



## **SUPPORT SERVICES (SA/WA/NT)**

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

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### **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 South Australia**

#### **Australian Red Cross – Red Cross Migration Hubs**

[www.redcross.org.au/migration-support.aspx](http://www.redcross.org.au/migration-support.aspx)

(08) 8100 4500

#### **Australian Refugee Association**

The association believes in the desire and capacity of refugees to be part of the culture and economic life of Australia.

[www.australianrefugee.org](http://www.australianrefugee.org)

Salisbury (08) 8281 2052

Underdale (08) 8354 2951

#### **Australian Migrant Resource Centre**

The Centre's purpose is to support the effective settlement and participation of people from refugee and migrant backgrounds, particularly those who are new arrivals to South Australia.

[www.amrc.org.au](http://www.amrc.org.au)

Adelaide Multicultural Centre (08) 8217 9500

Bordertown (08) 8752 1000

Mount Gambier (08) 8726 4800

Murraylands (08) 8535 5600

Naracoorte (08) 8762 2955

Northern Area (08) 8256 5700

Riverland Settlement Service (08) 8586 5745

### **Migrant and Asylum Seeker Support Services in Western Australia**

#### **Australian Red Cross – Red Cross Hubs**

[www.redcross.org.au/migration-support.aspx](http://www.redcross.org.au/migration-support.aspx)

(08) 9225 8830

#### **Centrecare (Catholic Migrant Services)**

The organisation offers extensive outreach and specialised counselling services both in the metropolitan and regional areas of WA.

[www.centrecare.com.au](http://www.centrecare.com.au)

(08) 9325 6644

### **Multicultural Services Centre of WA**

The service is a community services organisation established to meet the settlement, welfare, education and training, cultural and related needs of culturally and linguistically diverse Western Australians.

[www.mscwa.com.au](http://www.mscwa.com.au)

Cannington (08) 9258 5188

Mirrabooka (08) 9344 7858

Morley (08) 9275 4555

North Perth (08) 9328 1544

Bunbury (08) 9791 5281

### **Metropolitan Migrant Resource Centre**

The centre endeavours to bridge gaps that new and emerging groups encounter during their settlement in Australia.

[www.mmrcwa.org.au](http://www.mmrcwa.org.au)

(08) 9345 5755

### **Fremantle Multicultural Centre**

The centre aims to provide services to migrants and refugees from a diverse range of cultural and linguistic backgrounds.

[www.fmcwa.com.au](http://www.fmcwa.com.au)

(08) 9336 8282

## **Migrant and Asylum Seeker Support Services in Northern Territory**

### **Australian Red Cross – Red Cross Hubs**

[www.redcross.org.au/migration-support.aspx](http://www.redcross.org.au/migration-support.aspx)

(08) 8924 3960

### **Multicultural Community Services of Central Australia**

Offers settlers of diverse cultural and linguistic backgrounds the support required to adapt and integrate to the Australian way of life.

[www.mcscwa.org.au](http://www.mcscwa.org.au)

(08) 8952 8776

### **Melaleuca Refugee Centre**

The organisation brings together a range of culturally specific and holistic specialist services and programs that support our client's physical, emotional and social needs.

[www.melaleuca.org.au](http://www.melaleuca.org.au)

(08) 8985 3311

## **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](http://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](http://www.beyondblue.org.au)

1300 224 636

### **Medicare – Department of Human Services**

Delivers social and health-related payments and services.

[www.humanservices.gov.au](http://www.humanservices.gov.au)

13 20 11

**1800RESPECT**

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

[www.1800respect.org.au](http://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](http://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](http://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](http://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 South Australia****Survivors of Torture and Trauma Assistance and Rehabilitation Service**

Assists people from a refugee and migrant background who have experienced torture or trauma.

[www.sttars.org.au](http://www.sttars.org.au)

(08) 8206 8900

**Refugee Health Service**

Provides a range of physical and mental health services.

[www.sahealth.sa.gov.au/wps/wcm/connect/Public+Content/SA+Health+Internet/Health+services/Refugee+Health+Service](http://www.sahealth.sa.gov.au/wps/wcm/connect/Public+Content/SA+Health+Internet/Health+services/Refugee+Health+Service)

(08) 8237 3900

**Domestic Violence Helpline**

Counselling for victims of domestic violence and their concerned friends. Counselling for people who commit domestic violence.

1800 800 098

**Crisis Care**

Statewide after-hours social work service response for child protection in crisis situations.

[www.sacommunity.org/org/202444-Crisis\\_Care](http://www.sacommunity.org/org/202444-Crisis_Care)

13 16 11

**Mental Health Triage Service**

Provides 24 hour assistance in mental health emergencies.

[www.sahealth.sa.gov.au/wps/wcm/connect/public+content/SA+Health+Internet/Health+services/Mental+health+services](http://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/SA+Health+Internet/Health+services/Mental+health+services)

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**Australian Red Cross – Red Cross Hubs**

[www.redcross.org.au/migration-support.aspx](http://www.redcross.org.au/migration-support.aspx)

(08) 8100 4500

## Mental Health, General Health and Welfare Support Services in Western Australia

### **Association for Services to Torture and Trauma Survivors (ASeTTS)**

Provide holistic services that assist refugee survivors of torture and trauma to rebuild their lives.

[www.asetts.org.au](http://www.asetts.org.au)

(08) 9227 2700

### **Mental Health Emergency Response Line**

Provides 24 hour emergency psychiatric assessment, advisory and referral services.

[www.healthywa.health.wa.gov.au/en/Healthy-WA/Articles/J\\_M/Mental-health-emergency](http://www.healthywa.health.wa.gov.au/en/Healthy-WA/Articles/J_M/Mental-health-emergency)

1300 555 788 (metro), 1800 552 002 (rural)

### **Australian Red Cross – Red Cross Hubs**

[www.redcross.org.au/migration-support.aspx](http://www.redcross.org.au/migration-support.aspx)

(08) 9225 8830

## Mental Health, General Health and Welfare Support Services in Northern Territory

### **Northern Territory Mental Health Line**

Provides 24 hour assistance in mental health emergencies.

1800 682 288

### **Australian Red Cross – Red Cross Hubs**

[www.redcross.org.au/migration-support.aspx](http://www.redcross.org.au/migration-support.aspx)

(08) 8924 3960