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# EMERGENCY RELIEF RESOURCE

A referral guide for practitioners supporting people seeking asylum, in particular those subject to return.

*A response to the 2017, QLD Emergency Relief Practitioners' Forum*

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# ER PROVIDER ENGAGEMENT

This document contains a non-exhaustive list of ER providers and was compiled following the 2017 Queensland Emergency Relief Practitioners' Forum. The forums' focus was on increasing access to emergency relief (ER) support for people seeking asylum, particularly those who are subject to return. Those listed in this document have identified their ability to support this cohort.

As there are many ER databases across sectors, below is a list of questions providers who are engaging with people seeking asylum could ask a referring organisation in order to ascertain if an organisation could provide ER support. Further to this, there is a check list of items someone seeking asylum *may have* and could possibly take to an ER organisation to help support their claim for assistance.

## QUESTIONS:

1. Is your organisation willing to take referrals outside of the catchment area?
2. Does your organisation accept Immigration Cards as a form of ID?
3. The person is not eligible for work rights or Centrelink, are you able to provide support without a proof of income?

## CHECK LIST:

- ER Referral Letter
- Immigration Card
- Medicare Card (This could be expired)
- Bridging Visa notice or other Immigration paperwork
- Bank statement (If client has a bank account)

## ACCOMMODATION

### 139 CLUB

07 3254 1144

505 Brunswick St, Fortitude Valley

**Catchment:** Brisbane City Council

- Day beds Mon - Fri, 8:30am - 4pm

### IPSWICH HOUSING & SUPPORT SERVICES INC

07 3816 1435

14 South Station Rd, Booval

**Catchment:**

- Up to 13 weeks of emergency housing for single women and families. Rent is calculated based on income
- Walk in or phone Mon - Fri, 9am - 12pm and 1pm - 3pm

### INALA COMMUNITY HOUSE

07 3372 7979

35 Sittella St, Inala

**Catchment:**

- Free Community Support Program provides accommodation referrals and settlement support
- Phone or walk in Mon - Fri, 8:30am - 5pm

### KYABRA

07 3373 9499

Kyabra Street, Runcorn

Call to make an app

**Catchment:** Acacia Ridge, Algester, Berrinba, Calamvale, Coopers Plains, Drewvale, Durack, Eight Mile Plains, Inala, Karawatha, Kuraby, Macgregor, Mackenzie, Mansfield, Mount Gravatt, Mount Gravatt East, Nathan, Parkinson, Richlands, Robertson, Rochedale (not south), Runcorn, Salisbury, Stretton, Sunnybank, Sunnybank Hills, Upper Mount Gravatt, Wishart

- Financial assistance and homestay

### REFUGEES WELCOME AND ROMERO CENTRE

07 3373 9499

20 Dutton Street, Dutton Park (Referrals via Romero Centre)

**Catchment:** Brisbane-wide

### USEFUL NUMBERS

Homeless Persons Information Queensland **1800 474 753**

Brisbane Homeless Service Centre **07 3036 4444**



# FOOD AND WELLBEING

## 139 CLUB

07 3254 1144

505 Brunswick St, Fortitude Valley

**Catchment:** Brisbane City Council

- Free breakfast food, 8:30am - 9am Mon - Fri
- Free morning tea, 10am Mon - Fri
- Free afternoon tea, 2pm Mon - Fri
- Free soup and bread, from 8.30am in the morning to 12.45pm
- Free lunch Thursdays 11:45am - 12:30pm

## ANNERLEY COMMUNITY HUB

07 3255 9822

566 Ipswich Road, Annerley

**Catchment:** Open

- Community Breakfast, Tue 7am - 8am
- Community cooking class, every fortnight on a Wed 9am - 12noon

## ASPLEY CARE

07 3862 7145

479 Robinson Road West, Aspley

Call to make an app

**Catchment:** Albany Creek, Aspley, Bald Hills, Banyo, Boondall, Bracken Ridge, Bridgeman Downs, Brighton, Carseldine, Chermside, Chermside West, Deagon, Fitzgibbon, Geebung, Kedron, McDowall, Northgate, Nudgee, Nundah, Sandgate, Shorncliffe, Stafford, Stafford Heights, Taigum, Virginia, Wavell Heights, Zillmere

- Food Parcel
- Food Vouchers
- Referrals from agencies are welcomed

**Identification:** ID (Immigration Card, Driver's Licence, and letters from the Department of Immigration and Border Protection are welcomed)

**Eligibility:** Income statement where possible



# FOOD AND WELLBEING

## AUSTRALIAN RED CROSS

07 3367 5665

49 Park Rd, Milton

**Catchment:** Open

- Food vouchers, pharmacy vouchers, and hygiene packs,

**Eligibility:** Have applied for a protection visa and a most recent 1 month bank statement

**Identification:** 1 form of ID

## COMMUNIFY, BARDON

07 3510 2700

180 Jubilee Terrace, Bardon

**Catchment:** Alderley, Auchenflower, Arana, Ashgrove, Bardon, Enoggera, Everton Hills, Everton Park, Stafford, Stafford Heights, Gaythorne, Kelvin Grove, Keperra, Milton, Mitchelton, Ferny Grove, Ferny Hills, Mt Nebo, Paddington, Petrie Terrace, Red Hill, Taringa, The Gap, Toowong

- The Pantry provides free non-perishable food items, fresh produce, bread and supermarket vouchers, Mon from 10:30am and Thur from 9:30am

**Eligibility:** Financial crisis

**Identification:** Immigration card

## FISHERS OF MEN

07 3341 0160

757 Underwood Road, Rochedale South

Call to make an app

**Catchment:** Open

- Food parcel (availability dependant on donations), Tue 9am - 5pm, Wed, Thur, and Fri afternoons
- Blankets, linen, kitchen items, furniture (furniture deliver can be arranged)

## GIVIT

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

Register your organisation online

**Catchment:** Open

**Service:** Household and personal wellbeing items

- A wide range of new and quality used products
- NGO's can register with Givit and be a mediatory between Givit and their client base
- NGO to collect items from Givit and pass onto client



## FOOD AND WELLBEING

### GATEWAY BAPTIST CHURCH

07 3291 5900

1052 Mt Gravatt - Capalaba Road, Mackenzie

Call to make an app

**Catchment:** Open

- \$10, 3 month food program: food parcel provided on weeks 1, 4, 7, 10, and 13. On week 7, clients receive clothing vouchers for church's op-shop, and on week 10 clients receive a household resource voucher.

**Eligibility:** Severe financial crisis beyond clients control and be working towards changing current circumstances

### HILLSONG CITY CARE

07 3422 8500

12 Rover Street, Mt Gravatt

Call to make an app

**Catchment:** Open

- Food Parcel, Tue and Thur, 12noon - 3pm

**Eligibility:** Genuine need

### INDOOROOPILLY UNITING CHURCH (IUC)

07 3878 9535

74 Station Rd, Indooroopilly

**Catchment:** Open

**Service:** Wellbeing resources

- Supplementary food, GoCard, food vouchers

**Eligibility:** Unrepresented asylum seekers and refugees seeking renewal of temporary visa

### ISLAMIC WOMEN'S ASSOCIATION QLD

07 3208 6333

11 Watland St, Springwood

**Catchment:** Open

- Assessment and intervention to assist people to overcome barriers to settlement in Australia

### KINGSTON EAST NEIGHBOURHOOD CENTRE

07 3808 1684

177 Meakin Road, Kingston

Call to make an app

**Catchment:** Tanama, Meadowbank, Flax Creek, Kingston, Woodridge, Loganlea

- Food parcel



# FOOD AND WELLBEING

## NEXUS CARE

07 3353 7230

151 Flockton Street, Everton Park

**Catchment:** Brisbane North and Brisbane North West

- A three month Fresh Start Food Program membership costs \$7, which entitles people to one parcel a month for three months. Program times are between 10am – 4.00pm, Monday, Tuesday and Thursday. No appointment required

## ROMERO CENTRE

07 3373 9499

20 Dutton Street, Dutton Park

- Food, Go Card, Vouchers: Mon– Friday from 9am to 4pm
- Group Sessions including English Classes (Wed— Friday) , Music lessons (Tuesday) , form filling (Tuesday for Citizenship docs) , men's group, sewing group, short term counselling, choir group.
- Phone for program confirmation and visit - <http://romero.mercycs.org.au/>

## SALVATION ARMY GOODNA

07 3280 8800

Sandpoint Youth and Community Centre

27 Smiths Rd, Goodna

**Catchment:** Open

- Bread, fruit, vegetables, Mon - Thur from 11am. Food availability dependant on donations and is available until goods have run out
- Community Meal: available Thur night from 6pm during school term

## SHERWOOD NEIGHBOURHOOD CENTRE

07 3379 6963

38 Thallon Street, Sherwood

Call to make an app

**Catchment:** Moggill, Kenmore Hills, Chapel Hill, Chelmer, Graceville, Corinda, Fig Tree Pocket, Indooroopilly, Jindalee, Mt Ommaney, Kenmore, Middle Park, Jamboree Heights, Oxley, Riverhills, Seventeen Mile Rocks, Sinnamon Park, Sherwood, Westlake.

- Assessment of emergency relief needs and appropriate case management

## MULTILINK COMMUNITY SERVICES INC.

07 3412 7177

38 Blackwood Road Logan Central QLD 4114

Phone on Tuesday and Thursday 10am-3pm

Catchments: Logan and Beaudesert

Appointment and support is limited by capacity and on first in first serve basis.

Food Parcel

Identification: One (1) form of ID, Photo ID preferred.





## 139 CLUB

07 3254 1144

505 Brunswick St, Fortitude Valley

**Catchment:** Inner City Brisbane

- Rent in arrears for form 11/12

**Eligibility:** Most recent Centrelink statement, copy of overdue bills including arrears notices need to be provided

## ASPLEY CARE

07 3862 7145

479 Robinson Road West, Aspley

Call to make an app

**Catchment:** Albany Creek, Aspley, Bald Hills, Banyo, Boondall, Bracken Ridge, Bridgeman Downs, Brighton, Carseldine, Chermside, Chermside West, Deagon, Fitzgibbon, Geebung, Kedron, McDowall, Northgate, Nudgee, Nundah, Sandgate, Shorncliffe, Stafford, Stafford Heights, Taigum, Virginia, Wavell Heights, Zillmere

- Electricity Bills
- Rent in arrears
- Referrals from agencies are welcomed

**Eligibility:** A copy of overdue bill account , a copy of form 11/12

**Identification:** ID (Immigration Card, Driver's Licence, and letters from the Department of Immigration and Boarder Protection are welcomed)

## KINGSTON EAST NEIGHBOURHOOD CENTRE

07 3808 1684

177 Meakin Road, Kingston

Call to make an app

**Catchment:** Tanama, Meadowbank, Flax Creek, Kingston, Woodridge, Logan Lee

- Utility bill and rent forms 11/12

**Eligibility:** A copy of over due bill statement

**Identification:** 2 types of ID with the same address, Immigration cards are

## NEXUS CARE

07 3353 7230

151 Flockton Street, Everton Park

call to make an app

**Catchment:** Brisbane North and Brisbane North West

- One off support for utilities, rent, fuel and pharmaceutical vouchers
- By appointment on Mon, Tue, Thur 10am - 12pm

**Eligibility:** A copy of overdue bill account , a copy of form 11/12

**Identification:** ID (Immigration Card, Driver's Licence, and letters from the Department of Immigration and Boarder Protection are welcomed)



## **MULTILINK COMMUNITY SERVICES INC.**

**07 3412 7177**

38 Blackwood Road Logan Central QLD 4114

Phone on Tuesday and Thursday 10 am – 3 pm

Catchments: Logan and Beaudesert

- Appointment and support is limited by capacity and on first in first serve basis.
- 1 off assistance for overdue utility bills (electricity, water and Phone and Gas)
- Petrol and Telstra Vouchers if available
- Advocacy to utility/service providers

Eligibility: In crisis and genuine need

Identification: One (1) form of ID, Photo ID preferred.

## 139 CLUB

07 3254 1144

505 Brunswick St, Fortitude Valley

**Catchment:** Brisbane City Council

- Doctor onsite Monday 9.00am to 11.30am, and Thursday 12.00pm to 2.30pm
- Nurse onsite Monday, Tuesday, Thursday, Friday – 9.00am to 11.30am

## ARMIA (Active Refugee and Migration Integration in Australia )

07 3344 1149

140 Mains Road, Sunnybank

**Catchment:** Open

- Free counselling , Mon - Fri, 9am - 4pm, Sat 10am - 1pm

## CULTURE IN MIND

07 3848 1600

8-9/ 416 Logan Rd, Stones Corner

*Referral required*

**Catchment:** Greater Brisbane Region

- Free CALD mental health support

## HARMONY PLACE

07 3848 1600

30 Shottery St, Yeronga

*Referral required*

**Catchment:** South Brisbane Region

- Mental Health support
- Email [admin@harmonyplace.org.au](mailto:admin@harmonyplace.org.au) for a referral form

## INDOOROOPILLY UNITING CHURCH (IUC)

07 3878 9535

74 Station Rd, Indooroopilly

**Catchment:** Open

- Free Paralegal Support, Thur and Sat, 2pm - 5pm
- Administration support for Freedom of Information forms and Protection Visa Applications

## MATER REFUGEE COMPLEX CARE CLINIC

07 3163 2880

*Mater Hospital, Level 4 Salmon Building, Raymond Terrace, South Brisbane*

*Referral required*

**Catchment:** Open

- Specialised primary health care assessment and management
- Free access to GP/ primary health care services
- Short-term medication support (assessed on individual circumstances)
- Hospital transport may be available to assist those within hospital catchment to attend appointments if enough notice is given (approx. 3 weeks)

Please note: MRCCC will generally only provide ongoing primary health care to people who have no Medicare and no other community based options. For others care will be transferred to a community GP.

**Eligibility:** Asylum seekers, complex health needs, and have significant barriers to care

**Community Referral Process**

- Complete the community referral form located at [www.materonline.org.au/refugeehealth](http://www.materonline.org.au/refugeehealth) and forward to [mrccc@mater.org.au](mailto:mrccc@mater.org.au) or fax 07 3163 8455

## QPASTT (Queensland Program of Assistance to Survivors of Torture and Trauma)

28

*Dibley Street, Woolloongabba, Brisbane*

07 3391 6677

*90 Wembley Road, Cnr Benz Street, Logan Central*

07 3089 4310

*Referral required*

**Eligibility:**

- Have a history of torture or trauma prior to coming to Australia and experiencing psychological or psychosocial difficulties
- Have a permanent visa, temporary protection order, or be an asylum seeker
- Referral essential. Referral forms can be downloaded from [www.qpastt.org.au/make-a-referral](http://www.qpastt.org.au/make-a-referral)

## SALVOS LEGAL

07 3280 8860

*The Salvation Army*

*Call to make an app*

*27 Smiths Rd, Goodna*

- Legal advice regarding family migration and refugee matters, every Tue 9am - 12:30pm. Appointment necessary

## **WORLD WELLNESS GROUP**

**07 3333 2100**

*11/ 416 Logan Rd, Stones Corner*

- Primary health care clinic specialising in refugee and asylum seeker health

## **RAILS (Refugee and Immigration Legal Service)**

**07 3846 9333**

*170 Boundary Street, West End*

*Self or Agency Referrals*

- Evening Advice Sessions
- Monday and Wednesday by appointment only
- Phone every Monday to make an appointment between 10am-1pm and 2-4:30pm
- Unrepresented Asylum Seeker (UAS) Project
- Referral form found on website

## **MULTILINK COMMUNITY SERVICES INC.**

**07 3412 7177**

38 Blackwood Road Logan Central QLD 4114

Phone on Tuesday and Thursday 10 am – 3 pm

Catchments: Logan and Beaudesert

- Appointment and support is limited by capacity and on first in first serve basis.
- Prescription medication