

The House of Welcome at Carramar is a safe and convivial Drop in Centre for Asylum seekers and refugees who are referred to us by friends or other agencies. It provides a point of first contact for assessment of needs, and identification of services required and the setting up of a plan that addresses these and ongoing needs. These services include:

- *Accommodation:* Limited transitional accommodation is sometimes provided in houses/units either rented or made available to House of Welcome; Help to find long-term accommodation and address such needs as furnishings.
- *Employment:* development of job-finding skills, writing of résumés, assistance in looking for work, orientation to working in Australia.
- *Education:* assistance in accessing TAFE and other courses, including University Scholarships; liaising with schools; connecting with groups providing homework help, tutoring; providing TAFE Outreach Programs.
- *Language Classes:* assistance for those eligible to access English classes at TAFE. Linking eligible clients to ACL English if they haven't already done so. Assistance also to access community run English classes, which are available for all. Arrangements are also made with volunteers to teach individuals in their homes.
- *Computer classes* are available each Wednesday.
- *Volunteer Visitors* who visit those individuals and families who indicate they would welcome the ongoing support.
- *Respite holidays, Outings* are organised for those who have expressed interest
- *Newsletters in English, Dari and Arabic* are sent to clients every two months.
- *Ongoing contact with clients through phone-contact, social activities* that allow for recognition of progress and assessment of ongoing and newly emerging needs.
- *Family reunion support, providing appropriate assistance in reunion process and accompanying family as necessary in their settlement.*
- *Financial support for BVE holders and others on a case-by-case basis.*
- *Advocacy and Support Services – advocating with Government agencies on behalf of clients where necessary; accompanying clients to interviews and hearings at DIAC and RRT*
- *Referrals to other agencies with whom we network, for example:*
 - *Refugee Support Services – with whom we work in partnership such as Bridge for Asylum Seekers Foundation, Asylum Seekers' Centre, Australian Red Cross (ASAS). St Vincent de Paul*
 - *Government agencies – such as Centrelink, Medicare, Dept of Housing*

- *Legal Services*- such as Legal Aid, Refugee Advice and Casework Service (RACS), Immigration Advice and Rights Centre (IARC)
- *Health Services* - such as NSW Refugee Health Service, NSW Service for the treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS), Transcultural Mental Health Centre, Immigrant Women's Health Service
- *Welfare Services* such as St Vincent de Paul, Salvation Army