

## At ASC

After your initial meeting with a caseworker you are welcome to attend the centre during opening hours, Monday – Thursday, 9am – 5pm.

You are invited to attend English classes and other activities such as yoga or art therapy.

You are invited to share a nutritious lunch provided by a team of volunteers or have a cup of tea or coffee.

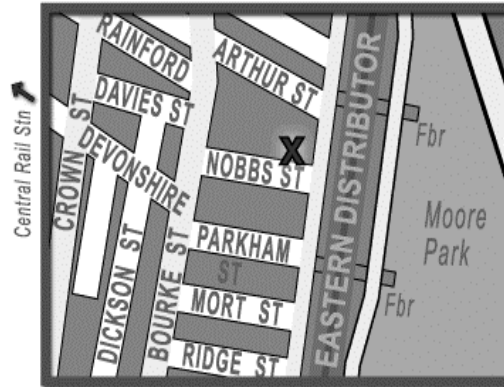
You can use the computers, all with Internet access.

During the year we have free excursions and picnics that you are welcome to attend

If you wish to speak to your caseworker about a particular matter you will need to make an appointment.

ASC sometimes receives donations of food vouchers, travel cards and phone cards which we distribute to clients on a priority basis. Unfortunately we are unable to provide any direct financial assistance.

## Getting to ASC



### By Train

From Central Railway Station, take the Devonshire St exit. Walk straight along Devonshire St all the way to the end. At Bourke St, turn left and then first right into Nobbs St. We are at number 38.

### By Bus

Buses 301, 302, 339, 343, 399 run from the City through Surry Hills.

### Contact Us

38 Nobbs St  
Surry Hills NSW 2010  
Australia  
Telephone 02 9361 5606  
Fax 02 9331 6670

## Asylum Seekers Centre of New South Wales



The Asylum Seekers Centre (ASC) is an independent, not for profit, non-government organisation providing a welcoming environment and practical support to community based asylum seekers living in New South Wales.

All services provided by ASC are free and confidential.

ASC currently receives no Federal or State government funding and relies entirely on grants and donations from supporters.

**Opening Hours**  
**Monday – Thursday 9am – 5pm**

**Ph: (02) 9361 5606**

**[www.asylumseekerscentre.org.au](http://www.asylumseekerscentre.org.au)**

## Accessing ASC for the first time

**If you have not attended ASC before you will need to make an appointment to see a caseworker.** You can call to make an appointment on ph 9361 5606, Monday – Thursday between 9am and 5pm.

If you need an interpreter you can either:

- call the Telephone Interpreting Service (TIS) on 131 450 and ask them to call ASC (you will not have to pay for the interpreter) or;
- call ASC and tell us your name, phone number and the language you speak and we will call you back with an interpreter.

A caseworker will always try to return your call within 2 working days if unavailable to speak with you when you call.

Because there are many people who are in extremely difficult situations we need to prioritise our appointments. We are usually able to meet with people within 3 weeks of first contact, and generally far more quickly.

Priority appointments are given to:

- people who are homeless;
- people who have no visa or whose visa is due to expire; or
- people who have high level physical or mental health needs.

**If any of the above situations apply to you please tell the caseworker when making an appointment.**

## What to expect at your first appointment

During your first appointment the caseworker may talk to you about:

- your current legal situation and visa conditions (including work and study rights);
- your accommodation and financial situation;
- any health concerns and emotional support needs you have; and
- other supports you are receiving - eg. the Asylum Seekers Assistance Scheme (ASAS) from the Australian Red Cross.

Your caseworker **may** be able to refer you for:

- legal advice;
- counselling support;
- health care;
- emergency financial assistance;
- emergency accommodation;
- TAFE/school enrolment;
- Job seeking assistance;
- centre based activities.

## Health Care at ASC

Our Health Care Program is able to assist asylum seekers who do not have a Medicare card or receive ASAS in relation to serious health matters.

Our Health Care Program relies on volunteer practitioners.

The Health Care Program Coordinator may be able to assist with:

- referrals to doctors, physiotherapists, dentists and optometrists;
- purchase of medications for the treatment of serious health conditions; and
- advocacy for fee-waivers on hospital and other emergency procedures.

Any information you give to your caseworker or the health care program coordinator or another member of staff is confidential. This means that we will not pass on your information to any other organisation or person without your prior permission (unless we believe there is a serious risk to your safety or somebody else's safety if we do not). You are welcome to discuss this further with your caseworker.