

- how to seek help from Afghanistan
- how to seek help on behalf of someone in Afghanistan
- how to get visa advice for people currently living in Australia, originally from Afghanistan

## WHO IS THIS INFO SHEET FOR?

- People currently living in Afghanistan who need information to seek asylum.
- People currently living in Australia who need information for family members currently living in Afghanistan who wish to seek asylum.
- People currently living in Australia, originally from Afghanistan needing visa support and advice.

## IF YOU ARE IN AFGHANISTAN AND HAVE CONNECTIONS TO AUSTRALIA

The Department of Foreign Affairs and Trade (DFAT) is coordinating operations in Afghanistan with the Australian military. The situation is highly fluid and it is important that people in Afghanistan are given realistic information and not given expectations that the Government will definitely be in a position to assist them.

The Hamid Karzai International Airport in Kabul is only expected to remain open until 31 August 2021 under the agreement struck with the Taliban. **It is imperative that the following people make contact with Australian authorities to have their details recorded:**

- Australian citizens / permanent residents.
- Australia visa holders.
- Family members of Australian citizens and permanent residents who are located in Australia.
- Afghan applicants with lodged but not decided visas.

Representatives and family members of Afghans may also use these email addresses to make authorities aware that these individuals are in Afghanistan.

Emails should be sent to:

- [foreign.minister@dfat.gov.au](mailto:foreign.minister@dfat.gov.au)
- [afghanistanvisaenquiries@dfat.gov.au](mailto:afghanistanvisaenquiries@dfat.gov.au)

The emails should include:

- Personal details.
- Details of visas if held or lodged applications.
- Copies of any ID documents.
- Their relationship to Australia / Australian based relatives etc. Where they are located - Kabul or other location in Afghanistan, contact number and / or email for Afghanistan AND Australia.

It is reported that those being prioritised for evacuation **are being contacted directly by Australian authorities to tell them when to come to the airport and which entry gates to use.**

The following notification was posted to the **DFAT Smart Traveller site** current as of 26 August 2021.

*The situation in Afghanistan remains highly volatile and dangerous. Be aware of the potential for violence and security threats with large crowds. There's an ongoing and very high threat of terrorist attack. **Do not travel to Kabul Hamid Karzai International Airport. If you're in the area of the airport, move to a safe location and await further advice. Australian citizens, permanent residents and their immediate families should register with DFAT: <https://covid19.dfat.gov.au>. Take all extra precautions for your safety. Remain vigilant and be aware of your surroundings. Our ability to provide consular assistance to Australians remaining in Afghanistan is severely limited. Australians in need of consular assistance **should contact the Australian Government 24-hour Consular Emergency Centre on 1300 555 135 in Australia or +61 2 6261 3305 outside Australia.*****

**Some people have also been calling the Prime Minister's office on 02 6277 7700 and had some luck getting assistance. Some have also been calling Home Affairs Minister, Karen Andrews office ((02) 6277 7860 and (07) 5580 9111) and been able to email documents to [karen.andrews.mp@aph.gov.au](mailto:karen.andrews.mp@aph.gov.au)**

### **Those wanting to lodge new applications for visas to travel to Australia**

There are few options for lodging humanitarian visas for those currently in Afghanistan.

- The Government has only allocated 3,000 visa places at this stage for Afghan refugees.
- Holders or applicants for SHEV or TPV in Australia are prevented from sponsoring family members by the conditions of those programs.
- Those people with Australian permanent resident or citizen partners or children may be eligible to lodge family reunion applications.
- Humanitarian Stay Visas (Subclass 449) are also being granted in Afghanistan, however these are only available at the invitation of the Australian Government and are not open for application.

### **Help for other people in Afghanistan not in above categories**

- Persons in Afghanistan can still contact **Awaaz Afghanistan** which provides a toll-free, countrywide hotline number (410) that affected populations can dial to access information. For more information, see: <https://awaazaf.org/>
- Individuals with ties to foreign governments, embassies, military, NGOs are advised to consult with those foreign entities to understand any opportunities for departure from inside or outside Afghanistan.
- You can also seek help from the **UNHCR Afghanistan** through the 'HELP' website that is also now live and available here: <https://help.unhcr.org/afghanistan/>  
The UNHCR Afghanistan protection team welcomes additional questions/concerns, though due to the high volume of queries and the impact of the security situation, responses may be significantly delayed. UNHCR can be reached via the following email address: [afgkaprt@unhcr.org](mailto:afgkaprt@unhcr.org). Please note that UNHCR has limited ability to assist Afghan nationals inside Afghanistan and is unable to provide logistical or financial assistance to individuals seeking to depart the country.

- There is also information available on the Department of Home Affairs website <https://www.homeaffairs.gov.au/news-subsite/Pages/2021-Aug/afghanistan-statement.aspx> , specifically:

*"If you are in Afghanistan, or you are an Afghan national, and need to enquire about a visa or citizenship application contact +61 2 6196 0196".*

**\*IF YOU ARE IN AUSTRALIA, GO TO PAGE 4\***

## **IF YOU ARE IN AUSTRALIA**

**For people from Afghanistan who are in Australia and seeking advice about visa options for themselves**, please contact the ASRC Legal triage line on 0478 700 605 between

10:30am-12:00pm Monday & Thursday or email [legal@asrc.org.au](mailto:legal@asrc.org.au) with subject line "Afghanistan: Onshore visa help needed".

Please provide your contact phone number and a brief outline of your situation, and we will call you back as soon as possible.

**For people in Victoria looking for advice regarding possible visa options for loved ones affected by the crisis in Afghanistan who are outside of Australia (Page 3)**, while the ASRC does not directly provide this legal assistance, we recommend contacting Refugee Legal (VIC), or one of the private practitioners listed on Page 3, who assist with offshore family and special humanitarian visa categories.

**For people who are interstate in Australia (Page 7)**, we recommend they contact RACS (NSW - [www.racs.org.au](http://www.racs.org.au)), IARC (NSW - <https://iarc.org.au>), RAILS (QLD - [www.rails.org.au](http://www.rails.org.au)), Circle Green (WA - <https://circlegreen.org.au>) or TRLS (TAS - [www.trls.org.au](http://www.trls.org.au)).

- Refugee Legal (VIC): Call 03 9413 0100 between 10.00-14.00 Wednesdays and Fridays
- RACS (NSW): Telephone advice: Monday – Friday 10am – 1pm or 2pm – 4pm on 02 8355 7227 or email [admin@racs.org.au](mailto:admin@racs.org.au) with your name and phone number and they will call you back
- IARC (NSW) Call (02) 8234 0700
- RAILS (QLD): Email [admin@rails.org.au](mailto:admin@rails.org.au) or call on (07) 3846 9300.
- Green Circle (WA) call (08) 6148 3636
- TRLS (TAS) Phone (03) 61699473 email [info@trls.org.au](mailto:info@trls.org.au)
- Refugee Advice Service of SA & Justice Net SA (SA & NT [afghanistan@justicenet.org.au](mailto:afghanistan@justicenet.org.au))

Go to Page 7 for more Interstate information.

# Legal Referral Sheet - Victoria

## Free Legal Help

If you need of legal assistance and/or representation and can't afford to pay for a lawyer, you can call the following telephone advice lines:

### **Refugee Legal (formerly RILC)**

Refugee Legal specialises in free legal advice and representation in relation to refugee and general immigration matters. Refugee Legal provides free legal advice and representation in relation to protection visa applicants and other general immigration matters at primary and merits review stages, as well as in visa cancellation matters.

**Advice line: (03) 9413 0100 – available Wednesdays & Fridays from 10am**

### **to 2pm Victoria Legal Aid (VLA)**

VLA has a range of services to help people with their legal problems. A Victoria Legal Aid lawyer may be able to give you general information about applying for a protection visa, and may also be able to help with applications for judicial review (Federal Circuit Court).

**Advice line: 1300 792 387 – available Monday to Friday from 8.45 am to 5.15 pm**

## Paid Legal Services

The lawyers listed below may help you with your immigration matter. They will charge fees for their assistance, called legal fees or professional fees.

A lawyer must give you a 'costs agreement.' This document is your legal contract with your lawyer and explains how much money you must pay, when you must pay it, and what you can expect from your lawyer.

The ASRC recommends the lawyers below for assistance in relation to:

- Protection visa applications and interviews at the Department of Immigration;
- Administrative Appeals Tribunal review applications;
- Federal Circuit Court, Federal Court and High Court;
- Humanitarian requests to the Minister of Immigration;
- Family visas, skilled visas, work visas and student visas;
- Complex health and character matters.
- Visa cancellations and responses to adverse information.

| <b>Name</b>                             | <b>Phone</b>                   | <b>Email</b>   | <b>Location</b>                |
|---|--------------------------------|--|--------------------------------|
| Carina Ford<br>Immigration<br>Lawyers   | (03) 9396 0207                 | <a href="mailto:office@carinafordlawyers.com">office@carinafordlawyers.com</a>     | Footscray                      |
| Clothier Anderson<br>& Associates       | (03) 9347 4022                 | <a href="mailto:info@clothieranderson.com.au">info@clothieranderson.com.au</a>     | Carlton                        |
| PB & B<br>Immigration<br>Lawyers        | (03) 9381 0770<br>0411 612 247 | <a href="mailto:enquiries@pbblawyers.com.au">enquiries@pbblawyers.com.au</a>       | Brunswick                      |
| Mary Hanna<br>Lawyers                   | (03) 9077 6362                 | <a href="mailto:info@hjlawyers.com.au">info@hjlawyers.com.au</a>                   | Coburg                         |
| Abode<br>Migration<br>Lawyers           | (03) 9607 8362                 | <a href="mailto:info@abodemigration.com.au">info@abodemigration.com.au</a>         | Melbourne CBD<br>or Springvale |
| Kerdo Legal                             | (03) 9416 7760                 | <a href="mailto:admin@migration-lawyers.net.au">admin@migration-lawyers.net.au</a> | Preston                        |
| Playfair Visa and<br>Migration Services | (03) 8763 3040                 | <a href="mailto:info@playfair.com.au">info@playfair.com.au</a>                     | Dandenong                      |
| Erskinerodan &<br>Associates            | (03) 9329 8744                 | <a href="mailto:info@erskinerodan.com.au">info@erskinerodan.com.au</a>             | North Melbourne                |
| WLW Migration<br>Lawyers                | (03) 9088 6264                 | <a href="mailto:info@wlwlawyers.com.au">info@wlwlawyers.com.au</a>                 | West Melbourne                 |

Migration agents and lawyers who practise in immigration must be registered with the Office of Migration Agents Registration Authority to give you advice. See <https://www.mara.gov.au/> Only use a registered migration agent.

### Immigration Advice and Assistance Scheme (IAAAS)

If you arrived in Australia by plane with a valid visa, and need assistance at the primary stage of the refugee determination process (i.e. applying for a protection visa at the Department of Home Affairs), you can contact Settlement Services International, who may be able to refer you for free legal assistance.

You will only be eligible for IAAAS if you can demonstrate that you would have difficulties navigating the legal process yourself. Please speak with our Triage team if you think you may be eligible for this service.

| <b>Name</b>                          | <b>Phone</b> | <b>Email</b>   |
|--------------------------------------|--------------|--|
| Settlement Services<br>International | 1800 932 082 | <a href="http://www.ssi.org.au/iaaas-online-referral-form">Apply online:<br/>http://www.ssi.org.au/iaaas-online-<br/>referral-form</a> |

# Legal Referral Sheet - Interstate

**If you require legal assistance and/or representation for your immigration matter and you live outside of Victoria, ASRC cannot assist you. You can contact the lawyers listed below for help.**

## Legal Aid

Legal Aid gives free legal advice and assistance. Generally, Legal Aid helps people with legal problems in areas of criminal law, family law and some civil law matters.

Only some Legal Aid offices may help with immigration or refugee law. For legal advice in your state or territory, go to this website and click on the map:

[www.nationallegalaid.org](http://www.nationallegalaid.org)

## Community Legal Centres

Community Legal Centres (CLCs) are independent, not-for-profit community organisations that provide legal and related services to people who are disadvantaged or have special needs. CLCs may provide general advice on different legal problems, or specific advice on a particular area of law. Most CLCs only help people who live in their area – to search for a CLC near you, go to this website and click on “I need legal help”:

[www.naclc.org.au](http://www.naclc.org.au)

## Migration Agents Registration Authority

Migration agents and lawyers who practice in immigration must be registered with the Office of Migration Agents Registration Authority to give you advice. Only use a registered migration agent.

[www.mara.gov.au](http://www.mara.gov.au)

## New South Wales (NSW)

### Refugee Advice and Casework Services (RACS)

RACS provides free, expert legal service for people seeking asylum in Australia who arrived by plane or by boat. RACS can provide advice and support for people lodging visa applications (including Fast Track) and appeals to the Administrative Appeals Tribunal. RACS does not provide advice about Judicial Review (i.e. appeals to the courts). From July 2016 RACS will be running judicial review clearinghouse service for Fast Track IAA refusals with client intake preferably via a person's SRSS caseworker.

#### To access RACS Legal help

1. Telephone Advice: 10am-11.30am on Tuesdays only
2. Drop in to 4 Victoria Road, Arrupe Place, Parramatta is available twice a week: on Mondays 10am-12pm and Fridays from 10am-12pm
3. Drop in to 44A Macquarie Road, Auburn is on Wednesdays from 10am-12pm
4. Warm referrals (via email) for plane arrivals at Department or tribunal stage via SRSS caseworkers at any time

**Phone:** (02) 8355 7227  
**Email:** [admin@racs.org.au](mailto:admin@racs.org.au)  
**Website:** [www.racs.org.au](http://www.racs.org.au)  
1-3 Eurimbla Avenue  
Randwick NSW 2031

### Legal Aid NSW

The Immigration Service is a specialist service of Legal Aid NSW. They provide free legal advice, assistance and representation about refugee law and other immigration matters including family, refugee and humanitarian visas; temporary visas including bridging visas and visitor visas; resident return visas; and Australian citizenship. Legal Aid gives advice on detention, removal, cancellation procedures and exclusion periods.

### Immigration Advice and Rights Centre (IARC)

IARC provides free immigration advice to financially disadvantaged people in New South Wales. They can give advice on a range of immigration matters including family, refugee and humanitarian visas, Australian citizenship, cancellation, detention, bridging visas and appeals to the Administrative Appeals Tribunal. IARC **does not** provide advice on judicial review and economic stream migration (including employment, business and skilled visas).

### Salvos Legal Humanitarian

Salvos Legal Humanitarian is a specialist law firm that provides free legal advice and assistance to financially or otherwise disadvantaged people in New South Wales and Queensland. They can help with refugee law, immigration and citizenship, criminal law, family law, housing, Centrelink and debt.

### Asylum Seekers Centre (ASC)

The Asylum Seekers Centre provides accommodation and financial relief, health care, medications and counselling; hot lunches and food parcels; English classes and other educational and recreational activities for adults and children; assistance finding employment; access to computers and the internet; and legal advice, in partnership with the Refugee Advice and Casework Service (RACS)

### Jesuit Refugee Service (JRS) Australia

The JRS Shelter Project provides accommodation, financial assistance, legal and health referrals, English classes, and job search assistance to people with permission to work.

**Phone advice:** 1300 888 529  
**Website:** [www.legalaid.nsw.gov.au](http://www.legalaid.nsw.gov.au)  
323 Castlereagh Street, Haymarket  
& other locations across NSW

**Phone:** (02) 8234 0799  
**Email:** [iarcadmin@iarc.asn.au](mailto:iarcadmin@iarc.asn.au)  
**Website:** [www.iarc.asn.au](http://www.iarc.asn.au)  
Level 5, 362 Kent Street  
Sydney NSW 2000

Telephone advice: Tuesday and  
Thursday, 2-4pm

**Phone:** (02) 8202 1500  
**Email:** [enquiries@salvoslegal.com.au](mailto:enquiries@salvoslegal.com.au)  
**Website:** [www.salvoslegal.com.au](http://www.salvoslegal.com.au)  
Level 2 151 Castlereagh St  
Sydney NSW 2000

**Phone:** (02) 9078 1900  
**Email:**  
[intake@asylumseekerscentre.org.au](mailto:intake@asylumseekerscentre.org.au)  
**Website:**  
[www.asylumseekerscentre.org.au](http://www.asylumseekerscentre.org.au)  
43 Bedford Street  
Newtown NSW 2042

**Phone:** (02) 9098 9336  
**Email:** [info@jrs.org.au](mailto:info@jrs.org.au)  
**Website:** [www.jrs.org.au](http://www.jrs.org.au)  
24 Roslyn Street  
Kings Cross NSW 2011



## Australian Capital Territory (ACT)

### Legal Aid ACT

Legal Aid ACT helps people in the ACT with their legal problems, especially people who are socially or economically disadvantaged. They can help you with legal problems about criminal matters, family breakdown, child support, mental health, domestic violence, debt, housing, social security and immigration.

Telephone advice: 1300 654 314

**Phone:** (02) 6243 3446  
**Email:** Migration@legalaidact.org.au  
**Website:** www.legalaidact.org.au  
2 Allsop Street  
Canberra City ACT 2601

## Western Australia (WA)

### Circle Green Community Legal

The Circle Green Community Legal assists people new to Australia who are disadvantaged in their access to legal services. They provide migration assistance (specifically protection visas, including TPVs and SHEVs; family reunion, including offshore humanitarian and family stream visas; and appeals to the Administrative Appeals Tribunal), complex immigration matters (including visa cancellations and refusals, citizenship and applications under family violence provisions).

**Phone:** (08) 6148 3636

**Website:** <https://circlegreen.org.au/>  
Ground Floor, 445 Hay Street,  
Perth

### Legal Aid WA

Legal Aid WA provides limited migration advice, generally only for court cases before the Federal Court or the High Court.

**Phone:** 1300 650 579  
**Website:** www.legalaid.wa.gov.au  
32 St Georges Terrace Perth WA 6000 &  
other offices across WA

### Law Access WA

Law Access WA coordinates referrals to pro bono (free or reduced cost) legal assistance by lawyers in WA. Immigration matters may be eligible for pro bono referral, subject to a financial and merits test.

**Telephone:** (08) 9324 8600  
**Email:** lawaccess@lawaccess.net.au  
4/160 St Georges Terrace  
Perth WA 6000

### Centrecare

Centrecare has a migration advice service and provides assistance to newly arrived migrants and refugees to settle in WA.

**Phone:** (08) 9451 1100  
**Email:** enquiries@centrecare.com.au  
**Website:** www.centrecare.com.au/services  
23 Victoria Square  
Perth WA 6000

## Queensland (QLD)

### Refugee and Immigration Legal Service (RAILS)

RAILS is an independent not-for-profit community legal centre specialising in refugee and immigration law. It provides free legal advice and assistance to disadvantaged people on Australia migration law, reviews, permanent residence, citizenship, visa cancellation, refugee status, protection visas and detention. RAILS partners with Legal Aid Qld to offer legal advice on family law and domestic violence related matters every Friday by appointment. RAILS offers monthly employment advice clinics for information including unfair dismissal, pay disputes and workplace harassment in partnership with TressCox Lawyers.

**Phone:** (07) 3846 9333  
**Email:** [admin@rails.org.au](mailto:admin@rails.org.au)  
**Website:** [www.rails.org.au](http://www.rails.org.au)  
 Level 1, 170 Boundary Street  
 West End QLD 4101

### Salvos Legal Humanitarian

Salvos Legal Humanitarian is a specialist law firm that provides free legal advice and assistance to financially or otherwise disadvantaged people in New South Wales and Queensland in the areas of refugee law, immigration and citizenship, criminal law, family law, housing, Centrelink and debt.

**Phone:** (07) 3280 8860  
**Email:** [enquiries@salvoslegal.com.au](mailto:enquiries@salvoslegal.com.au)  
**Website:** [www.salvoslegal.com.au](http://www.salvoslegal.com.au)  
 The Sony Centre, 27 Smiths Road  
 GOODNA QLD 4300

## South Australia (SA) or Northern Territory (NT)

### Refugee Advice Service of SA and Justice Net SA

For Afghan nationals in Australia who have been refused a protection visa, assistance may be available to seek an opportunity for a fresh application. Please use email.

**Email:** [afghanistan@justicenet.org.au](mailto:afghanistan@justicenet.org.au)

For those who are permanent residents or citizens seeking advice about family in Afghanistan or elsewhere, please contact the Australian Refugee Association on 8354 2951.

### Legal Aid NT

Legal Aid NT provides legal assistance to people who are unable to afford the services of a private lawyer. They do not provide assistance with immigration matters but may provide referral to other legal services.

**Phone:** 1800 019 343 (Legal Aid Helpline)  
**Email:** [info@ntlac.nt.gov.au](mailto:info@ntlac.nt.gov.au)  
**Website:** [www.ntlac.nt.gov.au](http://www.ntlac.nt.gov.au)  
 6th Floor, 9-11 Cavenagh Street  
 Darwin NT 0800

### Darwin Asylum Seeker Support & Advocacy Network (DASSAN)

DASSAN supports and advocates for asylum seekers in the NT. They are not a legal service but can be of general assistance, particularly in the detention space.

**Email:** [advocacy@dassan.org](mailto:advocacy@dassan.org)  
**Website:** [www.dassan.org](http://www.dassan.org)

## South Australia (SA)

### Legal Aid SA

The Legal Services Commission offers immigration and refugee legal advice through its Adelaide office. Free migration information and advice is available to anyone in South Australia. Areas covered include onshore protection visas (plane arrivals); onshore partner visas involving the family violence provisions; appeals to the Administrative Appeals Tribunal; offshore humanitarian or family stream visas; visa cancellations, or refusals, based on a failure of the character test.

**Phone:** 1300 366 424  
**Website:** [www.lsc.sa.gov.au](http://www.lsc.sa.gov.au)  
159 Gawler Place  
Adelaide SA 5000

### Australian Refugee Association (ARA)

ARA provides advice and assist people in applying for visa, residence and citizenship applications. ARA can assist with visitor & sponsored visitor visas, family, partner & spouse visas and refugee & asylum seeker visas.

**Phone:** (08) 8354 2951  
**Email:** [reception@ausref.net](mailto:reception@ausref.net)  
**Website:** [www.australianrefugee.org](http://www.australianrefugee.org)  
304 Henley Beach Road  
Underdale SA 5032

## Tasmania (TAS)

### Legal Aid Tasmania

Legal Aid Tasmania cannot assist clients with immigration legal advice. The organisation may provide information regarding other organisations that may provide immigration advice.

**Phone:** 1300 366 611  
**Website:** [www.legalaid.tas.gov.au](http://www.legalaid.tas.gov.au)  
158 Liverpool Street Hobart  
& other offices across TAS

### Tasmanian Refugee Legal Service

The Tasmanian Refugee Legal Service (TRLS) is a not for profit refugee legal service for refugees, humanitarian entrants and asylum seekers in Tasmania. Appointments are arranged through Red Cross Tasmania and Centacare Tasmania.

**Phone:** (03) 6169 9473  
**Email:** [info@rlstas.com](mailto:info@rlstas.com)  
**Website:** [www.rlstas.com](http://www.rlstas.com)

**Migration agents who practice in immigration must be registered with the Office of Migration Agents Registration Authority to give you advice. See [www.mara.gov.au](http://www.mara.gov.au)**

**Only use a registered migration agent or lawyer who regularly provides immigration advice.**