



National Directory of Asylum Seeker and Refugee Service Providers

Compiled by the ASRC Campaigns Team August 2013
With special thanks to Julian Burnside and his team

Organisation	Services Provided	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"> • Family tracing for those in the offshore and onshore detention networks • Detention visits to monitor detainees • Community Detention Support • 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, 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 destitute asylum seekers. 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>

Organisation	Services Provided	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 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 Hindmarsh Drive and Palmer Street Garran, ACT, 2605</p> <p>Postal: PO Box 610 Mawson, ACT, 2607</p> <p>T: (02) 6243 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, these services include:</p> <ul style="list-style-type: none"> • Counselling • Medical • Complementary Therapy • Community Development • Training • Legal advice (application assistance, referrals under IAAAS in the ACT) 	<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 migrant and refugee young people in the ACT, these 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 • Sports and recreation • Fun holiday programs 	<p>Level 2, Theo Notaras Multicultural Centre 180 London Circuit, ACT, 2602</p> <p>T: (02) 6100 4611 E: info@mys.org.au</p> <p>W: www.mys.org.au</p>

Organisation	Services Provided	Contact Details
Anglicare Refugee Services	Services Include: <ul style="list-style-type: none"> English as a second language (ESL) services Settlement programs South Sudanese settlement program 	Head Office: 16 Parkes Street Parramatta, NSW, 2150 P: (02) 9895 800 F: (02) 9633 4620 Postal: PO Box 427 Parramatta, NSW, 2124
Amnesty International Australia – Refugee Casework Team	Services Include: <ul style="list-style-type: none"> Refugee Review Tribunal and Ministerial Intervention case reviewal Application support Provide referrals to agencies that provide legal advice 	Level 1, 79 Myrtle Street Chippendale, NSW, 2008 T: (02) 8396 7629 E: refugee.team@amnesty.org.au W: www.amensty.org.au/nsw
Asylum Seeker Centre	Provides a welcoming environment for front-line support for community-based asylum seekers in four areas: <ul style="list-style-type: none"> Casework Healthcare Employment Recreation and Education 	Beacher House 43 Bedford Street Newtown, NSW, 2042 T: (02) 9078 1900 F: (02) 9078 1999 E: admin@asylumseekercentre.org.au H: 9am – 4pm Monday to Friday (Closed in Friday to clients)
Australian Human Rights Commission	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.	Level 3 175 Pitt Street Sydney, NSW, 2000 Postal: GPO Box 5218 Sydney, NSW, 2001 T: (02) 9284 9600 Complaints: 1300 656 419 General Inquiries: 1300 369 711 F: (02) 9284 9611 H: 9am – 5pm Monday to Friday (complaints InfoLine closed Tuesday between 1pm and 5pm)

New South Wales

Organisation	Services Provided	Contact Details
		W: www.humanrights.gov.au
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 3, 464 Kent Street Sydney, NSW, 2000</p> <p>T: (02) 9229 4266 F: (02) 9229 4244 E: nswasas@redcross.org.au</p> <p>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 moving • Assisting refugees to find education, pre-school, child care, English, computer classes and entry into TAFE • Visiting asylum seekers in the community 	<p>Postal: PO Box 197 Katoomba, NSW, 2780</p> <p>Chairperson: Wayne Buckman (03) 4751 5062</p> <p>Secretary: George Winston AM (03) 4782 7866</p> <p>E: http://bmrsg.org.au/contact</p>
Goulburn Multicultural Centre (GMC)	<p>GMC provides a range of support services to migrants and refugees settling in the Goulburn Mulwaree region of NSW Australia, services include:</p> <ul style="list-style-type: none"> • Accommodation • Employment • Education • Finance • Welfare and emotional support • Family support • Aged care information • Citizenship information • English language and homework support 	<p>205 Auburn Street Goulburn, NSW, 2580</p> <p>T: (02) 4803 9042 E: info@gmc.org.au</p> <p>W: www.gmc.org.au</p>
House of Welcome	<p>Asylum seekers are assisted to settle in the community in the form of:</p> <ul style="list-style-type: none"> • Transitional Housing • Living allowance and food parcels • Emergency assistance 	<p>140 Wattle Ave Carramar, NSW, 2163</p> <p>T: (02) 9727 9290</p>

New South Wales

Organisation	Services Provided	Contact Details
	<ul style="list-style-type: none"> • Orientation and community support • Small loans • Looking for work • English and computer classes 	<p>F: (02) 9724 6101</p> <p>W: www.houseofwelcome.com.au</p> <p>H: 9am – 4pm Monday to Thursday</p>
Immigration Advice and Rights Centre (IARC)	<p>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:</p> <ul style="list-style-type: none"> • Advice is on a range immigration matters including visas and citizenship • Telephone advice • Face to face advice 	<p>Level 5, 362 Kent Street Sydney, NSW, 2000</p> <p>T: (02) 9279 4300 (for appointments) T: (02) 9262 3833 (telephone advice) E: iarc@iarc.org.au W: www.iarc.org.au</p> <p>H: 2pm – 4pm Tuesdays and Thursday (telephone advice line)</p>
Jesuit Refugee Service (JRS Australia)	<p>Services Include:</p> <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>	<p>Postal: PO Box 522 Kings Cross, NSW, 1340</p> <p>T: (02) 9356 3888 E: info@jrs.org.au W: www.jrs.org.au</p> <p>H: 11 am – 4:30pm Monday 9am – 4:30pm Tuesday to Friday</p>
Legal Aid NSW	<p>Services Include:</p> <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 	<p>Ground Floor, 323 Castlereagh Street Sydney, NSW, 2000</p> <p>Check website for suburban locations</p> <p>T: (02) 9219 5790 (appointments) T: 1300 888 529 (telephone advice)</p> <p>W: www.legalaid.nsw.gov.au</p>
Marist Youth Care	<p>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:</p> <ul style="list-style-type: none"> • Residential care • Casework 	<p>36 First Avenue Blacktown, NSW, 2148</p> <p>Postal PO Box 589</p>

New South Wales

Organisation	Services Provided	Contact Details
		<p>Seven Hills, 1730 T: (02) 9672 9200 F: (02) 9672 9300 E: info@maristyc.com.au</p> <p>W: www.maristyc.com.au</p>
Mission Australia	<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 Services	<p>Aims to protect and promote health of refugees and people of refugee-like background living in NSW</p>	<p>Suite 5, Level 2, 157-161 George Street Liverpool, NSW, 2170</p> <p>T: (02) 8778 0770 F: (02) 8778 0790 E: refugeehealth@swsahs.nsw.gov.au</p>

New South Wales

Organisation	Services Provided	Contact Details
		W: www.sswahs.nsw.gov.au H: 8:30am – 5pm Monday to Friday
Refugee Advice and Casework Services (RACS)	Provides the following legal services: <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 	Level 8, Suite 8C, 46-56 Kippax Street Surry Hills, NSW, 2010 T: (02) 9114 1600 F: (02) 9114 1794 E: admin@racs.org.au W: www.racs.org.au H: 8:30am – 5pm Monday to Friday
St. Vincent de Paul Refugee Support Service (RSS)	The Matthew Talbot Homeless Service of St. Vincent de Paul provides specialist support services to refugees and asylum seekers, including: <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 	Postal: PO Box 536 Surry Hills, NSW, 2010 T: (02) 8093 6724 T: (02) 8093 6798 E: refugee.services@vinnies.org.au
NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)	STARTTS provides treatment and rehabilitation for torture and trauma survivors including: <ul style="list-style-type: none"> • Individual counselling and psychotherapy, family counselling and group therapy • Psychiatric services including medication • 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 	152-168 The Horsley Drive Carramar, NSW, 2163 T: (02) 9794 1900 F: (02) 9794 1910 Location 2 1 st Floor 44-50 Auburn Road Auburn, NSW, 2144 T: (02) 9646 6666 F: (02) 9646 6610 E: starts@swsahs.nsw.gov.au W: www.startts.org H: 8:30am – 5pm Monday to Friday
Salvos Legal Humanitarian	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:	Ground Floor 85 Campbell Street Surry Hills, NSW, 2010

New South Wales

<i>Organisation</i>	<i>Services Provided</i>	<i>Contact Details</i>
	<ul style="list-style-type: none"> • Refugee law • Immigration and citizenship • Criminal law • Family law • Centrelink and Debt <p>No over the phone advice is offered</p>	<p>T: (02) 8202 1500 F: (02) 9266 9593 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

<i>Organisation</i>	<i>Services Provided</i>	<i>Contact Details</i>
---------------------	--------------------------	------------------------

Northern Territory

Organisation	Services Provided	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>Shop 41 Smith Steet 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: 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>Shop 33 Rapid Creek Business Village 48 Trower Road Milner, NT, 0810</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>
<p>Multicultural Council of Northern Territory (MCNT)</p>	<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</p>

Northern Territory

<i>Organisation</i>	<i>Services Provided</i>	<i>Contact Details</i>
		W: www.mcnt.org.au H: 8:30pm – 5:00pm Monday to Friday
Northern Territory Legal Aid Commission	Provides legal advice and assistance with immigration matters and asylum cases	6 th Floor 9-11 Cavenagh Street, Darwin, NT, 0800 T: (08) 8999 3000 T: 1800 019 343 E: info@ntlac.nt.gov.au W: www.ntlac.nt.gov.au

Queensland

Organisation	Services Provided	Contact Details
Refugee Claimants Support Centre	Provides support to asylum seekers while they are waiting for their claims to be processed, such as: <ul style="list-style-type: none"> • Basic information • Referrals • Emotional support 	Uniting Care Community Chirnside Office 766 Gympie Road Chirnside, QLD, 4032 Postal: PO Box 2376 Chirnside Central, QLD, 4032 T: (07) 3624 2400
Queensland Programs of Assistance to Survivors of Torture and Trauma (QPASTT)	Services Include: <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 	28 Dibley Street Woolongabba, QLD, 4102 T: (07) 3391 6677 F: (07) 3391 6388 E: admin@qpasst.org.au W: www.qpasst.org.au H: 9pm to 4:30pm Monday to Friday <i>Refer to website for offices in Toowoomba, Cairns and Townsville</i>
Refugees and Immigration Legal Service (RAILS)	Services Include: <ul style="list-style-type: none"> • Legal assistance in immigration matters • Advocates before the Department of Immigration, review tribunals and judicial review 	Level 2, 170 Boundary Street West End, QLD, 4101 T: (07) 3846 9300 (general enquiries) T: (07) 3846 9333 (appointments) E: admin@rails.org.au W: www.rails.org.au
Romero Centre	Services Include: <ul style="list-style-type: none"> • Settlement support to former detainees and refugees • Referral to follow up; legal, medical, trauma, counselling • Advocacy centre for refugees • Drop in centre • Community education and activities 	20 Dutton Street Dutton Park, QLD, 4102 Postal: PO Box 6115, Buranda, QLD, 4102 T: (07) 3013 0100 F: (07) 3846 3910 E: adminromerocentre@bigpond.com W: www.romerocentre.org.au H: 9pm – 4:30pm Monday to Friday

Queensland

<i>Organisation</i>	<i>Services Provided</i>	<i>Contact Details</i>
Brisbane Refugee and Asylum Seeker Support Network (BRASS)	Recruits community volunteers to participate in the range of refugee and asylum seeker support services organised by local agencies and groups, works with local refugee agencies to improve support for refugees and asylum seekers and engages in advocacy and action on refugees and asylum seeker issues	Peter Arndt T: (07) 3336 9173 F: (07) 3336 9177 M: 0409 265 476 E: arndtp@bne.catholic.net.au

South Australia

Organisation	Services Provided	Contact Details
Aboriginal Catholic Ministry Otherway Centre	Primary provides support to Aboriginal persons but has also provided settlement and community support to former detainees.	80 Payneham Road, Stepney, SA, 5069 T: (08) 8362 3158 E: gm@acc.asn.au W: www.theotherwaycentre.com.au
Australian Refugee Association (ARA) <i>“Circle of Friends” is coordinated through ARA</i>	Provides legal advice, assistance, advocacy and practical support with settlement services, migration services, employment services, public education and policy.	304 Henley Beach Road Underdale, SA, 5032 T: (08) 8354 2951 F: (08) 8354 2953 E: reception@ausref.net W: www.australianrefugee.org H: 9am to 5pm Monday to Friday
Legal Services Commission of South Australia	Services Include: <ul style="list-style-type: none"> • Legal advice • Representation • Community legal education and information 	82-98 Wakefield Street Adelaide, SA, 5000 T: (08) 8463 3555 F: (08) 9463 3599 W: www.lcs.sa.gov.au H: 9am – 4:30pm Monday to Friday
Migrant Health Service	Health services for recently arrived refugees include assessment and initial primary care and immunisation focussing on the first year of settlement. Visiting services include optometry, psychiatry and massage available through referrals. MHS also provides state-wide health information, advice and education for individuals and groups	21 Market Street Adelaide, SA, 5000 T: (08) 8237 3900 T: 1800 635 566 H: 9am – 5pm Monday to Friday
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 Group therapy • Group activities and outings • Camps for children and young people • English classes and physiotherapy 	81 Angas Street Adelaide, SA, 5000 T: (08) 8206 8900 E: sttars@sttars.org.au W: www.sttars.com.au H: 9am – 5pm Monday to Friday

Tasmania

<i>Organisation</i>	<i>Services Provided</i>	<i>Contact Details</i>
<p>Migrant Resource Centre (Southern Tasmania)</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: 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 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>1st Floor 191 Liverpool Street Hobart, TAS, 7000</p> <p>T: (03) 6234 9138 E: pheonixreferrals@mrchobart.org.au W: www.mrchobart.org.au</p> <p>H: 9am – 5pm Monday to Friday</p>

Victoria

Organisation	Services Provided	Contact Details
AMES asylum seeker programs	For 60 years AMES has helped new and recently arrived refugees and migrants to settle in Victoria. AMES offers much more than just teaching English, they also work with the community, businesses and Government to develop sustainable and effective settlement solutions for the whole Victorian community. AMES has asylum seeker programs supporting asylum seekers on bridging visas with CAS and those in Community Detention	AMES has offices around Victoria, please see their website for the closest office www.ames.net.au/contact-AMES
Asylum Seeker Centre Dandenong	Distributes material aid (e.g. clothing, bed linen, computers) to local asylum seekers. Provides food to registered members living in the South East Dandenong region. Please Note: currently at capacity (Nov 2012) and not registering new members but this may change in the future	Jesus House Level 1 Hub Arcade 1/26 McCrae Street Dandenong, VIC, 3175 T: 0409 416 744 H: 8:30am – 2:30pm Tuesday, Wednesday and Friday
Asylum Seeker Resource Centre	Australia's largest asylum seeker advocacy, aid and health organisation. Services include: <ul style="list-style-type: none"> • Material aid, foodbank, community meals • Legal advice and representation • Casework, housing support, advocacy and referrals • Employment and community development • English classes and social activities • Counselling, health services and remedial therapy 	12 Batman Street West Melbourne, VIC, 3003 T: (03) 9326 6066 F: (03) 9326 5199 E: admin@asrc.org.au W: www.asrc.org.au H: 10am – 5pm Monday to Friday
Asylum Seeker Welcome Centre	Services Include: <ul style="list-style-type: none"> • Migration advice, information and referrals • Facilitate links to community groups and services 	212 Sydney Road Brunswick, VIC, 3057 T: (03) 9388 2459 E: aswc@uniting.com.au W: www.aswc.org.au H: Monday to Thursday and Saturdays – various times
Australian Red Cross – VIC	The Australian Red Cross – VIC provides the service delivery of the Asylum Seeker Assistance Scheme (ASAS) in the ACT, services included are: <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 	23-47 Villers Street North Melbourne, VIC, 3051 T: (03) 8327 7700 F: (03) 8327 7711 W: www.redcross.org.au/asas H: 9am – 5pm Monday to Friday

Victoria

Organisation	Services Provided	Contact Details
<p>Baptcare Sanctuary</p>	<p>Services Include:</p> <ul style="list-style-type: none"> • Provides support transitional accommodation for asylum seekers • On-site case management • Spiritual care • Social activity groups • Material aid • Referrals 	<p>33 Blyth Street Brunswick, VIC, 3056</p> <p>T: (03) 9385 6534 F: (03) 9385 6527 W: www.baptcare.org.au</p>
<p>Brigidine Asylum Seeker Project (BASP)</p>	<p>BASP provides:</p> <ul style="list-style-type: none"> • Accommodation • Support and settlement services • Housing • Financial support • Advocacy Provisions of information 	<p>52 Beaconsfield Pde Albert Park, VIC, 3206</p> <p>T: (03) 9696 2107 E: bssc@cyberspace.net.au W: www.brigidineasp.org.au</p> <p>H: 9am – 5pm Monday to Friday</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 • Practice based research and advocacy 	<p>Brotherhood of St. Laurence 123 Brunswick Street Fitzroy, VIC, 3065</p> <p>Postal: PO Box 1389 Collingwood, VIC, 3066</p> <p>T: (03) 8412 8700 F: (03) 8412 8799 W: www.bsl.au/emc</p> <p>H: 9am – 4:30pm Monday to Friday</p>
<p>Edmund Rice Asylum Seeker Project</p>	<p>ERASP provides outreach, friendship and community support via the Br Noonan Asylum Seeker House of Welcome that opens at St. Ignatious Parish in Richmond each Sunday as well as facilitating work placements and volunteer experience for asylum seekers. Provides support and visits to asylum seekers in detention.</p>	<p>Saint Ignatious Parish 326 Church Street Richmond, VIC, 3121</p> <p>T: (03) 9349 8282 E: erasp@edmundrice.org W: www.erasp.org.au</p> <p>H: 12pm to 4pm Sundays</p>

Victoria

Organisation	Services Provided	Contact Details
<p>Fitzroy Learning Network</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 F: (03) 9417 2663 E: admin@fitzroylearning.com.au W: www.network.org.au</p>
<p>Hotham Mission Asylum Seeker Project</p>	<p>Hotham Missions 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"> • Professional casework support • Housing • Basic living assistance payments (BLA) • Help with utilities and emergencies • Volunteer program of one-on-one support (LinkUP) • Men's and women's support groups • State and national policy advocacy and research 	<p>1st floor, 139 Queensberry St. Carlton, VIC, 3053</p> <p>Postal: PO Box 603 North Melbourne, VIC, 3051</p> <p>T: (03) 9326 8343 F: (03) 9326 7470 E: asp@hothammission.org.au W: www.hothammission.org.au</p> <p>H: 9am to 5pm Monday to Friday</p>
<p>Migrant Information Centre (MIC)</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 F: (03) 9285 4882 W: www.miceastmelb.com.au</p> <p>H: 9am – 5pm Monday to Friday</p>
<p>Refugee Immigration Legal Centre (RILC)</p>	<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"> • Telephone advice line • Evening advice services • Day time casework • Offshore refugee Family Reunion clinics • Outreach projects 	<p>Level 1 121-123 Brunswick Street Fitzroy, VIC, 3065</p> <p>T: (03) 9413 0101 (reception) T: (03) 9413 0100 (advice line) F: (03) 9413 0144 E: riloc@rilc.org.au W: www.rilc.org.au</p>

Victoria

Organisation	Services Provided	Contact Details
		H: Advice: 10am – 4pm Wednesday and 2pm – 4pm Friday
<p>The Salvation Army Asylum Seeker Support Services</p>	<p>Supports asylum seekers, skilled migrants and overseas students in need offering:</p> <ul style="list-style-type: none"> • Food • Vouchers • Salvo store vouchers • Phone cards • Bedding • Clothes • Furniture 	<p>16 Tinning Street Brunswick, VIC, 3056</p> <p>T: (03) 9384 8333 F: (03) 9383 4133</p> <p>H: 9:30am – 3:00pm Monday, Wednesday and Friday (Visits by appointment)</p>
<p>Springvale Community Aid and Advice Bureau (SCAAB)</p>	<p>Support for refugees and newly arrived migrants. Service include:</p> <ul style="list-style-type: none"> • Employment services • Migration advice • Child support programs • Counselling services • Emergency relief • Financial counselling 	<p>5 Osborne Avenue Springvale, VIC, 3171</p> <p>T: (03) 9456 5255 E: scaabspr@scaab.org.au W: www.scaab.org.au</p>
<p>Victorian Legal Aid</p>	<p>Services Include:</p> <ul style="list-style-type: none"> • Legal advice and assistance for asylum seekers appealing to the Federal Magistrates Court and Federal Court for Judicial Review • General legal advice (non-migration) 	<p>Head Office 350 Queen Street Melbourne, VIC, 3000</p> <p><i>Check website for regional offices</i></p> <p>T: (03) 9269 0120 T: 1800 677 402 (Rural areas) W: www.legalaid.vic.gov.au</p>

Western Australia

Organisation	Services Provided	Contact Details
<p>Coalition for Asylum Seekers, Refugees and Detainees (CARAD)</p>	<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"> • Advocating for positive change • Supporting community based asylum seekers with emergency accommodation • Volunteer run English language classes • Visiting, supporting and advocating on the behalf of people held in detention centres 	<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> <p>H: 9:30am – 12:30pm and 1:30pm – 3:00pm Monday to Friday</p>
<p>Australian Red Cross – WA</p>	<p>The Australian Red Cross – WA 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 <p>Support for friends and family including information and referrals</p>	<p>110 Goderich Street East Perth, WA, 6004</p> <p>Postal GPO Box P1239 Perth, WA, 6844</p> <p>T: (08) 9235 5111 T: 1800 810 710 (Free call) F: (08) 9325 5112 E: info@wa.redcross.org.au</p> <p>H: 9am – 4pm Monday to Friday</p>
<p>Centre for Advocacy Support and Education (CASE) for Refugees Inc</p>	<p>Services Include:</p> <ul style="list-style-type: none"> • Migration legal advice with protection visas and family reunion visas • General legal advice • Judicial review Asylum Seeker Review • Community legal education • Continuing Professional Development 	<p>16 Sunbury Road Victoria Park, WA, 6976</p> <p>Postal PO Box 4387 Victoria Park, WA, 6976</p> <p>T: (08) 9227 7311 F: (08) 9227 7188 E: admin@caseforrefugee.org.au</p> <p>H: 9:30am – 12:30pm and 1:30pm – 4:00pm Monday to Friday</p>

Western Australia

Organisation	Services Provided	Contact Details
<p>Legal Aid Western Australia</p>	<p>Provides legal assistance with immigration matters. Legal aid has one lawyer who is a registered migration agent.</p>	<p>55 Georges Terrace Perth, WA, 6000</p> <p><i>Check website for regional offices</i></p> <p>Postal: PO Box L916 Perth, WA, 6842</p> <p>T: (08) 9261 6222 InfoLine: 1300 650 579 F: (08) 9325 5430 W: www.legalaid.wa.gov.au</p> <p>H: 8:30am – 4:30pm Monday to Friday</p>
<p>Southern Community Advocacy Legal Education and Services (SCALES)</p>	<p>Provides legal advice, information and representation to people living in Kwinana and Rockingham, covering a range of areas including 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: www.law.murdoch.edu.au/scales</p>
<p>The Ethnic Disability Advocacy Centre (EDAC)</p>	<p>Provides advocacy services for people with disabilities from non English speaking backgrounds</p>	<p>320 Rokeby Road Subiaco, WA, 6008</p> <p>T: (08) 9388 7455 T: 1800 659 921 (Free Call) F: (08) 9388 7433 E: admin@edac.org.au W: www.edac.org.au</p>
<p>Freemantle Multicultural Centre</p>	<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"> • Crisis accommodation • Mental health services • Settlement services • Employment and training programs 	<p>241 – 243 High Street Freemantle, WA, 6160</p> <p>Postal: PO Box 592 Freemantle, WA, 6959</p> <p>T: (08) 9336 8282</p>

Western Australia

<i>Organisation</i>	<i>Services Provided</i>	<i>Contact Details</i>
		F: (08) 9430 6352 H: 8:30am – 4:30pm Monday to Friday