ASYLUM SEEKER AND REFUGEE ASSISTANCE PROGRAM
(ASRA) 2019 - 2021

The Queensland Government has provided total funding of $3.568M to Communify Queensland to lead a collaboration of 7 agencies to support people seeking asylum from the legacy caseload in Queensland. The funding made available through the Department of Local Government, Racing and Multicultural Affairs recognises the collaborative efforts of the asylum seeker sector, and some of the resourcing required to meet unmet needs of this cohort.

ASRA Program Objectives:

- Alleviate financial hardship and mental distress
- Provide case coordination to assist participants to access relevant assistance and achieve greater independence through employment
- Increase capacity and wellbeing of vulnerable SHEV and TPV holders and their families
- Consolidate partnerships & coordinate delivery of integrated support that includes vocational training, employment assistance, family & social support, legal support & mental health support.

Who is eligible for ASRA funding?

- Medical transferees (those on Final Departure BVE) and people seeking asylum within the legacy caseload including individuals who are deemed to be ‘finally determined’
- People from the legacy caseload granted a Temporary Protection Visa (TPV)
- People from the legacy caseload granted a Safe Haven Enterprise Visa (SHEV)

Organisations providing services under ASRA funding:
Communify is the lead agency managing the Program. Australian Red Cross (ARC), RAILS, QPASTT, MDA, MCS/Romero & World Wellness Group (WWG) are subcontracted to deliver services in the program.

Communify: ASRA Program Management
ARC: Management and distribution of emergency relief funds including vulnerability assessments and case coordination
Employment support
RAILS: Legal Support Coordination
MDA: TPV and SHEV support
QPASTT: Mental health support
MCS/Romero: Housing/Accommodation support
WWG: Health Advocacy

Funded by Queensland Government through the Department of Local Government, Racing and Multicultural Affairs
Model of service delivery: (Please see attachment)

The ASRA Program is based on an outreach model where workers will be co-located to provide services at nominated outreach HUBS. People eligible for ASRA will be assessed by the ARC Case Manager at a HUB elected by the client. Emergency Relief assessments are appointment based, and a Case Manager will remind people of their appointments via text or phone call. An ARC Support Worker will also be located at each HUB to assist with drop-ins and booking clients into see a Case Manager for the next available appointment.

For people in regional areas assessments can be completed via skype or phone. We will be linking with regional centres to distribute information about the ASRA Program and referral processes.

All members of a family will be assessed including children and evidence of visa, identity and financial hardship will be requested. Upon assessment the Case Manager determines the level of ER and organises a direct debit to the client’s bank account. There is also an option to receive vouchers, however we encourage direct debits as this gives the person more control over their finances.

Assistance for medical costs will be made on top of Emergency Relief caps in conjunction with the advice of the WWG Health Advocate. The Case Manager will also make necessary referrals to ensure the person/family are receiving the supports they need.

The main services at the outreach HUBS are case coordination, employment support, mental health support and legal coordination (not advice). Other services will visit on a needs basis.

Hub locations and times:

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<thead>
<tr>
<th>Day</th>
<th>Time</th>
<th>Location</th>
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<tbody>
<tr>
<td>MONDAY</td>
<td>1 – 4.30PM</td>
<td>ROMERO CENTRE 20 Dutton St Dutton Park</td>
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<tr>
<td>WEDNESDAY</td>
<td>10 – 4PM</td>
<td>THE GATEWAY 91 Wembley Rd Logan Central</td>
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<tr>
<td>THURSDAY</td>
<td>2-5PM</td>
<td>INDOOROIPilly UNITING CHURCH 74 Station Rd Indooroopilly</td>
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WHAT DOES EMERGENCY RELIEF COVER?

Currently there are over 300 people accessing emergency relief through this program and it is envisaged that these numbers will increase. The emergency relief funds will not meet all the needs of people in this cohort. The money allocated to individuals/families can contribute to food, utilities, rent, phone credit and transport. Approved pharmaceuticals and education packages will be paid separately. We encourage people to continue to access food pantries as much as possible giving them more money to spend on other bills.
Referrals: To make a referral to the ASRA Program please call:

Australian Red Cross

HUB number: 07 3367 5665 or 0433 940 653
HUB email: qldmsphub@redcross.org.au
Address: 49 Park Road, Milton, Brisbane, QLD

To make further enquires about the program please call:

Anne Hilton anneh@communify.org.au 0416 043 093

*The Legacy Caseload: Defined by when and how they arrived, a certain group of people seeking asylum in Australia (the ‘legacy caseload’) faces different rules, with no access to permanent protection. The ‘legacy caseload’ refers to a group of around 30,000 people seeking asylum who arrived in Australia by boat between 13 August 2012 and 1 January 2014. They were barred for up to 4 years from making an application for protection. When they were then invited to apply exceptional legislative restrictions were introduced around their eligibility for protection visas. (Sourced from Kaldor Centre)