

# CASE STUDY: Outreach Support Service



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**The Humanitarian Group and Red Cross collaborate together to provide holistic support services.**

## **A new collaboration aimed at providing holistic support services.**

The Humanitarian Group and Red Cross are excited to share their new collaboration aimed at providing holistic support to clients.

Commencing 6 November 2017, staff from The Humanitarian Group have begun attending the Red Cross Migration Support Programs Hub each Monday from 9:00am to 3:30pm. The aim of this Outreach Support Service is to provide eligible clients with migration advice about family reunion visa options as well as with general legal assistance with a broad range of issues, including family violence, visa cancellations, citizenship, bridging visas, human trafficking, Administrative Appeals Tribunal matters and other minor family, civil and criminal law matters.

To be eligible for assistance clients must have no or very low income, be new arrivals to Australia and from culturally and linguistically diverse backgrounds. Priority is given to clients with no or limited English.

The benefits of the collaboration are significant for both Red Cross and The Humanitarian Group clients. Existing Red Cross clients are able to access legal and migration advice in a familiar and comfortable environment. Existing clients of The Humanitarian Group can be linked with in Red Cross supports as appropriate.

Despite only commencing very recently, demand for the Outreach Support Service has been extremely high with all appointments fully booked.

## AT A GLANCE



### **Target Participants**

New arrivals to Australia from CALD backgrounds that are disadvantaged in their access to legal and migration services.



### **Aim**

To support and empower vulnerable people by providing accessible migration advice and general legal assistance.



### **Organisations Involved**

The Humanitarian Group, Red Cross



### **Location**

East Perth, Western Australia



### **Funding**

The Humanitarian Group

*The Humanitarian Group is a not-for-profit organisation focused on empowering vulnerable people by providing professional and accessible migration assistance, legal advice and education. They provide assistance to people new to Australia from culturally and linguistically diverse backgrounds, including humanitarian visa holders, asylum seekers, refugees and people who are otherwise disadvantaged in their access to legal services.*

**For More Information Visit:**

<http://thehumanitariangroup.org.au>

