

TEMPORARY PROTECTION HANDBOOK – REFERRAL POINTS

*Updated second
edition QPASTT
May 2016*



QPASTT

Queensland program of assistance
to survivors of torture and trauma

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Based on research by Suzie Kear and developed by Ally Wakefield, QPASTT (July, 2015).

Thanks also for contributions from Refugee and Immigration Legal Service (RAILS), Brisbane Refugee and Asylum Seeker (BRASS) Network, Multicultural Development Association (MDA), The Australian Red Cross, The Romero Centre, Communitify Qld.

Disclaimer: This Handbook is not an exhaustive list of all the services available for TPV holders in Queensland. It is an initial map of some of the services that can accept referrals and support TPV Holders in Brisbane and some regional areas. Compiled by QPASTT as part of the TPV Capacity Building Project at QPASTT, 2015. It has been updated May 2016.

Part 1: Visas

In December 2014, legislation changed and asylum seekers who arrive in Australia by boat or plane without valid visas will now only get a temporary visa if found to be a refugee and owed protection.

Bridging visas

Bridging visas are temporary visas which allow people to legally reside in the Australian community while they are applying for protection, appealing a decision relating to their visa, or making arrangements to leave Australia. Different restrictions are attached to these visas. For more info see [Department of Immigration and Border Protection](http://www.immi.gov.au). www.immi.gov.au

Temporary Protection Visa (TPV) (subclass 785)

A TPV is valid for **up to** three years, after which they must reapply for protection and have their claims reassessed.

Safe Haven Enterprise Visa (SHEV) (subclass 790)

The SHEV is a five year temporary protection visa for people found to be a refugee who intend to live in a designated regional area to work or study. For more information see [Department of Immigration and Border Protection](http://www.immi.gov.au), as to when SHEVs will be available and their details.

Temporary Humanitarian Visas (Subclasses 786, 449)

Some Temporary Humanitarian Concern (Subclass 786) and Temporary Humanitarian Stay (Subclass 449) visas were granted before new temporary protection laws were passed. They have similar entitlements to a subclass 785 TPV. Asylum seekers will normally be granted a TPV or a SHEV.

Applying for Temporary Protection

Asylum seekers applying or waiting for decisions on their protection claims will be on Bridging visas or in community detention with some limited social security benefits.

How may a Temporary Visa affect health?

There may be serious negative impacts on the health and wellbeing of Temporary Visa holders due to the combined effects of:

- family separation
- lack of access to adequate support services
- prolonged uncertainty and insecurity stemming from temporary status
- a history of torture and trauma

A 2006 study by mental health experts with the previous cohort of TPV holders in Australia, found that refugees on TPVs experienced higher levels of anxiety, depression and post-traumatic stress disorder than refugees on permanent Protection visas, even though both groups of refugees had experienced similar levels of past trauma and persecution in their home countries.¹

If you are concerned about the mental health of a temporary protection visa holder:

Consider a referral to [Qld Program of Assistance to Survivors of Torture and Trauma \(QPASTT\)](#) or call (07) 3391 6677.

Where can I get more information?

The [Refugee and Immigration Legal Service \(RAILS\)](#) in partnership with QPASTT, have developed a fact sheet about processing of asylum seeker protection claims, TPVs and SHEVs (English, Arabic, Dari, Farsi & Tamil). See also www.rails.org.au

You can also find legal information for asylum seekers on the following websites:

Refugee Advice and Casework Service (RACS) in New South Wales: www.racs.org.au

Refugee Legal (formerly known as RILC) in Victoria: www.rilc.org.au

Asylum Seeker Resource Centre in Victoria: www.asrc.org.au

[Victorian Refugee Health Network](#) - information and clinical quick links about refugees and asylum seekers. Some information on this website will be Victorian specific.

Table of Eligibility – Temporary Protection

	Temporary Protection Visas	Safe Haven Enterprise Visa (SHEV)
Subclass	Temporary Humanitarian Concern -786 Humanitarian Stay (Temporary) - 449 Temporary Protection Visa - 785	Subclass 790
Length	Up to 3 years	Up to 5 years; able to gain a second SHEV visa if not yet completed length of time engaged in work or study (see further below).
Health	Access to Medicare, torture and trauma counselling (QPASTT) and Centrelink Health Care Concession Card	
Settlement	No Case Manager from a settlement agency if obtain visa while living in the community. May be eligible for short term Complex Case Support Program if there are exceptional needs. If receiving temporary visa directly from detention, may be eligible for 6 weeks casework support.	
Education	Access for school education (aged under 18, although students that are turning 18 before completing high school may be allowed to continue). Can access tertiary education (full fee paying) but ineligible for Federal Government higher education loans and Commonwealth-supported places. Are eligible for Austudy if meet other income related criteria.	
Employment	Permission to work and access to employment support services (Jobactive)	Same as TPV but must indicate an <i>intention</i> to work or study in a specified regional area while accessing minimal social security (these areas are yet to be specified in Queensland)
English Language Tuition	Access to Adult Migrant Education Program (AMEP) and the Skills for Education and Employment (SEE) Program.	
Family Reunion	Ineligible to sponsor family members for resettlement	
Income Support	Access to some Centrelink payments as specified by the Minister	SHEV holders must indicate an <i>intention</i> to work or study in a specified regional area while accessing minimal social security. To be eligible to apply for a range of other visas (other than another TPV or SHEV) they must have for 42 months worked without accessing Special Benefits or been in full-time study
Freedom of Movement	Freedom of movement within Australia but must not travel overseas except for special written approval from the Minister of Immigration.	Same as for TPV but if they are to be eligible for a range of other visas (see 'Residency' below) must live in a specified regional area for at least 42 months.
Residency	Visa valid for up to three years. Ineligible to apply for any kind of permanent visa or citizenship. Will be required to apply for a new TPV when the current TPV expires.	If while on a SHEV, the holder has 42 months of full time study or of work with no Special Benefits in specified regional areas, they will be able to apply for a range of other onshore visas such as family or skilled or student visas, <i>some</i> of which could lead to permanent residency. However the criteria for these other visas will be very difficult to satisfy for most refugees. Migration law advice is vital.

NOTE: June (2015). This Visa information was developed in partnership with the Refugee Immigration and Legal Service (RAILS) and is subject to change. Please check the Department of Immigration and Border Protection website for updates. www.immi.gov.au

Part 2: Overview

Things to consider when working with TPV Holders

Some TPV holders may have already been living in the community as an asylum seeker on a bridging visa for many years, with or without work rights. The change in visa may mean they now have work rights, access to Employment Service Providers (Jobactive) but no longer have access to a Case Manager from a Settlement Agency. Although the key goal of many TPV holders may be to gain employment, many needs may need to be addressed.

Consider:

1. Social Connections

TPV holders will not have a Case Manager from a Settlement agency so consider linking to other services for counselling, case coordination, groups, free English classes and practical support. E.g.

- QPASTT – Individual counselling and Groups.
- Romero Centre
- Groups offered by settlement agencies (check eligibility)
- Community Centres/Free community English classes/Welcome Hubs
- Culture in Mind
- Personal Helpers and Mentors' Programs (PHaMs)
- Harmony Place groups

2. Financial Support

TPV holders are eligible for Centrelink payments and a Centrelink Health Care Concession Card but they may not be receiving much support from their employment provider due to the 'stream' they have been assessed by Centrelink. It is important to contact Centrelink with a 'Permission to Enquire Form' which is available from the [Department of Human Services](#) website, to ensure your client is on the right payment and receiving the appropriate support from their Employment Support Provider (Jobactive). If not, you can advocate to have their stream re-assessed (they are eligible to receive the highest stream of support), to receive more support to find employment or training options. There are some limited Emergency Relief options at community organisations, listed in this handbook. Additionally, [Basic Rights Queensland](#) (formerly known as the Welfare Rights Centre) is a community legal service to assist people with the social security system.

3. Employment & Education Support

Consider requesting Centrelink to re-assess the stream if appropriate so that the client obtains appropriate job search and job readiness support from their allocated Jobactive provider. Some organisations like PHaMs Employment Services can support clients to get the most out of their Jobactive service. Ensure the TPV holder is accessing any education they may be eligible for (Eg: AMEP and SEE Program).

Contact Centrelink Multicultural Support Officer (MSO) to clarify or advocate. You may also need to contact the Fair Work Ombudsman and the appropriate Union to address workplace rights and obligations, if needed.

4. Health Services

Ensure TPV holder is linked into a local GP and appropriate mental health services. Eg: Find a local GP and if there are complex mental health needs, consider linking to one of the many Partners in Recovery (PIR) organisations to coordinate care. Referral to these organisations is through a central intake point in each region. The Queensland Transcultural Mental Health Centre (QTMHC) can assist with culturally appropriate mental health assessment and advice.

5. Housing

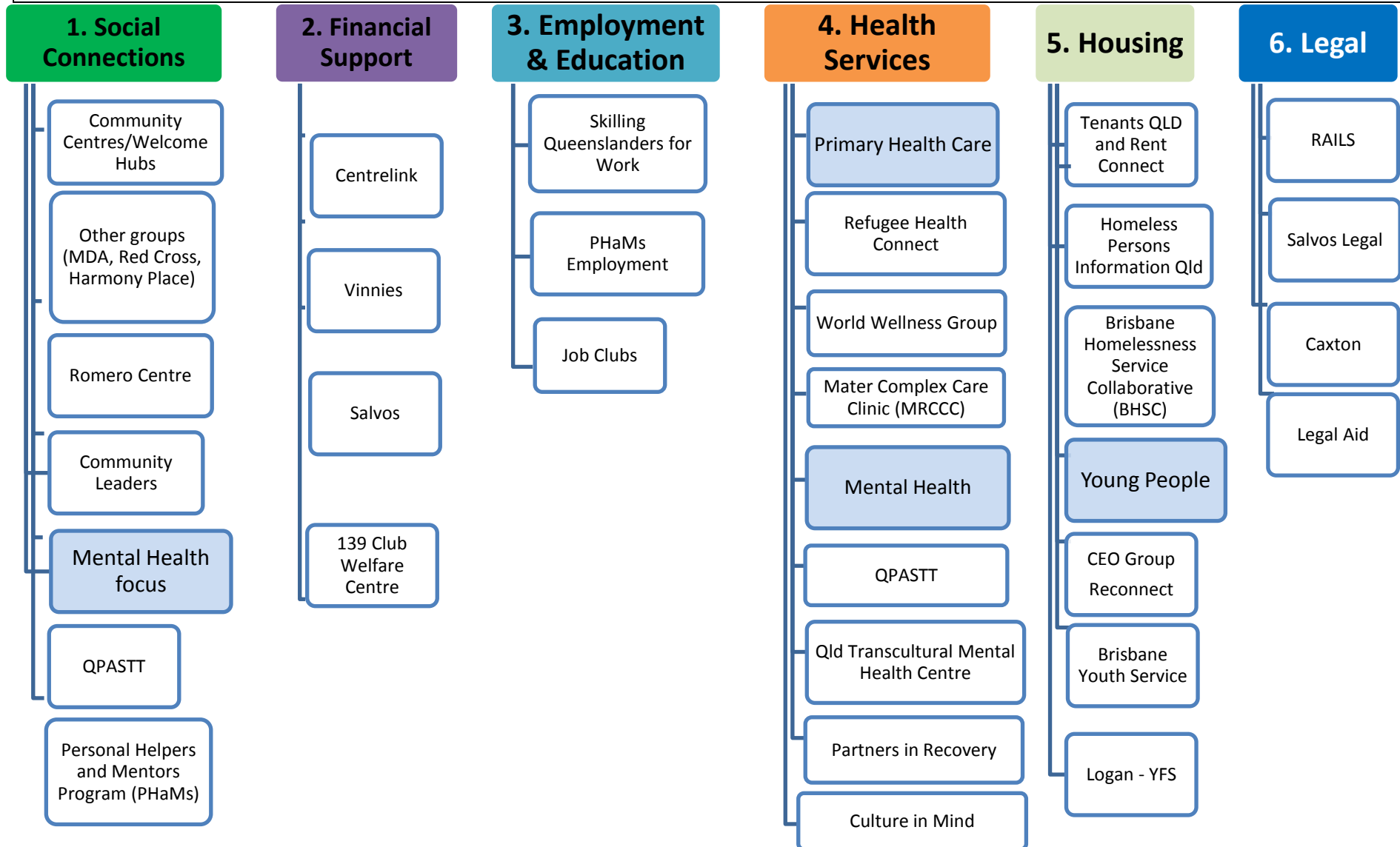
Many of the tenancy support services are no longer funded, but legal advice is still available at [Tenants Queensland](#) which operates a telephone advice service (1300 744 263). Brisbane Homelessness Service Collaborative (BHSC) is a central referral point for housing assistance. Rent Connect can assist with rent reductions.

6. Legal Services

TPV holders have been given a protection visa but may still need to access legal support about a range of other legal issues. Some community legal organisations offer free legal advice sessions, based on need.

Temporary Protection Visa Holders – Possible Referral Points

(Right click on service to open hyperlink)



1. Social Connections

As TPV and SHEV holders will have no access to a Case Manager at a Settlement Agency it is important to consider other ways to link clients to practical support, groups and the local community through Community Centres (listed below).

Many Community Centres also offer Welcome Hubs which offer specific activities designed to welcome people from refugee backgrounds to their local community, such as free English classes and social support groups. These groups and contact details are subject to change. For a list of updated Welcome Hubs, days and times www.yourEnglishcorner.com

TPV Holders can attend any Community Centre groups or free English class listed here.

Referral: Phone Call to check current group or drop in.

<p>Acacia Ridge Community Centre Welcome Hub</p> <ul style="list-style-type: none"> • English classes – Tues and Thurs 10-12 • Also citizenship classes, Food Co-op, Multicultural Women’s group, Computer classes, access to Centrelink <p>Drop in Tues, Wed & Thurs 9-12 or phone</p>	<p>21 Hanify St Acacia Ridge www.arcsi.org.au Ph: 3277 4893</p>
<p>Nundah Neighborhood Centre Welcome Hub</p> <ul style="list-style-type: none"> • Social Support & Counselling • English Classes • Playgroup • Community Garden • Tea/Coffee & Place to Relax • Internet Access • Sewing class • Yoga & Meditation Classes 	<p>14 Station Street Nundah Phone: (07) 3260 6820 E: admin1@nundahcc.org.au www.nundahcc.org.au <i>See website “Our Programs and Activities” for current available activities</i></p>
<p>West End Welcomes (Annerley) Free English class and dinner Every Monday 4 - 5.30</p>	<p>St Phillips Church 115 Cornwall Street Annerley E: westendwelcomes@gmail.com Mario 0404474379 or Ryan 0488020699</p>
<p>Inala Community House</p> <ul style="list-style-type: none"> • Musical Morning Tea, concerts, BBQ's and bus trips. • Inala Craft Group -Every Thursday 9am - 12pm, cost is only \$1. • ESL Classes • Provided twice a week by trained tutors • Annual Activities 	<p>38 Sittella Street Inala QLD 4077 Phone: (07) 3372 1711 www.ich.org.au E: ich@ich.org.au</p>

<p>Indooroopilly Uniting Church Welcome Hub</p> <ul style="list-style-type: none"> English conversation every Thursday afternoon in school terms 1.30-2.30 and 4 to 5 pm Community Kitchen First Thursday of each month is a free community meal at 6pm 	<p>74 Station Rd, Indooroopilly (opposite the big shopping centre) Phone: 07 3878 9535 Email ipillyuc@bigpond.com</p>
<p>Communify – The Exchange</p> <ul style="list-style-type: none"> Match volunteer buddies with people who want one on one English conversation practice. Various session times Intermediate to advanced - Thursdays 6pm-8pm 	<p>The Exchange 81 Musk Ave Kelvin Grove</p> <p>Cait 0410 160 299 www.communify.org.au</p>
<p>Sandbag Community Centre “Northeast Welcomes” Free English language classes Mondays 10.30-12.30 and Thursdays 10.30-12.30</p>	<p>Sandgate Community Centre 153 Rainbow St, Sandgate</p> <p>Ph: 3869 3244 Email: info@sandbag.org.au</p>
<p>Regional - Community Centres</p>	
<p>Logan</p>	<p>Multilink 38 Blackwood Road Logan Central Qld 4114 Phone (07) 3808 4463</p>
<p>Gold Coast</p>	<p>Multicultural Families Organisation (07) 5571 0381</p> <p>The Migrant Centre Organisation Inc Ph: 07 5591 7261 www.migrantcentre.org/site</p> <p>Gold City Council – (07) 5581 7505</p>
<p>Toowoomba</p> <p>Toowoomba Refugee & Migrant Support (TRAMS)</p>	<p>Mercy Family Services Darling Downs Resource Directory lists community centres and support services in the Toowoomba region www.eccq.com.au/resources/darling-downs-multicultural-services-directory-2012/</p> <p>TRAMS 123 Neil Street Toowoomba Phone: 1300 477 433</p>

<p>Community Leaders</p> <p>Many TPV holders may already be linked with an ethnic community and some will not want to be linked to different ethnic communities. However, it may be worth asking the client if they would like to be linked to a Community Leader for support, if appropriate.</p>	<p>For more information about if this is appropriate and details of the leaders, contact the Community Development worker at QPASTT: (07) 3391 6677</p>
<p>The Romero Centre</p> <p>TPV Holders can access all programs:</p> <ul style="list-style-type: none"> • Practical support such as GO cards, bikes, food hampers on a case by case basis. • Filling out forms • Access to internet and printing computers • Various groups Eg: Women’s Sewing group – Thursday 9am-1pm, Playgroup (children 2-6 years) - Every second Thursday 9.30am to 12.30pm 	<p>20 Dutton Street, Dutton Park QLD 4102</p> <p>E: admin@romerocentre.org.au W: www.romerocentre.org.au</p> <p>P: (07) 3013 0100</p> <p>Referral: Phone Call or drop in</p>
<p>Multicultural Development Association (MDA)</p> <p>TPV holders can access some groups held at Woolloongabba office:</p> <p>Persian English Class Women’s Corner MDA Work English Have a Go Sport (soccer) Chai Time Guitar Art class</p>	<p>Main Office: 28 Dibley Street, Woolloongabba, P: (07) 3337 5400</p> <p>Nundah Office: 5/2 Jenner Street Nundah 4012 Tel: (07) 3198 2500</p> <p>Other office locations: www.mdaltd.org.au</p> <p>For monthly updates and details contact: lifeskillsgroup@mdaltd.org.au</p> <p>Referral: Phone Call or drop in</p>
<p>Red Cross – Queensland</p> <p>Some support and access to social and meaningful activities (only available to TPV Holders that were Red Cross clients when they were on Bridging Visas.)</p>	<p>49 Park Road, Milton, 4064 E: gldredcross@redcross.org.au W: www.redcross.org.au P: (07) 3367 7222</p> <p>Referral: Phone Call to check eligibility</p>

Social Connection - Mental Health Focus

Qld Program of Assistance to Survivors of Torture and Trauma (QPASTT)

QPASTT provides counselling, social and therapeutic groups to children, young people, adults and families to people who have survived refugee related torture or trauma prior to arriving in Australia. All services are free and confidential. QPASTT is not a crisis service.

The main office is in Woolloongabba, Brisbane with a smaller office in Logan. QPASTT provides services from these offices, and conduct outreach services in the Gold Coast, Goodna, Inala and Ipswich. QPASTT also provides counselling services across regional Queensland including: Toowoomba, Rockhampton, Townsville and Cairns.

Groups available to TPV Holders:

Youth programs

- Homework Club (12 to 24)
- Youth Voice (12 to 24)
- School Holiday Program

Other groups for adults, available to TPV counselling clients or waitlist clients.

28 Dibley Street
Woolloongabba

Ph: (07) 3391 6677

E: admin@qpastt.org.au

www.qpastt.org.au

Referral

www.qpastt.org.au/make-a-referral/

Harmony Place - Multicultural Centre for Mental Health and Well Being Inc.

TPV Holders can access various groups

English Language group

Men's group

Women's group

Art group

Harmony Place also has Partners in Recovery Program (See Mental Health)

30 Shottery Street, Yeronga

T: 07 3848 1600

www.harmonyplace.org.au

Referral: Phone Call or drop in to English language classes

Personal Helpers and Mentors (PHaMs)

TPV holders whose lives are severely affected by mental illness

Age 16+

- provide practical assistance to people with severe mental illness to help them achieve their personal goals, develop better relationships with family and friends, and manage their everyday tasks.
- overcome social isolation and increase their connections to the community (Eg: travel, library, volunteer and employment opportunities, support to attend Jobactive appointment)
- Can provide outreach and use interpreters

Many different organisations have funding for PHaMs and you need to refer directly to that organisation. Use the [Postcode finder](#) to find the right organization.

Some agencies funded for PHaMs programs include:

Inner Brisbane

Open Minds

Stones Corner office

Ph: (07) 3394 6620

CALD Specific worker: Zee Klebic

p: 07 3394 6628 m: 0412 972 003

e: Zee.Klebic@openminds.org.au

Inner Brisbane North

Community Qld

Ph: (07) 3510 2700

Inner Brisbane South

Aftercare

Ph: (07) 3435 2600

M: 0434 193 479

E: emma.hickey@aftercare.com.au

Referral: Phone call or QPASTT referral:
S:\TPVs\Referral Forms\Social
Connection\PHaMs

PHaMs - Regional Areas

TPV holders whose lives are severely affected by mental illness

Ipswich

The Floresco Centre offers a range of holistic supports for individuals between the ages of 18 and 64 experiencing a mental health issue in their own home or in the community. We also provide support to family members and carers of those experiencing a mental health issue. All support is tailored to the unique needs, circumstances and aspirations of individuals and families to enhance their quality of life.

FLORESCO CENTRE

3 Wharf Street

Ipswich

Phone: 3282 5670

Email: Floresco@aftercare.com.au

Fill referral form to Floresco or phone call, for intake to many different programs offered.

QPASTT Referral: S:\TPVs\Referral
Forms\Mental Health

Ipswich/Goodna/Gatton

Aftercare

t 07 3280 5602

m 0409847598

e maria.model@aftercare.com.au

<p>Logan</p>	<p>Open Minds Ipswich Ph: (07) 3280 5710</p> <p>Logan Benevolent Society Jason Fowler - Team Leader Ph: 07 3441 3000</p> <p>Youth and Family Services PH: (07) 3826 1500 Referral via phone only. Sometimes they close referral lists if they are full.</p>
<p>Toowoomba</p>	<p>Toowoomba Mental Illness fellowship of Qld 5 Mill Street, Toowoomba, 4350</p> <p>Ph: (07) 4632 0788</p>
<p>Gold Coast</p>	<p>Gold Coast Coollongatta/Burleigh Aftercare (07) 5562 4300</p> <p>Southport Mental Illness Fellowship of Qld (07) 5563 8855</p> <p>Referral: Phone call or QPASTT: TPV/ Referral forms/Social Connections</p>

2. Financial Support & Emergency Relief

Centrelink

Consider contacting a Multicultural Support Officer or Social Worker to help advocate within the system to make sure the TPV holder is on the correct payment. Personal Helpers and Mentors (PHaMS) Employment Services can assist TPV Holders by advocating and attending appointments with the client, at Centrelink and Jobactive.

Emergency Relief

Emergency relief funding is limited but the services listed below have some government funded emergency relief programs and some self-funded emergency relief such as 'welfare support' groups. It is worth approaching local charities, church groups or community centres for financial assistance.

<p>139 Club Welfare Centre Help people who are:</p> <ul style="list-style-type: none"> • Homeless or at imminent risk of homelessness, for example, someone who is living in their car, temporarily with a friend, or a person who has been given a week to leave their current housing • Housed but at risk of homelessness, for example, a family who are struggling to maintain a tenancy after emergency hospitalisation or losing a job • Anyone living in the Brisbane City Council Region to find accommodation and meet basic needs for food, hygiene and rest. 	<p>505 Brunswick Street Fortitude Valley Qld 4006 T: 07 3254 1144 www.139club.com.au Email: reception@139club.com.au</p> <p>Make an appointment with a support worker and bring your most recent Centrelink statement and a copy of any bills which are overdue.</p> <p style="color: red;">Referral: Call to see if you live in catchment area for emergency relief assistance and make an appointment.</p>
<p>Salvos (The Salvation Army) In order to receive emergency relief you need to first call the assessment team as no assessment can be done on-the-spot at SalvosConnect community centres.</p> <p>Once phone assessment is complete, the SalvosConnect team will refer to SalvosConnect community centres. You will be able to collect your pre-approved material assistance, attend appointments, and connect with local Salvation Army events in your local area.</p>	<p style="color: red;">Referral via phone call to Emergency Relief Assessment Team 1300 371 288 (9am-5pm Monday to Friday) www.salvos.org.au/need-help/financial-assistance/</p>

St Vincent de Paul Society (Vinnies)

A range of financial support services on a one-on-one basis for people seeking assistance.
As well as providing vouchers for food and goods.

Brisbane Helpline

Tel: 3010 1096. Mon to Fri 8.30am – 4.30pm

Regional – Emergency Relief**St Vincent de Paul Society (Vinnies)**

A range of financial support services on a one-on-one basis for people seeking assistance. As well as providing vouchers for food and goods, we provide access to special loans schemes as well as financial literacy programs for individuals and families to help them formulate realistic budgets and stick to them.

Beaudesert

Tel: 5541 2235. Mon, Tues, Thurs 10am-12pm **and** 1pm-2:30pm

Beenleigh

Tel: 3287 3334 or 3287 3788. Mon to Fri 9am-1pm

Bribie Island

Tel: 3408 3747. Answering machine in operation 7 days per week

Bundaberg

Tel: 4151 5455. Mon, Tues, Thurs 9am – 12pm

Caboolture

Tel: 5495 7017. Mon, Wed, Thurs, Fri 9am-12pm

Cairns

Tel: 4033 8333. Mon to Fri 9am – 12pm

Deception Bay

Tel: 3203 0879. Mon, Tues, Wed, Fri 9:30am-12pm

Gold Coast

Tel: 5561 4702. Mon to Fri 8.30am – 3.30pm

Gympie

Tel: 5482 2737. Mon, Wed, Fri 12am – 3pm

Inala Family Support Centre

Tel: 3714 6300. Mon, Wed, Fri 9:30am-12pm **then** 1pm-2:30pm

Ipswich Community Support Centre

Tel: 3812 2055. Mon, Wed, Fri 9am-12pm

Kingaroy

Tel: 0417 512 238

Answering machine in operation 7 days per week

Margate/Woody Point

Tel: 3284 3889. Mon to Fri 11am-1pm

Maryborough

Tel: 4123 5460.

Redcliffe

Tel: 3284 2883. Mon to Fri 10am-1pm

Rockhampton

Tel: 4927 6026. Mon, Tues, Thurs, Fri 9am – 1pm

Toowoomba

Tel: 4699 5200. Mon to Fri 9.30am – 12pm / 1pm – 2.30pm

Townsville

Tel: 4721 2030. Mon to Fri 9am – 12pm

Lowood / Esk / Gatton / Fernvale

Tel: 0405 650 747. Mon to Fri 3.30pm – 4pm. Leave message & member will contact to arrange visitation

State Administration: 3010 1000

Logan - Multilink

Emergency Relief is available to community members to provide financial assistance to people facing financial hardship. Financial assistance is available for payment of utility accounts and other types of emergencies which is dependent on availability of funding. Please ring to see if you live in our catchment area.

Referral: Emergency relief appointments can be made by contacting MultiLink 3808 4463.

Employment & Education Support

<p>Skilling Queenslanders for Work is a range of programs funded by Department of Education and Training and delivered by community organisations and local government. There may be important opportunities in the delivering agencies for TPV holders, however you will need to contact agencies to find out if TPV/SHEV holders are eligible for their programs. These include:</p> <p>Community Work Skills - Gain nationally recognised skills and qualifications up to a Certificate III level</p> <p>Work Skills Traineeships – 6 month traineeship on community, construction or environmental projects.</p> <p>Get Set for Work - Intensive employment and training assistance over a 12 month period to young, disengaged Queenslanders aged 15-19 years.</p> <p>Ready for Work - Assists young people aged 15-24 to transition into the workforce by providing 6-8 week courses focused on job search assistance and training.</p>	<p>A number of agencies have been funded under these programs. Please look on the Department of Education and Training website for possible contacts (dependant on location and target group).</p> <p>More information: Department of Education and Training https://training.qld.gov.au/community-orgs/funded/sqw</p>
<p>Personal Helpers and Mentors (PHaMS) Employment</p> <p>PHaMs Employment Service works directly with people to provide practical support to help address issues in their lives that have been identified as barriers to their stated goal of employment.</p> <p>TPV/SHEV Holders are eligible to be referred</p> <p>A full list of PHaMs Employment service providers can be found at Department Social Services</p>	<p>Brisbane Area</p> <p>PHaMs Employment Advanced Personnel Management (APM) T: (07) 3349 5025 www.apm.net.au Team leader Paul Booker 0477 379 222 paul.booker@apm.net.au.</p> <p>Based in Mt Gravatt but region covers Brisbane and can provide outreach. eReferral: www.apm.net.au/ereferral-form QPASTT referral: S:\TPVs\Referral Forms\Employment</p>

4. Health

Primary Health Care

TPV and SHEV holders will have a Medicare card and be eligible for a Centrelink Health Care Card. Ensure they are linked in with a local GP.

<p>Refugee Health Connect One point of contact to find a GP who can work with refugee health issues. Refugee Health Connect will support the client to find a ‘refugee friendly’ practice or advice near their location in South Brisbane and Logan. Some of the links to GP clinics are in:</p> <ul style="list-style-type: none"> • Annerley • Inala • Moorooka • Salisbury • Acacia Ridge 	<p>South Brisbane and Logan Region</p> <p>Refugee Health Connect www.materonline.org.au/refugeehealth</p> <p>Ph: 07 3163 2880 Email: refugeehealth@gmsbml.org.au</p> <p style="color: red;">Referral : Phone or email</p>
<p>World Wellness Group Bulk billing GPs</p> <p>Needs referral from GP to: Traditional Medicine Acupuncture, nutrition and herbal medicine Psychiatrist Clinic ATAPS</p>	<p>Unit 11/416 Logan Road STONES CORNER Ph. (07) 3333 2100 E: admin@worldwellnessgroup.org.au www.worldwellnessgroup.org.au</p> <p style="color: red;">Referral: Phone or email referrals@worldwellnessgroup.org.au</p>
<p>Mater Complex Care Clinic (MRCCC)</p> <p>The MRCCC offers specialised primary health care including complex case management, treatment and specialist referral when appropriate. The service does not provide ongoing primary health care and will liaise with community GPs to ensure ongoing primary care needs are met.</p>	<p>Ph: 07 3163 2880</p> <p style="color: red;">Referral: Download the Referral Form http://www.materonline.org.au/services/refugee-services/mater-refugee-complex-care-clinic</p> <p>Post to: MRCCC, Mater Health Services, Raymond Terrace, South Brisbane, Qld 4101 or Fax to 07 3163 8455 QPASTT Referral: S:\TPVs\Referral Forms\Primary Health Care</p>
<p>Medicare Local Gold Coast Online Directory for local services. Information for the community of the</p>	<p>www.healthygc.com.au/Home.aspx</p>

Gold Coast to find health information, local programs and information about community services.	
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Mental Health

See QPASTT brochure 'Information for Community Leaders about Mental Health' produced by QPASTT for a list of agencies that can assist with mental health. www.qpastt.org.au/resources/for-clients/

Consider linking TPV/SHEV holders to a GP who can refer to the [ATAPS \(Access to Psychological Services Program\)](#). Patients are eligible for a maximum of 12 sessions per calendar year - six time-limited sessions with an option for a further six sessions following a mental health review by the referring GP.

Qld Program of Assistance to Survivors of Torture and Trauma (QPASTT)	28 Dibley Street Woolloongabba
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QPASTT provides counselling, social and therapeutic groups to children, young people, adults and families to people who have survived refugee related torture or trauma prior to arriving in Australia. All services are free and confidential. QPASTT is not a crisis service.

The main office is in Woolloongabba, Brisbane with a smaller office in Logan. QPASTT provides services from these offices, and conduct outreach services in the Gold Coast, Goodna, Inala and Ipswich. QPASTT also provides counselling services across regional Queensland including: Toowoomba, Rockhampton, Townsville and Cairns.

Groups available to TPV Holders:

Youth programs

- Homework Club (12 to 24)
- Youth Voice (12 to 24)
- School Holiday Program`

Other groups for adults, available to TPV counselling clients or waitlist clients.

Ph: (07) 3391 6677
E: admin@qpastt.org.au
www.qpastt.org.au

How to Make a Referral

<http://qpastt.org.au/make-a-referral/>

<p>Culture in Mind</p> <p>TPV/SHEV holders who are living with complex mental health challenges who are not currently receiving support from other mental health service providers.</p> <p>Support people who:</p> <ul style="list-style-type: none"> • Would benefit from a recovery and support service • Have complex mental health problems but who are not acutely unwell • Live in the Greater Brisbane region, age 18+ • Identify as being from a culturally and linguistically diverse background • Are not currently receiving support from other mental health services 	<p>8-9/416 Logan Road Stones Corner QLD 4120</p> <p>Phone: (07) 333 2100</p> <p>E:support@cultureinmind.org.au</p> <p>www.cultureinmind.org.au</p> <p>QPASTT Referral: S:\TPVs\Referral Forms\Mental Health</p>
<p>Partners in Recovery (PIR)</p> <p>Central referral point coordinated by lead agencies in different regions. For maps of regions see the Medicare Local maps here.</p> <p>Harmony Place is the only CALD specific agency but some other agencies have CALD workers and all PIR organisations are open to referrals for TPV/SHEV holders.</p> <p>Works with people to:</p> <ul style="list-style-type: none"> • access clinical services appropriate to their needs • access community support and related services • coordinate services to meet their needs <p>PIR Organisation locator - http://www.pirinitiative.com.au/about/pir_organisations/locator.php</p>	<p>Brisbane South Coordinated by GMSBML Mental Health Services Ph: 1300 467 265</p> <p>Metro North Brisbane Coordinated by Metro North Brisbane Medicare Local Ph: 1800 752 235</p> <p>West Moreton Oxely Coordinated by Aftercare Ph: 1800 747 463</p> <p>Darling Downs- South West Qld Coordinated by Lifeline Darling Downs and South West Ph: 1300 991 443</p> <p>Referral: Phone call or QPASTT Referral: S:\TPVs\Referral Forms\Mental Health</p>
<p>Qld Transcultural Mental Health</p> <p>Clinical Consultation Service</p> <ul style="list-style-type: none"> • Information about cultural, political or 	<p>1st Floor, 519 Kessels Road MacGregor QLD 4109 Email: QTMHC@health.qld.gov.au</p>

<p>religious issues that can impact on mental health care</p> <ul style="list-style-type: none"> • Advice on cultural issues in mental health assessment and care planning • Advice on referral options and community support • Consultation on cross-cultural mental health practice 	<p>Phone: 07) 3167 8333 or 1800 188 189 (Within Australia, outside the Brisbane metropolitan area)</p> <p>Mental health professionals, community workers, consumers, carers or friends can refer.</p> <p>Referral: Contact the QTMHC by phone for information, advice and referral.</p>
<p>Personal Helpers and Mentors (PHaMs)</p> <p>TPV/SHEV holders whose lives are severely affected by mental illness</p>	<p>See details in 'Social Connections' section (page 12-13) of this Handbook.</p>
<p>Young People</p>	
<p>Headspace</p> <p>Headspace is a National Youth Mental Health Foundation helping young people who are going through a tough time.</p>	<p>Various centres throughout Queensland www.headspace.org.au/headspace-centres</p> <p>Referral: Phone call to local Headspace Centre</p>
<p>Regional - Mental Health</p>	
<p>Logan</p> <p>QPASTT – Regional</p> <p>They also provide counselling services across regional Queensland including: Toowoomba, Rockhampton, Townsville and Cairns.</p> <p>Partners in Recovery - Logan</p> <p>The Logan area is part of the greater Metro South Brisbane Local area but you can refer directly to a Logan based service:</p>	<p>QPASTT Logan</p> <p>Address: Level 1 390 Kingston Road, Slacks Creek. 4127</p> <p>Phone: 07 3089 4310</p> <p>Partners in Recovery - Logan Benevolent Society Christine.chan@benevolent.org.au (07) 3441 3000 0437 531 686 Aftercare & ACCESS Inc (07) 3435 2699</p> <p>QPASTT Referrals: S:\TPVs\Referral Forms\Mental Health</p>

<p>Toowoomba QPASTT</p> <p>Partners in Recovery Darling Downs- South West Qld</p>	<p>QPASTT Toowoomba Address: 166A Hume Street, Toowoomba QLD 4350 Phone: 07 4632 1500</p> <p>Partners in Recovery Coordinated by Lifeline Darling Downs and South West Ph: 1300 991 443</p>
<p>Gold Coast Partners in Recovery</p> <p>Ozcare Ozcare provides emotional well-being and mental health support services.</p> <p>FSG Australia's Mental Health service (named enVision) aims to meet the needs of people with mental illness and dual disability, through the management of many additional community based mental health services.</p>	<p>Partners in Recovery Intake: 1300 130 339 www.pirgoldcoast.com.au</p> <p>Ozcare Ph: 1800 Ozcare (1800 692 273)</p> <p>FSG (Freedom, Social Justice and Growth) 20 Railway Street, Southport Qld 4215 Ph: (07) 5564 0655 Email: info@fsg.org.au www.fsg.org.au</p>
<p>Other Regions</p>	<p>QPASTT Rockhampton C/- Centacare Address: 10 Bolsover Street Rockhampton Phone: 07 4937 6210</p> <p>QPASTT Townsville C/- Centacare Address: 410 Ross River Road, Cranbrook QLD Phone: 07 4772 9000</p> <p>QPASTT Cairns Address: 120 Hoare Street. Manunda Phone: 07 40324954</p> <p>Referral: Ph: (07) 3391 6677 or www.qpastt.org.au/make-a-referral</p>

Mental Health - Emergency/Crisis – Phone List

PA Hospital Mobile Acute Response Team (for emergency assessment – 24/7)	1300 858 998
Transcultural Mental Health Centre (Secondary Clinical Consultation Service)	(07) 3167 8333
Brisbane Homeless Service Centre	3036 4444
Logan Hospital Switchboard	3299 8899
Logan Hospital Mental Health (24/7) Inpatient Mental Health Service	32998465
CAIRNS – Innisfail Community Mental health – Cairns and Hinterland Health service district	4061 5327
TOWNSVILLE – Acute Care Team Townsville Hospital and Health District	4433 3070
ROCKHAMPTON – Mental health enquiries and administration	4920 6100
TOOWOOMBA – Acute and Community mental health	4616 5215

5. Housing Support

Tenancy

Tenants have previously been able to contact their local tenant advice service for free advice and advocacy support in their local area. **Tenants Qld and RentConnect can support TPV/SHEV holders.**

<p>Independent Tenancy Advisory Service - Queensland</p> <p>Tenants Queensland has a single advice line. If the line is busy keep trying!</p> <p>For information on common tenancy issues see Tenancy Fact Sheets or view videos on resolving tenancy disputes.</p>	<p>Free statewide advice service for tenants- 1300 744 263 / 07 3832 9403.</p> <p>Mon, Wed & Thurs 9am – 12.30pm and Tues and Wed evenings 3.30pm – 7pm</p>
<p>The RentConnect Service</p> <p>Helps Queenslanders to find and apply for a place to rent. This service may help people who:</p>	<p>RentConnect – Department of Housing Ph: 13 QGOV (13 74 68) or visit a Housing Service Centre www.qld.gov.au/housing/public-community-housing/housing-service-centre</p>

<ul style="list-style-type: none"> • are having trouble finding a suitable home for themselves and/or their family • have no identification documents or rental history • are trying to prove they will be a good tenant • find it hard to read or write. <p>RentConnect officers will work out what help you may need. They can help you to:</p> <ul style="list-style-type: none"> • find a home to rent • understand the rental application process • fill out rental application forms • contact local real estate agents. 	
<p>Multicultural Development Association</p> <p>“Renting a place” Information sessions</p>	<p>Ph: (07) 3337 5400</p> <p>Referral: Call MDA and speak to the Lifeskills team to see when the next session will be held.</p>

Public and Community Housing

People on TPV and SHEV are eligible to apply for Department of Housing and can be placed on the housing register, if they are assessed as ‘high’ or ‘very high’ need.

Check eligibility before applying.

<p>Homeless Persons Information Queensland (HPIQ)</p> <p>Provide information about:</p> <ul style="list-style-type: none"> • housing • advice and support • practical assistance such as where to get meals, showers and clothing • Link to Professional Support Officer who can access large data base for accommodation • Use interpreters <p>They can support TPV/SHEV holders but must show income</p>	<p>Ph: 1800 47 47 53 (24/7 and free from landline and public phone)</p>
<p>Brisbane Homelessness Service Collaborative (BHSC)</p>	<p>Phone (07) 3036 4444</p>

<p>BHSC Visiting Service hours are 9.30am - 1pm on TUESDAYS and FRIDAYS at Kurilpa Hall, 174 Boundary Street, West End.</p> <p>They can assist TPV/SHEV holders to apply for a referral to the key community housing organisations. It is best if they already have applied for Department of Housing and bring that reference number with them.</p>	<p>E: info@bhsc.net.au www.bhsc.net.au</p>
<p>MICAH PROJECTS INC</p> <p>Micah’s services are based at the Brisbane Homelessness Service Collaborative (BHSC), and provide both centre-based and outreach support.</p> <p>Services are provided seven days per week from 6am – 2am to respond to rough sleepers. They work with people in temporary accommodation and assist them to make the transition into permanent, affordable housing linked in with community services. Services are not time-limited.</p>	<p>Ph: (07) 3029 7000 Ground Floor, 162 Boundary St, West End Q 4101 info@micahprojects.org.au www.micahprojects.org.au</p>
<p>Young People</p>	
<p>Career Employment Australia - Reconnect-NAYS (Newly Arrived Youth Specialists)</p> <p>Work with young refugees/Unaccompanied Humanitarian Minors between the ages of 12-21 who are homeless or at risk of homelessness. The client must have arrived within Australia in 5 or less years.</p> <p>Help young people find accommodation and also help with Centrelink and other needs they may have.</p> <p>Catchment area covers part of North Brisbane to Ipswich (but happy to accept all QPASTT clients). They can support TPV/SHEV holders and use interpreters.</p>	<p>Aniko Bondor Anikob@ceagroup.com.au Ph: 3710 8103</p> <p>http://ceagroup.com.au/index.php?page=youth-programs</p> <p>Referral – Email or call only</p>
<p>Brisbane Youth Service (BYS)</p> <p>Vulnerable young people (aged 12-25) and their accompanying children.</p> <p>Assist young people to find and maintain appropriate housing, address physical & mental health issues and establish successful relationships & support networks.</p>	<p>BYS operates from 3 sites: Valley Service Hub and Head Office at Fortitude Valley, Centre for Young Families at Newstead and Centre for Young Women at Stones Corner.</p> <p>Ph: 07 3620 2600 www.brisyouth.org</p>

<p>Logan – YFS YFS can help you if you are having a hard time keeping your home or if you are homeless. We can work with you to find and keep somewhere to live. We let you know about all the options and help you apply for housing with manageable rents.</p>	<p>376 Kingston Road Slacks Creek Phone: 07 3826 1500 Email: yfs@yfs.org.au www.yfs.org.au/finding-a-place-to-live</p>
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Private Accommodation

The following is a list of private accommodation. Call to check eligibility and availability at any of these places. All accommodation listed here will charge a nightly or weekly fee.

Single Women	
Pindari Women's	28 Quarry Street, Spring Hill PH: 07 3832 6073
Joyce Wilding Hostel	2371 Logan Road, Eight Mile Plains PH: 07 3841 0718
Bowman Johnson Hostel	5 Oxford Street, South Brisbane PH: 07 3844 2115
Anglican Women's	Po Box 509, Ashgrove PH: 07 3514 4500
Kyah House	270 Boundary Street, Spring Hill PH: 07 3831 8423
St Mary's Supported Accommodation Pregnant and parenting women 16-25 years, maximum of 2 children under 4yrs.	PH: 07 3377 3111
Single Men	
Pindari Men's Please call to do a phone interview Intake 3pm and 7pm	28 Quarry Street, Spring Hill PH: 07 3832 1491
OZCare	48 Peel Street, West End PH: 3028 4350
Angus House	Bayliss Street, Toowong PH: 07 3870 8743
Avondale No children	179 Musgrave Road, Red Hill PH: 07 3369 6565
Bowman Johnson Hostel	5 Oxford Street, South Brisbane PH: 07 3844 2115
Brunswick Street Boarding House	31 Brunswick Street, Fortitude Valley PH: 07 3216 0081
Clivedon Mansions	17 Gregory Terrace, Spring Hill PH: 07 3831 1780

Families	
Aussie Colonial	123 Warry Street, Fortitude Valley PH: 07 3257 0799
Glenhaven Women with children only	Chermside PH: 07 3350 3455
Jane Arnold Hostel	155 Moray Street, New Farm PH: 07 3358 2694
Joyce Wilding Hostel	2371 Logan Road, Eight Mile Plains PH: 07 3841 0718
Yumba Hostel	55 Gray Road, west End PH: 07 3844 3721
Young People – Parenting	St Mary's Home Toowong 24 Mount St, Toowong, QLD (07) 3870 1... (07) 3870 1767

6. Legal Services

<p>Refugee Immigration and Legal Service (RAILS) Advocates in cases of most need before the Department of Immigration, review tribunals and, on occasions, to judicial review.</p>	<p>Main Line: 07 3846 9300 Booking line: 07 3846 9333 Level 1, 170 Boundary Street West End www.rails.org.au</p>
<p>Caxton Legal Centre Provides services in the following areas at no cost.</p> <ul style="list-style-type: none"> • Casework and Representation • Consumer Law • Employment Law • Family Law • General Service • Seniors Legal and Support Service 	<p>1 Manning Street, South Brisbane 4101 Tel: 07 3214 6333 Fax: 07 3846 7483 Email: caxton@caxton.org.au www.caxton.org.au</p>
<p>Salvos Legal Service Can provide advice about legal issues involving any of the following:</p> <ul style="list-style-type: none"> • Police matters • Debt • Neighbourhood disputes • Centrelink matters • Family law • Housing matters • DOCS/FACS • Family migration and refugee matters 	<p>Ph: 02 8202 1500, E: enquiries@salvoslegal.com.au www.salvoslegal.com.au</p> <p>Free Legal Advice Bureaus –Stafford, Slacks Creek, Goodna, Mt Gravatt</p> <p>Check website for Free Advice Bureau times www.salvoslegal.com.au/salvoslegal/course/rvices/qld_bureaus_2015.pdf</p> <p>QPASTT More info: S:\TPVs\Referral Forms\Legal</p>
<p>Legal Aid Qld We give legal help to financially disadvantaged Queenslanders about criminal, family and civil law matters.</p> <p>We can help if you: are experiencing family and domestic violence have a child protection matter or might be separating (eg parenting arrangements, child support, separation, divorce) have been charged with an offence have questions about consumer and debt matters (eg consumer rip-offs, debt, loan payments, house repossession) are making an anti-</p>	<p>Access a wider range of legal information online to help resolve your legal problem visit one of our 14 offices in Queensland or a community access point in your area phone 1300 65 11 88</p>

<p>discrimination claim (eg race, age, gender, sexuality etc). See a full list of what we do.</p> <p>We don't give legal advice or representation about commercial transactions, buying and selling of real estate, wills, personal injury, workers compensation, taxation, superannuation, planning and environmental law, local government matters or matters about businesses, clubs or associations.</p>	
<p>Queensland Public Interest Legal Clearing House (QPILCH) Coordinates the provision of pro bono legal services for individuals and community groups.</p>	<p>P: (07) 3846 6317</p> <p>W: www.qpilch.org.au</p>
<p>Open Minds</p> <p>The QPILCH Mental Health Law Practice operates a face-to-face legal advice service at Open Minds Woolloongabba for clients in Brisbane. Volunteer lawyers can provide advice on a range of civil law issues.</p>	<p>To book an appointment, contact Open Minds on (07) 3896 4222.</p>
<p>Anti Discrimination Commission Queensland</p> <p>The Anti Discrimination Commission QLD receives and deals with complaints of discrimination and other contraventions of the Act, and to promote human rights in Queensland. Offices in Brisbane, Rockhampton, Townsville and Cairns.</p>	<p>Telephone statewide 1300 130 670 or TTY 1300 130 680 Level 17/53 Albert Street, Brisbane (cnr Albert and Margaret Streets near the City Botanic Gardens) Fax (07)3247 0960 W: www.adcq.qld.gov.au</p>

ⁱ Momartin, S., Steel, Z., Coello, M., Aroche, J., Silove, D.M. & Brooks, R. (2006). 'A comparison of the mental health of refugees with temporary versus permanent protection visas', *Medical Journal of Australia*, 185 (7): 357-361.