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.
### AUSTRALIA wide (all states)

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<th>Organisation</th>
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| **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:  
• 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:  
• 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.  
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. | 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 |
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| **Companion House**  
Member of the Forum of Australian Services for Survivors of Torture and Trauma (FASSTT). | 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:  
- 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. | 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 |
| **Companion House**  
– Greater Murray/Riverina Refugee Services Network | 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. | Elizabeth Price  
T: (02) 6247 7227  
E: eliz_ch@tpg.com.au |
| **Red Cross Asylum Seeker Assistance Scheme (ASAS) – ACT** | **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:  
- health support  
- counselling  
- accommodation  
- material aid  
- education and legal referrals  
- social support | 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 |
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| **Bridge for Asylum Seekers Foundation (BASF)** | The Bridge for Asylum Seekers Foundation (BASF) provides money through donations to financially assist asylum seekers on Bridging Visa E and who have no adequate means of survival. The BASF refers asylum seekers to the House of Welcome, Asylum Seeker Centre, Little Company of Mary, Belmain for Refugees (Uniting Church) and individuals for assistance with material aid etc. Services include:  
• Financial assistance of $80 for an individual and $60 per family member per week.  
• Visits to Villawood detention centre to assess cases of people coming out on Bridging Visa E. | Virginia Walker  
T: 0418 261 160 or (02) 9712 7784  
E: asylumseekersfoundation@bigpond.com  
W: www.asylumseekersfoundation.com  
Home Office: 8.30 – 7.00pm |
| **Asylum Seekers Centre (ASC)** | The Asylum Seekers Centre (ASC) is first and foremost a referral base and hospitality centre for community based asylum seekers who have Bridging Visa E (BVE) holders.  
• Case management – emergency and short term accommodation; referrals for financial support and legal advice; advocacy and social work  
• Health – health care, physiotherapy, help with pharmaceutical costs; referrals for dentist, trauma counselling, specialists; advocacy for fee-wavers on hospitals and emergency procedures  
• Recreation and education – English, computer, job seeking, art and yoga classes; excursions, internet access, lunches; space to gather | Ali Collier (Casework Coordinator)  
38 Nobbs St. Surry Hills NSW 2010  
T: (02) 9361 5606 F: (02) 9331 6670  
E: admin@asylumseekerscentre.org.au  
W: www.asylumseekerscentre.org.au  
Opening Hours: 9–5 Mon to Thurs for clients; open Fridays but not for clients. |
| **Companion House – Greater Murray/Riverina Refugee Services Network** | 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. | Elizabeth Price  
T: (02) 6247 7227  
E: eliz_ch@tpg.com.au |
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<td>Service for the Treatment and Rehabilitation of Torture and Trauma Survivors in New South Wales</td>
<td>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 • 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</td>
<td>Location 1: 152–168 The Horsley Drive, Carramar, NSW 2163. T: (02) 9794 1900 F: (02) 9794 1910 Location 2: 1st floor, 44–50 Auburn Rd, Auburn NSW 2144 T: (02) 9646 6666 F: (02) 9646 6610 E: <a href="mailto:startts@swsahs.nsw.gov.au">startts@swsahs.nsw.gov.au</a> W: <a href="http://www.startts.org">www.startts.org</a> Opening Hours: 8.30–5 Mon to Fri</td>
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<td>House of Welcome (a project of the NSW Ecumenical Council)</td>
<td>House of Welcome assists and supports refugees and asylum seekers providing • 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</td>
<td>Father Jim 140 Wattle Ave, Carramar NSW 2163 (opp. Carramar station) T: (02) 9727 9290 F: (02) 9724 6101 E: <a href="mailto:thow@tpg.com.au">thow@tpg.com.au</a> W: <a href="http://www.nswec.org.au/houseofwelcome.htm">www.nswec.org.au/houseofwelcome.htm</a> Opening Hours: 9–4.30 Mon to Fri</td>
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<td>Jesuit Refugee Service JRS Australia</td>
<td>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. Coordinator: Fr Nguyen Van Cao SJ</td>
<td>Georgina Pike PO Box 522, Kings Cross NSW 1340 T: (02) 9356 3888 F: (02) 9356 3021 E: <a href="mailto:jrsau@jrs.org.au">jrsau@jrs.org.au</a> or <a href="mailto:georgina.pike@jrs.org.au">georgina.pike@jrs.org.au</a> W: <a href="http://www.jrsau.com">www.jrsau.com</a> Opening Hours: 9–5 Mon to Fri</td>
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| **Sisters of Mercy – Community Links Project** | 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.  
- 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). | 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 |
| **Red Cross Asylum Seeker Assistance Scheme (ASAS) – NSW** | 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. | 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 |
| **NSW Refugee Health Service** | 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.  
Roles include:  
- 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  
The service is not able to fund medications, expensive tests, or provide equipment such as wheelchairs. | 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@sswhs.nsw.gov.au  
W: www.refugeehealth.org.au  
Opening hours: 8.30–4.30 Mon to Fri |
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| Melaleuca Refugee Centre (Torture and Trauma Survivors Service of the Northern Territory) | • 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 | 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 |
| Red Cross Asylum Seeker Assistance Scheme (ASAS) – NT | • 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.  
The website isn’t specific to NT. There is an Australian Red Cross general website. | 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 |
| Multicultural Council of the Northern Territory | • Legal – The Multicultural Council runs a monthly free migration advice service (family migration and humanitarian)  
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. | 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 |
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| **Refugee Claimants Support Centre – Windsor, QLD (formerly ASC)** | 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:  
  - 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 | Address: 12 Bonython Street Windsor QLD 4030 AUSTRALIA  
Postal: PO Box 160 Lutwyche  
T: (07) 3357 9013 F: (07) 3357 9019  
E: refugees@refugees.org.au  
W: www.refugees.org.au  
Opening Hours: 9–5 Mon, Tues, Thurs |
| **Brisbane Refugee & Asylum Seeker Health Network (ASHN)** | BRASHN is run by nurses and coordinated from the Refugee Claimants Support Centre in Windsor, Queensland. They provide  
  - basic health assessments,  
  - referrals,  
  - ongoing support for community based Asylum Seekers. | T: (07) 3357 3369  
or use same address and phone number as Refugee Claimants Support Centre.  
Opening hours: 9–5 Mon, Tues, Thurs |
| **Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT)**  
Member of FASSTT | • 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. | Kalbe House, 118 Park Road, Woolloongabba, QLD 4102.  
T: (07) 3391 6677 F: (07) 3391 6388  
E: admin@qpastt.org.au  
W: www.qpastt.org.au  
Opening Hours: 9–5 Mon to Fri |
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| Romero Centre    | Provides services and support to refugees and asylum seekers on TPVs and Bridging Visas offering:  
  - drop-in centre, hospitality  
  - accommodation – settlement support, assistance with interstate relocation  
  - Help with negotiating with government – Centrelink, Medicare, Immigration and Housing departments etc.  
  - referral service – accessing services including legal, medical, trauma counselling  
  - employment – English language courses, resume preparation and job search support. | Dermot (Caseworker) Mob: 0407578682  
Address: 118 Park Rd, Woolloongabba, 4102  
Postal: PO BOX 6115 Buranda  
T: (07) 3393 2500 F: (07) 3391 4931  
E: adminromerocentre@bigpond.com  
W: www.esjgws.org.au  
Opening hours: 9–5 Mon to Fri |
| Queensland Integrated Refugee and Community Health Clinic (QIRCH)  
A program of Mater Health Services | QIRCH provides an integrated, coordinated and culturally sensitive health service for refugees, humanitarian entrants, refugee claimants and others with an indeterminate immigration status.  
**Patient Services**  
Initial Clinical Nurse and GP Health Assessment followed by Transfer to local GP for ongoing health care and management  
**Sector Services**  
Quarterly Accredited GP Education Evenings on all aspects of refugee health care. | Claire Brolan, Clinic Manager  
Ground floor, Community Services Building, 39 Annerley Road, Woolloongabba QLD 4102.  
T: (07) 3163 2880 F: (07) 3163 8455  
For general enquiries and referral forms: qirchadmin@mater.org.au  
Opening Hours: 9–4 Mon to Fri |
| Refugee and Immigration Legal Service (RAILS) | The Refugee and Immigration Legal Service (RAILS) provides free legal assistance in immigration and refugee cases to people in need.  
Phone advice is available to people in rural and remote areas of Queensland on Monday and Friday afternoons from 2 to 4pm. No email advice service. | Address: Level 1, 170 Boundary Street  
West End  
Postal: PO Box 5143, West End, QLD 4101  
T: (07) 3846 3189 F: (07) 3844 3073  
E: admin@rails.org.au  
W: www.rails.org.au  
Opening hours: 9–5 except Thurs (closed 1–2pm for lunch)  
Evening Advice Sessions: Mon & Weds at 5.30pm (first 8 people to arrive will be seen) |
## SOUTH AUSTRALIA

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| **Aboriginal Catholic Ministry Otherway Centre** | Services provided by the Aboriginal Catholic Ministry include:  
- 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  
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. | 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 |
| **Survivors of Torture and Trauma Assistance and Rehabilitation Service in South Australia**  
Member of FASST | Provides a range of services to survivors of torture and trauma, their families and their communities, including:  
- individual and group counselling  
- information  
- support and advocacy | 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 |
| **Legal Services Commission of South Australia** | Provides advice, community legal education and legal aid | 82–98 Wakefield Street, Adelaide SA 5000  
T: (08) 8463 3555  
F: (08) 9463 3599  
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| Migrant Health Service | 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 healthcare.  
The Migrant Health Service offers free and confidential:  
- 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 | 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 |
| Australian Refugee Association (ARA)  
“Circle of Friends” is coordinated through ARA. | 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:  
- 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 | 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 |
### TASMANIA

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<td>Phoenix Support Service for Survivors of Torture and Trauma</td>
<td>Member of the Forum of Australian Services for Survivors of Torture and Trauma (FASSTT), and offers • 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</td>
<td>Dieter Kohlmeyer (Social Worker) 49 Molle Street, Hobart TAS 7000 T: (03) 6234 9330 [Reception] T: (03) 6234 9411 [Casework and referrals] E: <a href="mailto:phoenix@mrchobart.org.au">phoenix@mrchobart.org.au</a> Opening hours: 9–5 Mon to Fri</td>
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<td>Asylum Seeker Project (Hotham Mission)</td>
<td><strong>Hotham Mission</strong> work with asylum seekers who have no income, work rights, Medicare, entitlements or other means of support. Referral process through ASRC. • free housing • casework, volunteer support and referral • financial help for emergencies and monthly cash relief</td>
<td>2/579 Queensberry Street North Melbourne VIC 3051 T: (03) 93268343 F: (03) 93267470 E: <a href="mailto:asp5@sub.net.au">asp5@sub.net.au</a> W: <a href="http://www.hothammission.org.au">www.hothammission.org.au</a> Opening hours: 9–5 Mon to Fri</td>
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<td>The Asylum Seekers Centre (Dandenong)</td>
<td>Provide food bank, material aid, and emergency relief.</td>
<td>Trinity Uniting Church, 285 Trummer St. Cnr. Scott and Robinson St, Dandenong T: (03) 9802 5268 Opening hours: 9–3 Tues and Thurs</td>
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| **Brigidine Asylum Seeker Project (BASP)** | 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:  
  - Housing  
  - Financial support  
  - Advocacy  
  - Provision of information | 52 Beaconsfield Pde, Albert Park, 3206  
T: (03) 9696 2107  
E: bssc@cyberspace.net.au  
Opening hours: 9–5 Mon to Fri |
| **Victorian Foundation for Survivors of Torture (VFST) or Foundation House** | Provides a range of services to refugees who have survived torture or war related trauma including:  
  - 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 | 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 |
| **The Ecumenical Migration Centre (EMC), Brotherhood of St Laurence** | The EMC offers  
  - 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. | 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 |
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| Asylum Seeker Assistance Project, Urban Neighbours of Hope (UNOH) | • 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  
• 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:  
• 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  
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 |
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| **National Council of Churches of Australia – Christian World Service Refugee Program – VIC** | In partnership with State Ecumenical Councils (or State Councils of Churches), the Refugee Program helps resettle refugee families. Services include:  
- 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.  
**NOTE:** direct service delivery/case work is not relevant for the NCCA national office staff who are instead more linked to advocacy and education. | 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.ncca.org.au/cws/refugees  
Opening Hours: 9–5 Mon to Fri |
| **Victorian Council of Churches (VCC)** | 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. | 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 |
| **Swanston Street Asylum Centre** |  
- Food bank (Fridays 3–5pm)  
- Material aid | 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) |
### VICTORIA

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| **Asylum Seeker Resource Centre (ASRC)** | 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  
- 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 | 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  
Opening hours: 10–5 Mon to Fri  
Casework: 10–1 Mon to Fri  
Legal: Ring for appointment  
Foodbank: 11–3 except Weds |

### WESTERN AUSTRALIA

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| **Association for Services to Torture and Trauma Survivors (ASeTTS)** | 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:  
- Counselling and Advocacy  
- Community work  
- Early intervention  
- Body work  
- Strength to Strength: a family relationships program for humanitarian entrant families  
ASeTTS do not service mandated clients, however a counsellor visits Perth Detention Centre once a month to raise awareness amongst detainees of ASeTTS. | Christian Cavaniglia [Community Worker]  
T: (08) 9227 2733  
286 Beaufort Street, Perth WA 6000  
Reception (Counselling, Referrals)  
T: (08) 9227 2700  
E: reception@asetts.org.au  
Early Intervention Team  
Sharon McFarlane  
T: (08) 9227 2722 Mon to Thurs  
W: www.asetts.org.au  
Opening hours: 9–4.30 Mon to Fri |
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| **CARAD – Coalition for Asylum Seekers, Refugees and Detainees**  
(a project of the state Ecumenical Council, supported by Catholic, Anglican and Uniting Churches) | Provide settlement services for refugees who are sent to Perth from detention centres.  
• 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 | Ms Penny Anderson – Referrals  
T: (08) 9380 8699  
E: college.wa@surgeons.org  
Dr Aesen Thambiran – General  
E: aesen@tpg.com.au  
245 Stirling Street, Perth WA 6000  
T: (08) 9227 7322 F: (08) 9228 9749  
E: carad@iinet.net.au  
W: www.warhn.org  
Opening hours: 10–2 Mon to Fri |
| **Red Cross Asylum Seeker Assistance Scheme** | 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:  
• Health support  
• Accommodation  
• Education  
• Social Support  
• Counselling  
• Material Aid  
• Legal Referrals | Address: 110 Goderich St,  
EAST PERTH WA 6004  
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  
Opening Hours: 9–4 Mon to Fri |