001 F: (08) 8232 5011 E: acm@acc.asn.au W: www.acc.asn.au Opening Hours: 9.30–4 Mon to Fri</p>
<p>Survivors of Torture and Trauma Assistance and Rehabilitation Service in South Australia Member of FASST</p>	<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"> • individual and group counselling • information • support and advocacy 	<p>Alica (office manager) Candy – intake assessment 12 Hawker Street, Bowden, SA 5007. T: (08) 8346 5433 F: (08) 8346 5755 E: sttars@sttars.org.au W: www.sttars.org.au Opening Hours: 9–5 Mon to Fri</p>
<p>Legal Services Commission of South Australia</p>	<p>Provides advice, community legal education and legal aid</p>	<p>82–98 Wakefield Street, Adelaide SA 5000 T: (08) 8463 3555 F: (08) 9463 3599 W: www.lsc.sa.gov.au/index.asp</p>

SOUTH AUSTRALIA

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
<p>Migrant Health Service</p>	<p>The Migrant Health Service provides free culturally sensitive healthcare to newly arrived refugees and asylum seekers. All information remains confidential and we use qualified interpreters to ensure a clear understanding about available health care.</p> <p>The Migrant Health Service offers free and confidential:</p> <ul style="list-style-type: none"> • Health checks and women’s health clinics run only by female nurses and doctors • Immunisation clinics • Orientation to the health care system • Links to social and health services in local area • Health education in different languages to meet the needs of all age groups • Counselling for individuals and families • Massage therapists • Optometrist 	<p>Dan Haller, Manager Jan Williams, Clinic Coordinator 21 Market Street, Adelaide T: (08) 8237 3900 F: (08) 8237 3949 Toll Free: 1800 635 566 Opening Hours: 9–5 Mon to Fri</p>
<p>Australian Refugee Association (ARA) “Circle of Friends” is coordinated through ARA.</p>	<p>The Australian Refugee Association (ARA) provide services for newcomers to South Australia to assist them to settle in their new homes and to help them start their new life. The services include:</p> <ul style="list-style-type: none"> • Accommodation assistance • English classes • Counselling and advice • Household goods • Employment assistance • Emergency financial and material assistance • Proposer and family support • Assistance with reunification of families • Refugee youth support • Legal and Migration advice • Public education and policy development 	<p>304 Henley Beach Road Underdale SA 5032 T: (08) 8354 2951 F: (08) 8354 2953 E: reception@ausref.net W: www.ausref.net Opening Hours: 9–5 Mon to Fri Health Referrals: Dr Sally Cole: drsal@picknowl.com.au Dr Belinda Capon: belinda.capon@internode.on.net Ms Susan Lane (RACGP): susan.lane@racgp.org.au</p>

TASMANIA

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
<p>Phoenix Support Service for Survivors of Torture and Trauma</p> <p>Member of FASSTT</p>	<p>Member of the Forum of Australian Services for Survivors of Torture and Trauma (FASSTT), and offers</p> <ul style="list-style-type: none"> • direct services to survivors of torture and trauma, their families and their communities including counselling • referral service - referrals to food and accommodation services for asylum seekers (TPV and BVE) – call Casework and Referrals direct line 	<p>Dieter Kohlmeyer (Social Worker)</p> <p>49 Molle Street, Hobart TAS 7000</p> <p>T: (03) 6234 9330 [Reception]</p> <p>T: (03) 6234 9411 [Casework and referrals]</p> <p>E: phoenix@mrchobart.org.au</p> <p>Opening hours: 9–5 Mon to Fri</p>

VICTORIA

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
<p>Asylum Seeker Project (Hotham Mission)</p>	<p>Hotham Mission work with asylum seekers who have no income, work rights, Medicare, entitlements or other means of support. Referral process through ASRC.</p> <ul style="list-style-type: none"> • free housing • casework, volunteer support and referral • financial help for emergencies and monthly cash relief 	<p>2/579 Queensberry Street North Melbourne VIC 3051</p> <p>T: (03) 93268343 F: (03) 93267470</p> <p>E: asp5@sub.net.au</p> <p>W: www.hothammission.org.au</p> <p>Opening hours: 9–5 Mon to Fri</p>
<p>The Asylum Seekers Centre (Dandenong)</p>	<p>Provide food bank, material aid, and emergency relief.</p>	<p>Trinity Uniting Church, 285 Trummer St. Cnr. Scott and Robinson St, Dandenong</p> <p>T: (03) 9802 5268</p> <p>Opening hours: 9–3 Tues and Thurs</p>

VICTORIA

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
<p>Brigidine Asylum Seeker Project (BASP)</p>	<p>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:</p> <ul style="list-style-type: none"> • Housing • Financial support • Advocacy • Provision of information 	<p>52 Beaconsfield Pde, Albert Park, 3206 T: (03) 9696 2107 E: bssc@cyberspace.net.au Opening hours: 9–5 Mon to Fri</p>
<p>Victorian Foundation for Survivors of Torture (VFST) or Foundation House</p>	<p>Provides a range of services to refugees who have survived torture or war related trauma including:</p> <ul style="list-style-type: none"> • Advocacy, Referrals and practical assistance • Counselling, family support and group work • Information sessions • Psycho-education • Complementary Therapies program of nutritional, herbal and tactile therapies combined with psychological, social and medical services 	<p>6 Gardiner Street, Brunswick VIC 3056 T: (03) 9388 0022 F: (03) 9387 0828 Level 5/280 Thomas Street, Dandenong VIC 3175 T: (03) 8791 2450 F: (03) 8791 2472 E: info@foundationhouse.org.au W: www.foundationhouse.org.au Opening hours: 9–5.30 Mon to Fri</p>
<p>The Ecumenical Migration Centre (EMC), Brotherhood of St Laurence</p>	<p>The EMC offers</p> <ul style="list-style-type: none"> • casework/counselling • community development and organisational support for new and emerging communities • service development and special projects across sectors • policy analysis and advice, information, action research and publications • Given the Chance program links refugees with mentors from business, community and government. It offers work experience opportunities and job search training specific to the needs of refugees. 	<p>Kate Bean, Manager Address: Brotherhood of St Laurence 95–97 Brunswick Street Fitzroy VIC 3065 Postal: PO Box 1389 Collingwood VIC 3066 T: (03) 9416 0044 F: (03) 9416 1827 W: www.bsl.au/emc Opening hours: 8.30–5 Mon to Fri</p>

VICTORIA

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
Asylum Seeker Assistance Project, Urban Neighbours of Hope (UNOH)	<ul style="list-style-type: none"> • housing • food bank (10–12 Tuesday at 16 Ian St, Noble Park) • support • job search • general advocacy 	Peter Blair Address: 66 Regent Ave, Springvale Postal: PO Box 89, Springvale VIC 3171 T: (03) 9547 1129 F: (03) 9540 3663 E: unoh@unoh.org W: www.unoh.org Opening hours: 10–5 Mon to Fri
Wesley Mission – Wesley Support Service	The service provides the following to all refugees and asylum seekers through a referral process <ul style="list-style-type: none"> • material aid - food parcels, food vouchers, Met tickets, International phone cards, blankets, pharmacy and travellers aid (vouchers) • assistance with emergency accommodation • emotional support • information and referral to other community services 	148 Lonsdale Street, Melbourne VIC 3000 T: (03) 9662 2355 F: (03) 9662 2407 Hours of appointments: 9.30–12.30 and 2–3 Call early (9am) the day before to make an appointment.
Red Cross Asylum Seeker Assistance Scheme (ASAS)	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: <ul style="list-style-type: none"> • Health support • Counselling • Accommodation • Material Aid • Education • Legal Referrals • Social Support 	23–47 Villiers Street, North Melbourne 3051 T: (03) 8327 7700, 7883 F: (03) 8327 7711, 7884 W: www.redcross.org.au/default.asp Opening hours: 9–5 Mon to Fri
Refugee Immigration Legal Centre (RILC)	The RILC phone advice service offers confidential advice by telephone on refugee and general migration matters. If necessary an appointment to attend RILC will be made.	95 Brunswick Street, Fitzroy 3065 T: (03) 9483 1140 (advice line) Advice available: 10–4 Weds, 1–4 Fri

VICTORIA

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
<p>National Council of Churches of Australia – Christian World Service Refugee Program – VIC</p>	<p>In partnership with State Ecumenical Councils (or State Councils of Churches), the Refugee Program helps resettle refugee families. Services include:</p> <ul style="list-style-type: none"> • Assistance to asylum seekers in the community and Temporary Protection Visa holders • Houses of Welcome that provide referrals, English classes and temporary accommodation upon release from detention. <p>NOTE: direct service delivery/case work is not relevant for the NCCA national office staff who are instead more linked to advocacy and education.</p>	<p>Mr John Ball, Refugee Program Co-ordinator Level 4 Causeway House, 306 Little Collins St, Melbourne 3000 T: (03) 9650 6811 F: (03) 9650 8383 E: jball@ncca.org.au W: www.ncaa.org.au/cws/refugees Opening Hours: 9–5 Mon to Fri</p>
<p>Victorian Council of Churches (VCC)</p>	<p>The VCC, through church, school and wider community education, encourages practical help to refugees and asylum seekers through building community understanding and healing, advocacy, services and spiritual support. A special feature of the work is “The Healing Trail”, a model of regional Victorian communities hosting visits of refugees and asylum seekers.</p>	<p>Dr Visier Sanyu, Refugee Education and Advocacy Officer Level 4 Causeway House, 306 Little Collins St, Melbourne 3000 T: (03) 9650 4511 F: (03) 9650 8383 E: vsanyu@ncca.org.au W: www.vcc.org.au Opening Hours: 9–5 Mon to Fri</p>
<p>Swanston Street Asylum Centre</p>	<ul style="list-style-type: none"> • Food bank (Fridays 3–5pm) • Material aid 	<p>Church of Christ, 194 Little Lonsdale St Melbourne T: (03) 9623 9199 F: (03) 9623 9188 E: admin@crossculture.net.au W: www.crossculture.net.au Opening hours: 9–5 Mon to Fri (Food bank open 3–5 Fridays)</p>

VICTORIA

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
Asylum Seeker Resource Centre (ASRC)	<p>The ASRC is the largest one-stop community based provider of services and advocacy for asylum seekers and refugees in Australia. The ASRC services include</p> <ul style="list-style-type: none"> • Food bank – provision of food parcels • Legal assistance • Case Management – advocacy and social work • Accommodation referral service • Employment program • Daily lunch • Medical service, physiotherapy, help with pharmaceutical costs; referrals for dentist, trauma counselling, specialists, pathology, radiology; advocacy for fee-wavers on hospitals and emergency procedures; massage; natural therapy • Outreach – friendship, accompany to courts, DIAC • Internet access • Recreation and education – English, computer, yoga classes; excursions & social gatherings, communal space and drop in centre; newspapers in a variety of languages 	<p>12 Batman Street, West Melbourne 3003 T: (03) 9326 6066 F: (03) 9326 5199 E: asrc_volunteer@yahoo.com.au W: www.asrc.org.au</p> <p>Opening hours: 10–5 Mon to Fri Casework: 10–1 Mon to Fri Legal: Ring for appointment Foodbank: 11–3 except Weds</p>

WESTERN AUSTRALIA

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
Association for Services to Torture and Trauma Survivors (ASeTTS)	<p>Services provided by AseTTS may be accessed by anyone who has arrived in Australia having experienced torture and trauma or a refugee like experience (services for TPV and Bridging Visa holders), and include:</p> <ul style="list-style-type: none"> • Counselling and Advocacy • Community work • Early intervention • Body work • Strength to Strength: a family relationships program for humanitarian entrant families <p>ASeTTS do not service mandated clients, however a counsellor visits Perth Detention Centre once a month to raise awareness amongst detainees of ASeTTS.</p>	<p>Christian Cavaniglia [Community Worker] T: (08) 9227 2733</p> <p>286 Beaufort Street, Perth WA 6000</p> <p>Reception (Counselling, Referrals) T: (08) 9227 2700 E: reception@asetts.org.au</p> <p>Early Intervention Team Sharon McFarlane T: (08) 9227 2722 Mon to Thurs</p> <p>W: www.asetts.org.au</p> <p>Opening hours: 9–4.30 Mon to Fri</p>

WESTERN AUSTRALIA

<i>Organisation</i>	<i>Services provided</i>	<i>Contact</i>
<p>CARAD – Coalition for Asylum Seekers, Refugees and Detainees (a project of the state Ecumenical Council, supported by Catholic, Anglican and Uniting Churches)</p>	<p>Provide settlement services for refugees who are sent to Perth from detention centres.</p> <ul style="list-style-type: none"> • First point of contact and referral service • Settlement support for individuals and families • Home English tutors for women. • Collection and distribution of household goods and furniture. • Practical assistance for banking applications, Visa applications, Medicare entitlements, school enrolments etc. • Assistance with permanent protection visa applications as they come due after 3 years 	<p>Ms Penny Anderson – Referrals T: (08) 9380 8699 E: college.wa@surgeons.org</p> <p>Dr Aesen Thambiran – General E: aesen@tpg.com.au</p> <p>245 Stirling Street, Perth WA 6000 T: (08) 9227 7322 F: (08) 9228 9749 E: carad@inet.net.au W: www.warhn.org</p> <p>Opening hours: 10–2 Mon to Fri</p>
<p>Red Cross Asylum Seeker Assistance Scheme</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"> • Health support • Accommodation • Education • Social Support • Counselling • Material Aid • Legal Referrals 	<p>Address: 110 Goderich St, EAST PERTH WA 6004</p> <p>Postal: GPO Box P1239 PERTH WA 6844 T: (08) 9325 5111 F: (08) 9325 5112 Free call: 1800 810 710 E: info@wa.redcross.org.au</p> <p>Opening Hours: 9–4 Mon to Fri</p>