



SUPPORT SERVICES (NSW & ACT)

The Immigration Assessment Authority (IAA) recognises the special needs of review applicants, their families and friends. The organisations listed here may be able to provide information or assistance or referrals to persons in need of support. This covers:

- Migrant and Asylum Seeker Support Services
- Mental Health, General Health and Welfare Support Services

Translating & Interpreting Service (TIS)

Provides interpreting services for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.

13 14 50

Migrant and Asylum Seeker Support Services in New South Wales

Australian Red Cross – Red Cross Migration Hubs

www.redcross.org.au/migration-support

Sydney Hub (02) 9229 4266

Wagga Wagga Hub (02) 5963 2952

Asylum Seekers Centre

Provides practical support for community based asylum seekers residing in New South Wales.

www.asylumseekerscentre.org.au

(02) 9078 1900

St Vincent de Paul Society – Asylum Seeker Program

Provides services including financial and information support to migrants and refugees.

www.vinnies.org.au/page/Find_Help/NSW/Resettling_in_Australia/Refugee_Support_Services

(02) 8622 0419

SydWest Multicultural Services

Provides a focus specifically on people most in need such as humanitarian entrants, refugees, people with disabilities, seniors, youth and children, during initial periods of settlement as well as in other critical times.

www.sydwestms.org.au

Blacktown, Penrith & Rouse Hill (02) 9621 6633

Mt Druitt (02) 9625 0455

Macarthur Diversity Services Initiative

Provide settlement and re-settlement services for migrants and refugees residing in the Campbelltown, Camden and Wollondilly Local Government Areas.

www.mdsi.org.au

(02) 4627 1188

Illawarra Multicultural Services

The service is a community-based organisation that provides information and help to migrants, refugees and humanitarian arrivals.

www.ims.org.au

(02) 4229 6855

Northern Settlement Service

Provides information and advice to people from culturally and linguistically diverse (CALD) backgrounds.

www.nsservices.com.au

Armidale (02) 5733 5300

Central Coast (02) 4334 3877

Hamilton (02) 4969 3399

Tamworth (02) 6766 5070

Auburn Diversity Services Inc

Promotes the principles of multiculturalism, access, equity and social justice.

www.adsi.org.au

(02) 8737 5500

Sydney Multicultural Community Services

Provides a range of community services in response to identified needs of people from CALD backgrounds.

www.sydneymcs.org.au

(02) 9663 3922

Community Migrant Resource Centre

Promotes the well-being of migrants, refugees and humanitarian entrants from CALD backgrounds.

www.cmrc.com.au

(02) 9687 9901

Metro Assist

Provides support services to families and communities including migrant settlement services.

www.metroassist.org.au

(02) 9789 3744

Western Sydney MRC

Assists newly arrived migrants and refugees in accessing services.

www.wsmrc.org.au

(02) 8778 1200

Migrant and Asylum Seeker Support Services in the Australian Capital Territory**Australian Red Cross – Red Cross Hubs**

www.redcross.org.au/migration-support

(02) 6234 7695

Migrant and Refugee Settlement Services of the ACT

Assists with the settlement of migrants, refugees, and humanitarian entrants.

www.marss.org.au

(02) 6248 8577

Multicultural Youth Services ACT (MYS)

Assists young migrants and refugees in the ACT.

www.mys.org.au

(02) 6100 4611

Mental Health, General Health and Welfare Support Services – National Services**000**

In an emergency call '000' or go to a hospital emergency department.

Lifeline

Provides a free 24-hour telephone crisis support and suicide prevention service.

www.lifeline.org.au

13 11 14

Beyond Blue

Provides information on depression, anxiety, available treatments, and where to get help. Interpreting Services can be provided and fact sheets are available in a number of languages.

www.beyondblue.org.au

1300 224 636

Medicare – Department of Human Services

Delivers social and health-related payments and services.

www.humanservices.gov.au

13 20 11

1800RESPECT

Provides a service covering national sexual assault, domestic family violence counselling service.

www.1800respect.org.au

1800 737 732

Kids Helpline

Offers a free* 24-hour confidential counselling service for 5 to 25 year olds.

www.kidshelp.com.au

1800 551 800

** some mobile calls are not free.*

Suicide Call Back Service

Provides a 24-hour, nationwide service providing telephone counselling to people 18 years and over who are suicidal, or caring for someone who is suicidal, or bereaved by suicide.

www.suicidecallbackservice.org.au

1300 659 467

Salvo Care Line

Provides 24 hour telephone counselling by trained counsellors for people experiencing a crisis or difficulties.

www.salvos.org.au

13 72 58

Healthdirect Australia - 24hr Health Advice Line

Offers a 24-hour telephone triage, information and advice line where every call is answered by a registered nurse.

1800 022 222 (*this service is not currently available in Victoria*)

Mental Health, General Health and Welfare Support Services in New South Wales

NSW Refugee Health Service

Aims to improve and protect the health of refugees in NSW.

www.swslhd.health.nsw.gov.au/refugee

(02) 8778 0770

Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)

NSW service for the treatment and rehabilitation of torture and trauma.

www.startts.org.au

Armidale (02) 9057 7390

Auburn (02) 9646 6666

Blacktown (02) 9854 7300

Carramar (02) 9794 1900

Coffs Harbour (02) 6650 9195

Fairfield (02) 9646 6555

Liverpool (02) 8778 2000

Newcastle (02) 4923 7193 (counselling) & (02) 4923 7190 (community development)

Wagga Wagga (02) 6921 4403

Wollongong (02) 9057 7380

NSW Mental Health Line

Provides a 24 hour contact point for mental health services and advice.
1800 011 511

Transcultural Mental Health Centre

Provides support and information, including clinical consultation, assessment services and translated information, in a number of community languages on wellbeing issues to people from culturally and linguistically diverse communities.

www.dhi.health.nsw.gov.au/tmhc/default.aspx

(02) 9912 3851 or 1800 648 911

NSW Family & Community Services

Promotes the safety and wellbeing of children and young people and works to build stronger families and communities.

www.facs.nsw.gov.au/families

Chile Protection Helpline 13 21 11

Link2home Homelessness 1800 152 152

Domestic Violence Line 1800 656 463

Australian Red Cross – Red Cross Hubs

www.redcross.org.au/migration-support

Sydney Hub (02) 9229 4266

Wagga Wagga Hub (02) 5963 2952

Mental Health, General Health and Welfare Support Services in the Australian Capital Territory**Companion House**

Assists survivors of torture and trauma.

www.companionhouse.org.au

(02) 6251 4550

Domestic Violence Crisis Service ACT

The organisation works to prevent violence or to deal with the consequences of violence.

www.dvcs.org.au

(02) 6280 0900

Crisis Assessment and Treatment Team (CATT)

Mental Health Triage Service

Provides 24 hour assessment and treatment of mentally ill people in crisis situations.

www.health.act.gov.au/services/mental-health#aclxrs

(02) 6205 1065 or 1800 629 354

Australian Red Cross – Red Cross Hubs

www.redcross.org.au/migration-support

(02) 6234 7695