



# Support Services, Agencies, and Information Resources

## **Immigrant Women's Support Service (IWSS)**

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IWSS offers a free and confidential specialist domestic violence and sexual assault service through practical and emotional support to immigrant and refugee women from non-English speaking backgrounds, and their children who have experienced domestic and/or sexual violence. Services include crisis and ongoing support, information, referrals, counselling and advocacy. IWSS also offers a specialist domestic violence service to Japanese speaking women, and a sexual assault service at Richlands in partnership with three other sexual assault services.

- Website: [www.iwss.org.au/](http://www.iwss.org.au/)
- Phone: 07 38464390

## **Support Assessment Referral Advocacy (SARA)**

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The Support Assessment Referral Advocacy (SARA) Program offers specialised Domestic and Family Violence services for women from Culturally and Linguistically Diverse (CALD) communities on the Gold Coast. The SARA Program provides a range of services to women from CALD communities who have experienced domestic and family violence, including:

- Safety and Risk Assessment
- Safety Planning
- Information, Support and Counselling
- Advocacy (including individual and system)
- Multicultural Women's group
- Domestic Violence court support

The SARA Program can provide referral to other services such as:

- Immigration advice and support services
- Income support services
- Housing services
- Children's and young people's support services
- Migrant and refugee settlement services

The SARA Program has access to Translating and Interpreting Services (TIS).

- Phone: 0405 065 544
- Location: Gold Coast

## **Legal Aid Queensland**

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Legal Aid Queensland gives legal help to financially disadvantaged people. They can help if you:

- are experiencing domestic and family violence
- have a child protection matter
- are or might be separating (parenting arrangements, child support, separation, divorce)
- have been charged with an offence
- have questions about consumer and debt matters (consumer rip-offs, debt, loan payments, house repossession)
- are making an anti-discrimination claim (race, age, gender, sexuality etc).
- Website: [www.legalaid.qld.gov.au](http://www.legalaid.qld.gov.au)
- Phone: 1300 65 11 88
- Locations: Brisbane, Bundaberg, Caboolture, Cairns, Inala, Ipswich, Mackay, Maroochydore, Mount Isa, Rockhampton, Southport, Toowoomba, Townsville and Woodridge. Woodridge

## **Multicultural Development Australia (MDA)**

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MDA is an independent organisation committed to achieving the best settlement outcomes for their clients. As one of Queensland's largest multicultural agencies, MDA works with:

- refugees,
- international students,
- people seeking asylum and migrants, as well as
- their local communities.

For asylum seekers awaiting refugee status determination, MDA provides crucial support in the form of Status Resolution Support Services (SRSS) which includes personal case management and housing support. Eligibility for SRSS is determined according to a set criteria. All eligibility enquiries should be directed towards MDA.

- Website: <https://mdaltd.org.au/>
- Phone: 3337 5400 (Woolloongabba office) or 4632 1466 (Toowoomba office)

## Romero Centre

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The Romero Centre was established in response to the needs of people arriving in Australia seeking safety and human rights. The Romero Centre is one of the ways that Mercy Community Services supports people facing the challenges of seeking asylum. Their support services for asylum seekers include: practical support; legal connections; English and skills; and community events.

- Website: <https://romero.mercycommunity.org.au/>
- Phone: 3013 0100
- Location: Dutton Park

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

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QPASTT provides flexible and culturally sensitive services to promote the health and well-being of people who have been tortured or who have suffered refugee related trauma prior to migrating to Australia. QPASTT aims to provide services which address the range of physical, psychological and social needs that survivors of torture and trauma have. All services are free and confidential.

- Website: <http://qpastt.org.au/>
- Phone: (07) 3391 6677 (Brisbane office, Woolloongabba)
- Locations: Brisbane, Logan, Toowoomba, Gold Coast, Townsville, and Cairns.

## Access Community Services

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Access Community Services provides settlement, employment, training, and youth support services and housing and social enterprise opportunities for migrants, refugees and Australian born clients. Their services are delivered right across Queensland with a particular focus on the South East, including Logan City, Ipswich City and the Gold Coast.

- Website: [www.accesscommunity.org.au](http://www.accesscommunity.org.au)
- Phone: (07) 3412 8222

## **Townsville Multicultural Support Group (TMSG)**

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TMSG provides refugee settlement, mental health support for migrants and refugees, family violence prevention programs and other multicultural services in North West Queensland.

- Website: [www.tmsg.org.au](http://www.tmsg.org.au)
- Phone: (07) 4775 1588

## **Centacare Multicultural Services (CMS)**

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CMS provides free support to people from multicultural background through different programs:

- Settlement Services
- Community Development
- Business Development
- Community Information, Education and Training
- Volunteer Program

CMS has access to interpreting services.

- Website: [www.centacarefnq.org/home/](http://www.centacarefnq.org/home/)
- Phone: (07) 4044 0130