



**CoRMSA**

**Consortium for  
Refugees and Migrants  
in South Africa**

**GUIDE TO SERVICES  
FOR REFUGEES AND MIGRANTS IN  
SOUTH AFRICA**

**2011**

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## INTRODUCTION

Welcome to the 2011 edition of the Consortium for Refugees and Migrants in South Africa (CoRMSA) Service Directory. The aim of this Service Directory is to provide immigrants and refugees as well as organisations working with immigrants and refugees with a quick reference directory of government departments, statutory bodies, international organisations and non-governmental organisations that provide services to immigrants and refugees. This directory is not exhaustive and many community organisations that engage in advocacy or facilitate networking are not listed. The primary criterion for selecting the organisations to be listed is whether they provided direct services to immigrants and refugees. CoRMSA will list additional organisations on its website.

The directory lists the contact details of each organisation and services provided by them. The directory is divided into geographical areas according to the provinces in South Africa in which the organisation operates. Some provinces do not currently have specialist organisations dealing with immigrants and where this is the case we have listed the general human rights and government organisations in that province. If you are aware of additional organisations providing direct services to refugees and migrants, please email their details to [communications@cornsa.org.za](mailto:communications@cornsa.org.za) or [info@cornsa.org.za](mailto:info@cornsa.org.za).

## HOW TO USE THIS GUIDE

CoRMSA has used several categories in order to facilitate recognition of the organisations legal status and function. In order to assist newly-arrived migrants who may use this directory the categories are explained below:

### **Government Departments**

Organisations referred to in this section are administrative offices of the government. In terms of the law of South Africa they are mandated to serve all people in the Republic and have to give you a fair hearing on your case. The main departments that are listed in this directory are those that migrants frequently access in their daily lives in South Africa. The national and some provincial offices details are provided. Most of the departments have offices in all cities of South Africa and should you be in a town that is not listed (e.g. if you are looking for the Home Affairs office in Middelburg) you could call the provincial office to access further details. Most details are also posted on the specific departmental websites of each government department.

The Department of Home Affairs is tasked with helping migrants on issues related to their legal status, marriage, and birth and death registration in this country. Immigrants wishing to apply for asylum may only do so at a Refugee Reception Office. There are currently Refugee Reception Offices in Johannesburg, Pretoria, Cape Town, Durban, Port Elizabeth and Musina. If you wanted to apply for any other type of residence permit you would generally approach one of the regional offices. If you wanted to register the

birth of a child you could approach any district or service office of the department who would be obliged to register the birth and issue a birth certificate. For this reason general offices as well as Refugee Reception Offices are listed.

The Department of Social Development is obliged to assist all people in need of social relief in this country. Immigrants would access their services if they need social grants (the availability of grants depends on your legal status) or if they are aware of an unaccompanied minor that needs foster care and wish the Department to assist etc.

The Department of Health is obliged to provide medical assistance and treatment to poor people in the country. It cannot turn anyone away in the case of a life-threatening emergency. In terms of other medical treatment it is also obliged to render services to foreigners and locals. If you are a foreigner who has a work permit or study permit for example the government hospitals may ask you to pay a higher fee that is charged to foreigners. However, if you are an asylum seekers or refugee with or WITHOUT documentation the hospital is obliged to charge you the lower fee that they would normally request from citizens in terms of the revenue directive of the Department of Health that was issued in September 2007.

### **Statutory Bodies**

These organisations have been formed through an Act of parliament and have very specific tasks. For example the Commission for Conciliation, Mediation and Arbitration (CCMA) assists in hearing matters between employers and employees and making a determination on issues such as unfair dismissals or short pay. The South African Human Rights Commission was set up through the Constitution of South Africa and is tasked with monitoring human rights, assisting people on legal matters when their rights have been violated and holding inquiries when a persistent violation occurs. Some of these organisations are also set up to assist in monitoring if a specific governmental agency is doing their work effectively.

### **International Organisations**

These organisations may be intergovernmental organisations or international non-governmental organisations that assist people on specialised issues. Examples of the most relevant ones in the immigration field are International Organisation for Migration (IOM), United Nations High Commission for Refugees (UNHCR) and the United Nations Children's Fund (UNICEF).

### **Non-Governmental Organisations**

These are organisations that exist as not-for-profit organisations and usually help with very specific issues. Because most organisations have limited funds they may not always be in a position to offer you the benefit as stated in this directory. Their services may expand or contract given their current financial status. NGOs provide a variety of services:

- Legal: these organisations can assist you in knowing or fighting for your legal rights in South Africa
- Psycho-social: these organisations can provide psychological counselling if you are stressed or have suffered a trauma.
- Shelter: these organisations may be able to help with providing accommodation in South Africa. NOTE some places charge fees.
- Soup Kitchens: these are usually run by churches on specific days for specific meals.
- Skills training or others: these organisations assist with training in specific skills or providing micro loans to assist immigrants in setting up their own businesses.

As far as possible we have tried to indicate the services offered in order to avoid people wasting resources in visiting the wrong organisation.

We would ask anyone using this directory to respect the above conditions and those listed under each organisation in the directory. In order to render an effective service many organisations limit the consultation times or criteria for services. If you do not fit these criteria please respect the organisations' parameters and ask if they can refer you to an organisation that could assist you.

CoRMSA has listed these organisations as a means to facilitate networking and referrals to the organisations. CoRMSA does not take responsibility in any way whatsoever for the responses of organisations listed in this directory. CoRMSA will aim to keep this directory updated on its website at regular intervals but please note most organisations change details over time. The details provided here have been updated in February 2009.

## **THE CONSORTIUM FOR REFUGEES AND MIGRANTS IN SOUTH AFRICA**

The Consortium for Refugees and Migrants in South Africa (CoRMSA), formerly known as the National Consortium for Refugee Affairs, is the national network of organisations working with refugees and migrants in South Africa. CoRMSA is tasked with promoting and protecting refugee and migrant rights. It is comprised of member organisations including legal practitioners, research units, and refugee and migrant communities.

The Consortium's mandate involves strengthening the partnerships between refugee and migrant service providers to provide improved co-ordination of activities. This includes developing working relationships with other concerned organisations to provide an effective forum for advocacy and action.

The Consortium liaises with government and other stakeholders to keep them informed of the views of its members. The Consortium also provides a centralised referral system for the media and other practitioners through which it can refer those dealing with specific aspects of the sector to the organisations and individuals most qualified to assist. For more information, please go to [www.cormsa.org.za](http://www.cormsa.org.za).

Current members of CoRMSA are:

- African Centre for Migration and Society, Wits University
- African Disabled Refugee Organisation
- Amnesty International
- The Black Sash
- The Centre for the Study of Violence and Reconciliation
- Christians for Peace in Africa
- The Coordinating Body of Refugee Communities
- Durban Refugee Service Providers Network
- Jesuit Refugee Service
- Lawyers for Human Rights
- Musina Legal Advice Office
- ProBono.org
- Refugee Children's Project
- Refugee Ministries Centre
- Refugee Pastoral Care
- Refugee Social Services
- Scalabrini Centre of Cape Town
- Sonke Gender Justice
- South African Red Cross Society
- Tutumike (Cape Town service providers network)
- UCT Law Clinic
- Wits Law Clinic
- Unity for Tertiary Refugee Students

CoRMSA can be contacted at:

5<sup>th</sup> Floor Braamfontein Centre

23 Jorrisen Street

Braamfontein 2001

Tel: 011 403 7560

[info@cornsa.org.za](mailto:info@cornsa.org.za)

Special thanks to the Atlantic Philanthropies for funding the production of this guide.

## NATIONAL EMERGENCY AND HELP LINES

<b>Ambulance</b>	10177
<b>Fire Brigade</b>	10177
<b>Police Emergency</b>	10111
<b>Women Abuse Helpline</b>	0800 150 150
<b>Childline</b>	0800 055 555
<b>AIDS Helpline</b>	0800 012 322
<b>AIDS Hotline</b>	0800 110 605
<b>National Network on Violence against Women</b>	012 348 1234 011 838 0411
<b>Be Court Wise</b>	083 22 99 440
<b>United Nations High Commissioner for Refugees</b>	012 338 5302
<b>Cancer Helpline</b>	0800 22 66 22
<b>DHA Assistance Hotline</b>	0800 60 11 90
<b>DHA Counter-Corruption Line</b>	0800 701 701
<b>LoveLife</b>	0800 121 900
<b>LifeLine Counselling Service</b>	0861 322 322
<b>Commission for Conciliation, Mediation and Arbitration</b>	0861 16 16 16

## **NATIONAL OFFICES**

### **Government**

#### **Department of Home Affairs - Ministry of Home Affairs**

Physical Address: 2nd Floor Executive Block  
Corner Maggs and Petroleum Street  
Waltloo  
Pretoria

Postal address: Private Bag X741  
Pretoria  
0001

Tel: (Pretoria) 012 810 8099

Fax: (Pretoria) 012 810 7312

Tel: (Cape Town) 021 465 3456

Fax: (Cape Town) 021 461 4191

#### **Deputy Minister of Home Affairs**

Tel: 012 810 8024

Fax: 012 810 7311

#### **Director General of Home Affairs**

Tel: 012 810 8038

Fax: 012 810 7307

#### **Directorate: Refugee Affairs**

Tel: 012 810 8911

Fax: 012 810 8298

#### **Refugee Appeal Board of South Africa**

Physical Address: 16th Floor Sanlam Centre  
352 Corner Andries and Pretorius Street  
Pretoria

Postal Address: The Secretary: Refugee Appeal Board  
Pretmed Building  
Private Bag X500  
Pretoria  
0001

Tel: 012 320 1191

Fax: 012 320 1297

Role: The Refugee Appeal Board considers appeals made against the decisions of the Refugee Status Determination Officers.

#### **Standing Committee on Refugee Affairs**

Physical Address: 16<sup>th</sup> Floor Sanlam Centre  
352 Corner Andries and Pretorius Street  
Pretoria

Tel: 012 320 0961

Fax: 012 320 1723

Role: Reviews manifestly unfounded decisions on asylum claims and reviews the work of status determination officers.

### **Department of Social Development**

Physical Address: 134 Pretorius Street  
HSRC Building  
Pretoria

Postal Address: Private Bag X901  
Pretoria, 0001

Tel: 012 312 7500/7653  
Fax: 012 312 7988

Role: The government department responsible for social assistance and the care of vulnerable persons, such as unaccompanied minors.

### **International Organisations**

#### **United Nations High Commissioner for Refugees (UNHCR)**

Physical Address: 351 corner Schoeman & Prinsloo Streets  
Metro Park Building  
Pretoria

Tel: 012 354 8303  
Fax: 012 354 8390

Role: Assists the South African government directly and through implementing partners in providing protection to refugees and asylum seekers to find durable solutions.

#### **United Nations Children's Fund (UNICEF)**

Physical Address: 351 corner Schoeman & Prinsloo Streets  
Metropark Building  
Pretoria

Tel: 012 354 8200/1  
Fax: 012 354 8293/4/5  
Email: [unicefsa@unicef.org.za](mailto:unicefsa@unicef.org.za)

Role: Assists with support for the protection and welfare of children.

#### **Amnesty International**

Physical Address: Braamfontein Centre  
11<sup>th</sup> Floor  
23 Jorrisen Street  
Braamfontein,  
Johannesburg

Tel: 011 339 5505  
Fax: 011 339 5547  
Email: [info@amnesty.org.za](mailto:info@amnesty.org.za)

Role: Promotes and advocates on human rights.

**International Organisation for Migration (IOM)**

Physical Address: 826 Government Avenue  
Arcadia  
Pretoria  
Tel: 012 342 2789  
Fax: 012 342 0932  
Email: mrf-pretoria@iom.int  
Role: Assists with voluntary repatriation and transportation.

**International Committee for the Red Cross (ICRC)**

Physical Address: 790/794 Church Street  
Arcadia  
Pretoria  
Tel: 012 430 7335  
Fax: 012 430 4471  
Email: icrcpre@sn.apc.org  
Role: Assists with family tracing.

**National Non-Governmental Organisations****Law Society of South Africa**

Physical Address: LSSA Main Building,  
145 Mears Street,  
Sunnyside, Pretoria  
Postal Address: P O Box 27169,  
Sunnyside 0132  
Docex 247, Pretoria  
Tel: 012-341 2841  
Fax: 012-341 1339  
E-mail: liaison@lssalead.org.za  
Role: Assists with the identification of attorneys who specialise in immigration and refugee law in your area.

**Parliamentary Monitoring Group**

Physical address: 2nd floor, Associated Magazines  
21 St Johns Street  
Cape Town 8001  
Tel: 021 465 8885  
Fax: 021 465 8887  
Role: Monitors the proceedings of South African Parliamentary Committees and makes available the minutes of such proceedings.

**Legal Aid Board (LAB) (Head Office)**

Physical Address: 29 De Beer Street  
Braamfontein  
Johannesburg

Tel: 011 877 2000  
Role: The LAB provides free legal services to people who cannot afford private legal assistance in South Africa through its offices in every region.

### **African Centre for Migration and Society**

Physical address: Room 6, South West Engineering Building,  
East Campus  
School of Social Sciences  
University of Witwatersrand  
Tel: 011 717 4033  
Fax: 011 717 4040  
Email: info@migration.org.za  
Role: An academic programme on forced migration.

### **Jesuit Refugee Services Regional Head Office**

Physical Address: JRS Regional Office  
276 Main Street  
Belgravia, 2094  
Tel: 011 614 6077 or 011 618 3404  
Contact Email: southern.africa@jrs.net  
Role: The regional office does not provide direct services to refugees but coordinates all the work of the JRS offices in the region.

### **Family and Marriage Society (FAMSA)**

Physical Address: 15 Pascoe Avenue  
Kempton Park  
Gauteng  
Tel: 011 975 7107  
Fax: 011 975 7108  
Services: Family and marital counselling.

### **Statutory Bodies**

#### **South African Human Rights Commission - Johannesburg**

Physical Address: 33 Hoofd Street  
Braampark Forum 3  
Braamfontein, 2198  
Johannesburg  
Tel: 011 877 3750  
Fax: 011 877 3750  
Role: Addresses human rights violations and seeks redress for such violations through monitoring, advocacy, and education and training.

#### **The Public Protector**

Physical Address: Public Protector House

Hillcrest Office Park,  
175 Lunnon Street,  
Hillcrest,  
Pretoria  
Postal address: Private Bag X677,  
Pretoria 0083  
Tel: 012 366 7000  
Toll-free: 0800 112 040  
Fax: 012 362 3473 / 086 575 3292  
Role: Receives and investigates complaints from the public against government agencies or officials, and has the power to recommend corrective action and to issue reports.

### **Commission on Gender Equality**

Physical Address: 2 Kotze Street  
Women's Jail  
Constitution Hill  
Braamfontein, Johannesburg  
Postal Address: PO Box 32175  
Braamfontein, 2017  
Tel: 011 403 7182  
Fax: 011 403 7188  
E-mail: [cgeinfo@cge.org.za](mailto:cgeinfo@cge.org.za)  
Role: Promotes gender equality and makes recommendations on any laws and policy which affects gender equality.

### **Commission for Conciliation, Mediation and Arbitration**

(1) Physical Address: CCMA National Office  
28 Harrison Street  
Johannesburg 2001  
Postal Address: Private Bag X94,  
Marshalltown 2107  
Tel: 011 377 6650/6600  
Tel: (Hotline) 011 834 7351  
Email: [info@ccma.org.za](mailto:info@ccma.org.za)  
(2) Physical address: CCMA House  
127 corner Fox & Eloff Streets  
Next to Ghandi Sqaure  
Tel: 011 220 5000  
Fax: 011 220 5101/2/3/4/5  
Role: Advises on labour rights and codes of good practice in terms of the Labour Relations Act, and mediates in labour related disputes.

### **Independent Complaints Directorate**

Physical Address: City Forum Building

Postal Address: 114 Vermeulen Street,  
Pretoria  
Private Bag X941  
Pretoria 0001  
Tel: 012 399 0000  
Fax: 012 326 0408  
Email: [info@icd.gov.za](mailto:info@icd.gov.za)  
Website: [www.icd.gov.za](http://www.icd.gov.za)  
Role: Investigates rights violations by the police.

### **Gauteng Rental Housing Tribunal**

Physical Address: 1066 Old Mutual Building,  
35 Pritchard Street, Johannesburg  
Tel: 011 630 5035  
Fax: 086 513 2194  
Tollfree: 0800 046 873  
Role: Deals with all types of illegal or unfair practices relating to the landlord/tenant relationship.

### **South African Qualifications Authority**

Physical Address: Hatfield Forum West  
1067 Arcadia Street, Hatfield  
Pretoria  
Postal Address: Postnet Suite 248  
Private Bag X06  
Waterkloof, 0145  
Tel: 012 431-5000  
Fax: 012 431 5039  
Helpdesk: 086 010 3188  
Role: Provides information regarding the evaluation of foreign qualifications.

## **GAUTENG**

### **JOHANNESBURG**

#### **Governmental Service Providers**

##### **Department of Home Affairs Refugee Reception Office (Crown Mines)**

Physical Address: 19 Planet Avenue  
Crown Mines  
Johannesburg  
Tel: 011 435 3218  
Fax: 011 226 4603/02  
Email: Florencia.Belvedere@dha.gov.za  
Service: Home Affairs office that must accept all applications for asylum in Johannesburg.

##### **Department of Home Affairs (Johannesburg Regional Office)**

Physical Address: New Government Building  
Corner Harrison and Plein Street  
Tel: 011 639 4000  
Fax: 011 834 6623

##### **Department of Home Affairs (OR Tambo International Airport Port Control)**

Tel: 011 975 1516/0765  
Fax: 011 390 1015

##### **Lindela Repatriation Centre (Home Affairs)**

Physical Address: 10 Tom Muller Road  
Krugersdorp West  
Tel: 011 662 0500  
Fax: 011 660 1305 or 011 665 5522  
Email contacts: Mr George Masanabo (Deputy Director: Lindela Holding Facility) – george.masanabo@dha.gov.za  
Mr Makgabo Kekana (Assistant Manager: Facility Management) – makgabo.kekana@dha.gov.za  
Ms Connie Buys (Control Immigration Officer: Facility Management) – connie.buys@dha.gov.za

##### **Department of Social Development**

Physical Address: Thusanong Building  
69 Commissioner Street  
Johannesburg  
Tel: 011 355 7687/7977/7878  
Fax: 011 355 7694/7753

##### **Johannesburg Family Court**

Physical Address: 15 Market Street,  
Johannesburg  
Telephone: 011 241 6831

Service: Adjudicates on family law matters, assists in instituting divorce proceedings.

**City of Joburg Migrant Help Desk**

Physical Address: C J Cronje Building  
80 Loveday Street  
Johannesburg  
Tel: 011 376 8684  
Fax: 011 376 8593

*Region C Office:*

Physical Address: 100 Christiaan De Wet Road  
Florida Park  
Tel: 011 761 0270/7  
Services: Assists migrants with accessing government services in Johannesburg and general advice to migrants.

**Legal Services**

**University of Witwatersrand Law Clinic**

Physical Address: 1 Jan Smuts Ave  
Braamfontein  
Johannesburg  
Tel: 011 717 8562  
Fax: 011 717 8519  
Intake: Mondays from 12:00 onwards.  
Service: Provides legal assistance with asylum applications, appeals and reviews in case of rejected applications and other general legal advice.

**Lawyers for Human Rights (LHR)**

Physical Address: Braamfontein Centre  
23 Jorrisen Street  
Braamfontein  
Tel: 011 339 1960  
Fax: 011 339 2665  
Email: joburg@lhr.org.za  
Intake: Monday – Thursday 08:30 -13:00 for walk-ins.  
Service: Provides legal assistance regarding unlawful arrest, detention and deportation. Also provides assistance with asylum application procedures, appeals and reviews in case of rejected asylum applications.

**Legal Resources Centre**

Physical Address: Bram Fischer Towers,  
15th and 16th Floor,  
20 Albert Street,

Marshalltown,  
Johannesburg  
P O Box 9495,  
Johannesburg 2000  
Tel: 011 836 9831  
Fax: 011 834 4273  
Service: Assists with class action legal cases that impact on  
big groups.

### **ProBono.org**

Physical address: West Wing  
1<sup>st</sup> Floor  
Women's Jail  
Constitution Hill  
1 Kotze Street  
Braamfontein  
Johannesburg  
Tel: 011 339 6080  
Fax: 011 339 6077  
Intake: Thursday morning *only* for refugee matters.  
Services: A legal clearing house that puts immigrants in  
touch with private lawyers etc who may take on the  
matter for free.

### **Johannesburg Justice Centre (LAB)**

Physical Address: Sedura Building  
41 Fox Street  
Johannesburg  
Tel: 011 870 1480  
Fax: 011 838 6658  
Service: Provides free legal aid to people who cannot afford  
private legal assistance.

### **Black Sash**

Physical Address: 1st Floor Khotso House  
25 Anderson Street  
Marshalltown.  
Tel: 011 834 8361/5  
Fax: 011 492 1177  
Email: [sashgauteng@blacksash.org.za](mailto:sashgauteng@blacksash.org.za)  
Service: Provides paralegal assistance to help secure  
grants and ensures administrative justice for  
people.

### **Tshwaranang Legal Advocacy Centre to End Violence against Women**

Physical Address: 8<sup>th</sup> Floor Braamfontein Centre  
23 Jorrisen Street  
Braamfontein  
Tel: 011 403 4267

Fax: 011 403 8230  
011 403 42 75  
Email: reception@tlac.org.za  
Intakes: Mon – Fri 08:30 -16:00. It is better to make an appointment.  
Services: Legal counselling regarding domestic violence, rape, maintenance, custody access.

**Alexandra Justice Centre (LAB)**

Physical Address: 650 Louis Botha Avenue  
Kew  
Tel: 011 786 3603  
Fax: 011 786 0862  
Services: Provides free legal assistance to people who cannot afford private legal assistance.

**Benoni Justice Centre (LAB)**

Physical Address: Bedford Court  
23 Tom Jones Street  
Benoni 1501  
Tel: 011 491 1082 or 011 420 2097  
Services: Provides free legal assistance to people who cannot afford private legal assistance.

**Germiston Justice Centre (LAB)**

Physical Address: 9<sup>th</sup> Floor, Standard Bank Towers  
President Street  
Germiston  
Tel: 011 842 7300  
Fax: 011 825 7987  
Services: Provides free legal assistance to people who cannot afford private legal assistance.

**Krugersdorp Justice Centre (LAB)**

Physical Address: 3<sup>rd</sup> Floor, ABSA Building  
Corner of Krugersdorp and Human Street  
Krugersdorp  
Tel: 011 660 2335  
Fax: 011 660 2050/7979  
Services: Provides free legal assistance to people who cannot afford private legal assistance.

**Soweto Justice Centre (LAB)**

Physical Address: 75 Mmesi Park, Eskom centre  
Roodepoort Road  
Dobsonville  
Tel: 011 988 9011  
Fax: 011 988 8975  
Services: Provides free legal assistance to people who cannot afford private legal assistance.

### **Vereeniging Justice Centre (LAB)**

Physical Address: 8 Jasmine Mansions  
Corner of Leslie and Senator Marks Avenue  
Tel: 016 421 3527  
Fax: 016 421 4287  
Services: Provides free legal assistance to people who cannot afford private legal assistance.

### **Basic Needs Service Providers**

#### **Jesuit Refugee Services (JRS)**

Physical address: 5<sup>th</sup> Floor Royal Place Building  
85 Eloff Street  
Johannesburg Central  
Tel: 011 333 0980  
Fax: 011 333 0119  
Email: thabile@jrssa.co.za  
Services: Referrals to hospitals and clinics, counselling to refugees infected and affected with HIV/AIDS. Small business assistance. Educational assistance for primary and secondary schools.

#### **South African Red Cross Society**

Physical address: 4<sup>th</sup> Floor Heeringcht Building  
87 De Korte Street  
Braamfontein  
Tel: 011 339 1992  
Fax: 011 339 1993  
Intake: Mon – Thurs 09:00–12:00  
Service: Direct humanitarian assistance, family tracing and facilitating the sending and receiving of messages from families across conflict zones.

#### **Coordinating Body for Refugee Communities (CBRC)**

Physical Address: 1st Floor, Royal Place Building  
85 Eloff Street, Johannesburg  
Tel: 011 333 6599  
Email: refugee@cbrc.org.za  
Service: Assists with access to primary and secondary education, provides orientation to immigrants arriving in South Africa, human rights campaigns, lobbying and advocacy on refugee issues and referrals to NGOs on other issues.

#### **Refugee Ministries Centre**

Physical Address: 34 Cooper Street  
Cyrildene  
Bruma area  
Johanneburg  
Tel: 011 622 8771

Email: info@refugeeministries.org.za  
Service: Facilitates access to asylum applications in Johannesburg and Pretoria for vulnerable groups. Provides interpretation services and monitoring at RROs throughout the country and Lindela. Helps with education through the Three2Six Programme at Sacred Heart College.

### **Refugee Aid Organization**

Physical address: 84 President Street  
Markade Mall  
Ground Floor  
Shop No.9  
Johannesburg CBD  
Tel: 082 443 7445  
Services: Humanitarian assistance for unaccompanied and separated children.

### **Refugee Children's Project**

Physical Address: 11 Kerk St, corner Mooi  
5<sup>th</sup> Floor Meubelsentrum Building  
Johannesburg  
Tel: 011 333 9266  
Fax: 011 333 9266  
[rcpsa@rcpsa.org.za](mailto:rcpsa@rcpsa.org.za)  
Intake: Mon – Thurs 08:30–16:00  
Service: Supports refugee children in particular. Focus on access to schools, assisting with applications for fee exemptions, debt cancellation for unpaid school fees etc. Assists with providing uniforms, stationery and provides skills training to women and teenagers. Assists with psycho-social support.

### **Central Methodist Church**

Physical address: Corner Pritchard and Small Streets  
Johannesburg  
Tel: 011 333 7672  
F 011 333 3254  
Email: central\_district@methodist.org.za  
Intake: Mon–Fri 08:30–16:30 and after hours  
Service: Emergency accommodation for new arrivals. Medical assistance for immigrants. Counselling to refugees infected and affected by HIV/AIDS.

### **Papillion Development Centre**

Physical address: Corner Mabel and Lily Streets  
Rosettenville  
Tel: 011 435 9799

Fax: 086 610 2852  
Intake: Mon–Thurs 09:00–13:00  
Service: English Classes, computer training, only open to migrants who have documentation. Fee charged for these services. Distributes clothing to orphans and the poor.

### **Christians for Peace in Africa**

Physical address: 20 corner Albert & Eloff Streets,  
8<sup>th</sup> Floor, Bram Fischer Towers  
Marshall Town  
Johannesburg  
Tel: 011 492 0836  
Tel/fax: 011 492 0834  
Mobile: 072 262 5302  
Intakes: Daily 10.00 to 14.00 but preferably call to book for an appointment.  
Services: School matters for asylum seekers and refugees, counselling, second hand clothing distribution, and other humanitarian assistance.

### **Southern African Women's Institute for Migration Affairs (SAWIMA)**

Physical address: 513 Heeringcht Building  
87 De Korte Street  
Braamfontein  
Tel: 011 339 3900 (office hours)  
079 873 9021 or 084 097 7891  
Email: [sawima2003@gmail.com](mailto:sawima2003@gmail.com) or  
[sawima2003@yahoo.com](mailto:sawima2003@yahoo.com)

### **Gift of the Givers**

Physical Address: 43 Mint Road  
Fordsburg  
Johannesburg 2025  
Tel: 011 832 1546  
Fax: 011 832 1535  
Email: [info@giftofthegivers.org](mailto:info@giftofthegivers.org)  
Intake: None  
Services: Disaster response and humanitarian organisation.  
No direct intake - prefers liaising with NGOs.

### **South African National Zakaat Foundation**

Physical Address: 39 Mint Road  
Fordsburg  
Tel: 011 834 6046  
Fax: 011 833 4003  
Email: [jhb2@sanzaf.org.za](mailto:jhb2@sanzaf.org.za)  
Intake: Welfare: 09:00 -13:00 Mon, Tues and Thurs  
Services: Humanitarian assistance, business skills training, bursaries. (Zakaat is a specific form of charity and

only Muslims are eligible to benefit from these zakaat-based charities).

**Somali Association of South Africa (Head Office)**

Physical Address: 97 7<sup>th</sup> Avenue (corner of Church Street)  
Mayfair  
Tel: 011 839 0939  
Fax: 011 837 8294  
Email: [info@somaliassociation.org](mailto:info@somaliassociation.org)  
Website: [www.somaliassociation.org](http://www.somaliassociation.org) (also has a list of regional offices).  
Services: Information sharing, rights education, welfare coordination, rights protection.

**Somali Community Board (Head office)**

Physical Address: 144 Central Avenue  
Mayfair  
Tel/Fax: 011 837 2910  
Email: [info.scob@gmail.com](mailto:info.scob@gmail.com)  
Services: Humanitarian assistance, welfare, assistance in accessing documentation, integration assistance.

**African Diaspora Forum**

Physical Address: 24 Rocky Street,  
Rocky Alley  
Office 17  
Yeoville,  
Johannesburg  
Tel: 0114870269,  
Fax: 0866648414,  
Email: [africandiasporaforum@gmail.com](mailto:africandiasporaforum@gmail.com)  
Website: [www.adf.org.za](http://www.adf.org.za).

**Zimbabwe Political Victims Association (ZIPOVA)**

Physical Address: 114 Rissik Street  
1<sup>st</sup> Floor Methodist House  
Braamfontein  
Tel: 072 517 6066  
Services: Welfare assistance, paralegal assistance, counselling referrals.

**Ivorian Community in South Africa**

Physical address: 8 Frances Street  
Yeoville  
Johannesburg  
Te;: 011 487 0885  
Fax: 086 664 8414  
Cell: 083 514 7367  
Email: [marcgbaffou@yahoo.ca](mailto:marcgbaffou@yahoo.ca)  
Website: [www.adf.com.za](http://www.adf.com.za)

## **Psycho-Social Counselling Services**

### **Centre for the Study of Violence and Reconciliation – Trauma Clinic**

Physical address: 4<sup>th</sup> Floor, Braamfontein Centre  
23 Jorrison Street  
Braamfontein

Tel: 011 403 5102  
Fax: 011 339 6785  
Email: info@csvr.org.za  
Intake: Mon–Thurs. 09:00–16:00 for assessment.  
Services: Individual and group counselling to survivors of violence and torture. Facilitates support groups. Training workshops on complex trauma and trauma management. Specialist services for the psychiatric management of survivors of complex trauma and torture. Community outreach programmes to raise awareness on trauma.

### **Islamic Careline**

Physical Address: 32 Dolly Rathebe Road,  
Fordsburg

Tel: 011 373 8080  
Fax: 011 373 8099  
Email: careline@islamsa.org.za  
Intake: Mon – Thurs 09:00-16:00 Fri 09:00–12:00  
Services: Counselling for abused women and children, marital counselling, trauma debriefing, play therapy, HIV/AIDS counselling.  
Fees: Donations preferred for face-to-face counselling

### **Islamic Relief South Africa**

Physical address: 57 Mint Road  
1<sup>st</sup> Floor  
Fordsburg

Tel: 011 836 1054  
Fax: 011 863 1055  
Services: Support orphans, HIV/AIDS counselling and relief, advocacy for refugees and migrants.

### **Johannesburg Child Welfare**

Physical Address: 41 Fox Street, Corner West Street,  
Johannesburg

Tel: 011 298 8500  
Fax: 011 298 8590  
Email: director@jhbchildwelfare.org.za  
Intake: Mon–Fri 08:30–16:00

Services: Counselling and therapy for abused children under the age of twelve years.

### **Lifeline**

Physical Address: 2 The Avenue, Corner Henrietta Street,  
Norwood.  
24 hr Crisis Line: 011 728 1347  
Fax: 011 728 3497  
Intake: Direct counselling by appointment only.  
Services: Rape counselling for survivors and family,  
domestic violence counselling and trauma  
counselling. Face to face counselling per  
appointment only.  
Fees: Donations accepted.

### **People Opposing Women Abuse (POWA)**

Physical Address: Confidential  
Tel: 011 642 4345/6  
24 hr Crisis Line: 083 7651235 after 16h00  
Fax: 011 484 3195  
Email: info@powa.co.za  
Services: Telephonic and individual counselling for women,  
legal advice and court preparation, shelters for  
abused women.  
Fees: Donation basis.

### **Sonke Gender Justice Network**

Physical Address: 73 corner Juta and De Beer Streets  
11<sup>th</sup> Floor Pheny House  
Braamfontein 2017  
Tel: 011 339 3589  
Fax: 011 339 6503  
Email: info@genderjustice.org.za  
Services: Addresses gender, HIV and health vulnerabilities  
through advocacy and training.

### **Shelters**

#### **Strabane Mercy Centre**

Physical address; 98 Kerk Street  
Johannesburg CBD  
Tel: 011 336 2423  
Fax: 011 336 2423  
Fee: R5 per day  
Restrictions: Only men and women over 30 years of age.

#### **Usindiso Sanctuary**

Physical address: 80 Albert Street  
Marshalltown,  
Johannesburg

Tel: 011 334 1143  
Fax 011 334 1206  
Restrictions: For abused women - especially those with children. Capacity for 85 women.  
Fee: R60 per month.

### **Ekhaya Overnight Shelter**

Physical Address: Claim & Smith Streets  
Next to Europa House & Madula Mall  
Hillbrow  
Tel: 011 725 6531  
Fax: 011 725 6572  
Email: steven@mes.org.za  
Restrictions: Men and women but no children. R4 per night

### **Jabulani Khakibos Kids Centre**

Physical Address: 1 High Street  
Berea  
Restrictions: For boys who have been on the streets

### **Bethany Shelter**

Physical Address: Corner Millbourn Road and Viljoen Street  
Bertrams  
Tel: 011 614 3245  
Fax: 011 624 2647  
Email: dedwards@netactive.co.za  
Restrictions: For abused women. No Fee.

### **The House**

Physical address: 60 Olivia Road  
Berea  
Tel: 074 587 7060  
Restrictions: For girls between 12 and 18 years only. Three month limit.

### **Freda Hartley Shelter for Women**

Physical address: 97 Regent Street  
Yeoville  
Tel: 011 648 6005  
Fax: 011 648 3016  
Restrictions: For women only. No Fee.

### **Place of Refuge**

Physical Address: Corner Johannesburg Road & 11<sup>th</sup> Street  
La Rochelle  
Tel: 011 435 2790 or 011 435 9708  
Fax: 011 436 2566  
Restrictions: For men and women

### **Bienvenue Shelter**

Physical address: 36 Terrace Rd  
Bertrams  
Tel: 011 624 2915  
Cell: 082 509 2912  
Services: Shelter for newly arrived refugee women and children. Three month limit. Referrals only.

### **Rosebank Mercy Centre**

Physical Address: 17 Sturdee Avenue  
Rosebank  
Tel: 011 447 4399  
Restrictions: Single Men  
Fee: R5 per night.

### **Soup Kitchens**

#### **Irene Church**

Physical Address: Corner Belt and End Street  
Doornfontein

#### **Cathedral of Christ the King**

Physical Address: Saratoga Avenue  
Joubert Park

#### **Trinity Congregation Church**

Physical Address: Corner Muller and Bedford Streets  
Yeoville

### **Public Health Facilities**

#### **Coronationville Hospital**

Physical Address: Corner Fuel and Oudswarren Street,  
Newclare  
Tel: 011 470 9000  
Fax: 011 477 4117

#### **Helen Joseph Hospital**

Physical Address: Perth Road,  
Auckland Park  
Tel: 011 489 1011  
Fax: 011 726 5425

#### **Hillbrow Community Health Centre**

Physical Address: Corner Smit and Klein Street,  
Hillbrow  
Tel: 011 720 1125

#### **Johannesburg General Hospital**

Physical Address: Jubilee Road,  
Parktown  
Tel: 011 488 4911  
Fax: 011 643 1612

**Yeoville Clinic**

Physical Address: Corner Kenmere and Hopkins Street,  
Yeoville  
Tel: 011 648 7979  
Fax: 011 4872048  
Services: Family planning, pre and post HIV and STD testing  
and counselling, emergency pill, social worker  
available for counselling on Thursdays.

**PRETORIA**

**Governmental Service Providers**

**Department of Home Affairs Refugee Reception Office (Marabastad)**

Physical address: Corner DF Malan Drive and Struben Street  
Pretoria West  
Tel: 012 327 3515  
Fax: 012 327 5782  
Services: Accepts asylum applications from SADC nationals  
to help alleviate pressure at other Refugee  
Reception Centres.

**Tshwane Interim Refugee Reception Office (Pretoria Showgrounds)**

Physical Address: 203 Soutter Street, Pretoria Showgrounds,  
Pretoria  
Tel: 012 306 0800  
Services: Receives asylum applications in the Pretoria area.

**Department of Home Affairs (Pretoria Regional Office)**

Physical Address: Sentrakor Building  
Pretorius Street  
Pretoria  
Tel: 012 324 1860/74  
Fax: 012 326 8328

**Pretoria Sexual Offences Court**

Physical Address: Corner Schoeman and Schubert Street,  
Pretoria  
Tel: 012 319 4000  
Fax: 012 319 4174

**Legal Service Providers**

### **Lawyers for Human Rights - Refugee Rights Project**

Physical address: Kutlwanong Democracy Centre  
357 Visagie Street  
Pretoria

Tel: 012 320 2943/4/5  
Fax: 012 320 2949  
Intake: Mon – Thurs. 09:00 – 12:00 for intake.  
Services: Legal assistance regarding unlawful arrest, detention and deportation, and repatriation. Assistance with asylum application procedures, appeals and reviews in case of rejected asylum applications. Advice on family reunification, relocation and resettlement.

### **Pretoria Justice Centre (LAB)**

Physical Address: Corner Church and Paul Krugger Streets  
2<sup>nd</sup> Floor FNB Building  
179 Pretorius Street.  
Pretoria

Tel: 012 401 9200  
Fax: 012 324 1950 or 012 326 5034  
Services: Provides free legal services to people who cannot afford private legal assistance.

### **Zimbabwe Exiles Forum**

Physical Address: Kutlwanong Democracy Centre  
C/O Lawyers for Human Rights  
357 Visagie Street  
Pretoria 0001

Tel: 012 322 6969  
Mobile: 072 639 3796  
Email: [zimexilesforum@gmail.com](mailto:zimexilesforum@gmail.com)  
Services: Access to documentation, legal advice, human rights violation monitoring.

### **Basic Needs Service Providers**

#### **Refugee Aid Organization**

Physical address: Corner Prinsloo and Jacob-Marie Streets  
Pretoria

Tel: 012 320 3773  
Fax: 012 320 7458  
Email: [claudia@sa-rao.org](mailto:claudia@sa-rao.org)  
Intake: By appointment only  
Services: Humanitarian assistance for unaccompanied and separated children.

#### **Jesuit Refugee Services (JRS)**

Physical address: 485 Vermeulen Street  
Arcadia, Pretoria

Tel: 012 323 3116  
Fax: 012 323 3887  
Email: jrspta02@mweb.co.za  
Services: Referral letters to hospitals, HIV/AIDS counselling, micro loans and grants for primary education.

### **Xaveri Movement**

Physical Address: 140 Visagie Street  
Pretoria  
Tel: 012 326 5311  
Fax: 012 325 3994  
Website: [www.xaveri.org](http://www.xaveri.org)  
Services: Emergency short term accommodation assistance, food parcels, crèche (current cost is R250 per month), after school activities for children and teenagers.

### **Psycho-Social Counselling Services**

#### **FAMSA**

Physical Address: 234 Lange Street,  
Brooklyn,  
Pretoria  
Tel: 012 4600 733  
Fax: 086 610 6590  
Email: [famsa@absamail.co.za](mailto:famsa@absamail.co.za)  
Intake: By appointment only.  
Services: Family and individual counselling  
Fees: R180 for individual counselling, R220 for couple counselling.

#### **Lifeline**

Physical address: 71 Watermeyer Street,  
Val de Grace,  
Pretoria  
Tel: 012 804 1853/5916/2434  
24 hrs Crisis line: 012 342 2222  
Fax: 012 804 7039  
Email: [counsellor@lifelinepta.org.za](mailto:counsellor@lifelinepta.org.za)  
Services: Rape counselling for survivors and family, domestic violence counselling. Face to face counselling per appointment during office hours  
Fees: Donations accepted

### **Shelters**

#### **Pam se Huis**

Physical Address: 885 Botha Street

Tel: Hermanstad  
012 379 7338  
Restrictions: Only old-aged persons. Fee: R700 per month

### **Itumeleng**

Physical address: 53 Plein Street  
Sunnyside  
Tel: 012 343 1373  
Fax: 012 344 5747  
Restrictions: For street children. Boys only between the ages of 6–18 years. Maximum capacity 18 boys.

### **Mercy House**

Physical Address: 407 Flower Street  
Capital Park  
Gezina  
Tel: 012 329 5528  
Fax: 012 329 4018  
Restrictions: Only accepts referrals from a social worker. For abused women and children.

### **Soup Kitchens**

#### **Catholic Church**

Physical Address: Corner Celliers and Jorissen Streets

#### **Gauteng Council of Churches**

Physical address: St Alban's Church  
Schoeman Street  
Tel: 012 323 5188  
Restrictions: Food parcels once per month. Newcomers must register with the Council and present proof of asylum or refugee documents and proof of residency in Pretoria.

#### **Roman Catholic Cathedral**

Physical address: Corner Bosman and Skinner Streets

#### **Salvation Army**

Physical Address: Church Square

### **Public Health Facilities**

#### **Pretoria Academic Hospital**

Physical Address: Corner Voortrekker Road and Dr. Savage Street,  
Gezina  
Tel: 012 354 1000

**Pretoria West Hospital**

Physical Address: Syweirde Street,  
Pretoria West

Tel: 012 648 7979

## **WESTERN CAPE**

### **Governmental Service Providers**

#### **Department of Home Affairs Refugee Reception Office**

Physical Address: 142 Voortrekker Road  
Maitland  
Cape Town  
Tel: 021 514 8414  
Fax: 021 514 8403  
Email: Richard.Sikakane@dha.gov.za  
Services: Receives asylum applications in the Cape region..

#### **Department of Home Affairs (Cape Town Regional Office)**

Physical Address: Faircape Building  
56 Barrack Street  
Cape Town  
Tel: 021 468 4503  
Fax: 021 461 7686  
Tel: (NIB) 021 468 4505  
Fax: (NIB) 021 462 1148

#### **Department of Home Affairs (Cape Town International Airport Port of Entry)**

Tel: 021 380 5130  
Fax: 021 386 2311

#### **Department of Social Development**

Physical Address: Union House  
14 Queen Victoria Street  
Cape Town  
Tel: 021 483 3858/3765/3158/5445  
Fax: 021 483 3887  
Services: Provides assistance and social grants to vulnerable people.

### **International organizations**

#### **International Organization for Migration (IOM)**

Physical address: 80 Strand Street  
2<sup>nd</sup> Floor  
Cape Town  
Tel: 021 425 4038  
Fax: 021 419 3725  
Email: [iomcpt@iom.int](mailto:iomcpt@iom.int)  
Services: Assists with voluntary return and transportation, migration health, counter-trafficking and migration information.

### **United Nations High Commission for Refugees (UNHCR)**

Physical address: 9-11 Green Market Square  
2<sup>nd</sup> Floor Protea Assurance Building  
Cape Town  
Tel: 021 483 9860/2783/9859/9858  
Fax: 021 483 9249  
Email: kawuma@unhcr.org

### **Statutory Bodies**

#### **South African Human Rights Commission- Western Cape Office**

Physical Address: 7th Floor ABSA Building,  
132 Adderley Street,  
Cape Town  
Tel: 021 426 2277  
Fax: 021 426 2875

#### **Commission for Gender Equality**

Physical Address: 5th Floor ABSA Building  
132 Adderley Street  
Cape Town  
Tel: 021 426 4080/3  
Fax: 021 424 0549

#### **Independent Complaints Directorate**

Physical address: Corner Mazzur & Petrusa Road  
1<sup>st</sup> Floor, Fintrust Building  
Bellville 7530  
Cape Town  
Tel: 021 941 4800  
Fax: 021 949 3196

#### **Commission for Conciliation, Mediation and Arbitration**

Physical address: 78 Darling Street  
Cape Town  
Tel: 021 469 0111  
Fax: 021 465 7193/7  
Role: Assists in the event of unfair labour practices.

### **Legal Services**

#### **University of Cape Town (UCT) Law Clinic**

Physical Address: Kramer Law School Building,  
1 Stanley Road,  
Middle Campus University of Cape Town,  
Rondebosch  
Tel: 021 650 3775 / 3551  
Email: uctlawclinic@law.uct.ac.za  
Intake: Mon–Wed 08h30-13h00

Services: Legal advice to refugees and asylum seekers. Assistance with appeal hearings. Conducts interviews on behalf of UNHCR in Cape Town.

### **Legal Resources Centre**

Physical Address: Greenmarket Place  
54 Shortmarket Street,  
Cape Town  
Tel: 021 423 8285  
Hours: Mon–Fri 08h30-13h00, 14h00-16h45  
Services: Legal assistance to refugees and asylum seekers in class actions or broad public interest matters.

### **Black Sash (Cape Town)**

Physical Address: 3<sup>rd</sup> Floor, Matador Centre  
62 Strand Street  
Cape Town  
Tel: 021 425 3417  
Fax: 021 425 3423  
Services: Paralegal Advice on accessing social grants, labour matters and other legal matters.

### **Black Sash (Knysna)**

Physical Address: 9 Pitt Street  
Knysna  
Tel: 044 382 4458  
Fax: 044 382 3615  
Services: Paralegal Advice on accessing social grants, labour matters and other legal matters.

### **People Against Suffering, Suppression, Oppression and Poverty (PASSOP)**

Physical address: 37 corner Main Road & Church Street  
Wynberg,  
Capetown  
Tel: 021 820 4664  
Fax: 086 517 6812  
Email: [office@passop.co.za](mailto:office@passop.co.za)  
Website: [www.passop.org.za](http://www.passop.org.za)  
Services: Paralegal assistance with education, employment and health care rights. Networking assistance. Call or SMS for assistance.

### **Athlone Justice Centre (LAB)**

Physical Address: Melofin Centre  
Old Klipfontein Road  
Athlone  
Tel: 021 697 5252  
Fax: 021 897 5316

Services: Free legal assistance for people who cannot afford private legal assistance.

**Caledon Justice Centre (LAB)**

Physical Address: 19 Donkan Street  
Caledon

Tel: 028 212 1815

Fax: 028 212 1826

Services: Free legal assistance for people who cannot afford private legal assistance.

**Cape Town Justice Centre (LAB)**

Physical Address: 85 St Georges Mall  
Nedbank Building  
Central Cape Town

Tel: 021 426 4074

Fax: 021 426 5766

Services: Free legal assistance for people who cannot afford private legal assistance.

**George Justice Centre (LAB)**

Physical Address: Tommy Joubert Building  
Corner Craddock and Courtenay Street.  
George

Tel: 044 802 8600

Services: Free legal assistance for people who cannot afford private legal assistance.

**Stellenbosch Justice Centre (LAB)**

Physical Address: Eikestad Mall  
2<sup>nd</sup> Floor, Room 201  
Stellenbosch

Tel: 021 882 9221

Fax: 021 882 9237

Services: Free legal assistance for people who cannot afford private legal assistance.

**Vredendal Justice Centre (LAB)**

Physical Address: 9 Dorp Street  
Vredendal

Tel: 027 201 1030

Fax: 027 213 2627

Services: Free legal assistance for people who cannot afford private legal assistance.

**Worcester Justice Centre (LAB)**

Physical Address: 1<sup>st</sup> Floor, Nedbank Building  
Corner High and Stockenström Street  
Worcester

Tel: 023 348 4040

Fax: 023 348 4051  
Services: Free legal assistance for people who cannot afford private legal assistance.

### **Lawyers for Human Rights (Stellenbosch)**

Physical Address: 1<sup>st</sup> Floor, Adam Tas Business Centre  
Tenant Ville  
Stellenbosch  
Tel: 021 887 1003  
Fax: 021 883 3302  
Services: Legal assistance on farm workers issues. Will facilitate migrants' issues by assisting in contacting LHR in Pretoria or Johannesburg.

### **Basic Needs and Shelters**

#### **Cape Town Refugee Centre**

Physical Address: F12 1<sup>st</sup> Floor Wynberg Centre,  
123 Main Road,  
Wynberg  
Tel: 021 762 9670  
Fax: 021 761 2294  
Intake: Mon and Tues 09:00 -12:00. Thurs by appointment.  
Services: Food and accommodation, medical assistance, assistance to pregnant women and women with infants, assistance with accessing schools and assistance for unaccompanied minors.

#### **Catholic Welfare and Development (CWD) - *Bonne Esperance Shelter for Women and Children***

Physical Address: No. 4 Lower Ottery Road,  
Philippi  
Tel: 021 691 8664  
Fax: 021 691 8665  
Intake: By referral from other NGO's only. No walk-ins!  
Services: Limited assistance with food, accommodation and clothing; Daycare and after-school care for children;  
Skills training: language classes, basic business and computer skills; referral from Cape Town Refugee Centre required.

#### **Scalabrini Centre of Cape Town**

Physical Address: 47 Commercial Street  
Cape Town  
Tel: 021 465 6433  
Fax: 021 465 6317  
Intake: Mon-Fri 08:30 – 16:30. Wed for food and clothing.

Services: Limited assistance with food and clothing for newly arrived asylum seekers (first 6 months in Cape Town). General Counselling and Spiritual Counselling.  
Assists disabled refugees and unaccompanied minors. English Classes from basic to advanced.  
Skills training: sewing class and computer class.

### **African Disabled Refugee Organisation**

Physical Address: 6 Spin Street  
Cape Town  
Tel: 021 461 6306  
Fax: 086 541 3416  
Services: Rights information, skills training, some food and accommodation assistance.

### **Islamic Relief South Africa**

Physical address: 62 Little Road  
Athlone  
Cape Town  
Tel: 021 696 0145  
Fax: 021 696 1783  
Services: Support orphans, HIV/AIDS counselling and relief, advocacy for refugees and migrants.

### **Africa Unite**

Physical address: 6 Spin Street,  
Cape Town 8001  
Tel: 021 461 6551  
Fax: 086 614 5266  
Email: [info@africaunite.org.za](mailto:info@africaunite.org.za)  
Services: Promote human rights and economic empowerment among the youth.

### **The Ark City of Refuge**

Physical Address: 5 Old Four Rd.  
Tel: 021 843 3927  
Fax: 021 843 3013  
Intake: Everyday. Only for homeless and unemployed persons.  
Services: Provides shelter and food for refugees and asylum seekers with valid permits and referral from Cape Town Refugee Centre.  
Provides school facilities, crèche, computer classes and skills training programmes.

### **Salvation Army (Care Haven)**

Physical Address: No listing for security reasons  
Tel: 021 638 5511  
Fax: 021 637 0226

Email: careaid@iafrica.com  
Services: Counselling, shelter and food for abused women and children only.

### **The Haven**

Physical Address: Ambagvallei Street  
Hugenoot, Paarl  
Tel: 021 862 1812  
Fax: 021 862 3120  
For adults. R10 per night. Monthly fee for pensioners.

### **Saartjie Baartman Centre**

Physical Address: Corner Klipfontein and Aries Rd,  
Mannenberg  
Tel: 021 633 5287  
Fax: 021 637 3487  
Website: [www.saartjiebaartmancentre.org.za](http://www.saartjiebaartmancentre.org.za)  
Services: Focuses on abused women. Shelter and various other projects.

### **Rosemoore Shelter for Battered Women and Children**

Physical Address: Cannary street  
Rosemore,  
George  
Tel/Fax: 044 875 1551  
Services: Only for abused women and children.  
Food and Shelter.

### **The South African Red Cross Society**

Physical Address: 21 Broad Road  
Wynberg 7800  
Cape Town  
Tel: 021 797 5360 or 011 887 3259  
Fax: 021 797 4711  
Mobile: 079 887 3259  
Services: Tracing services (exchange of family news through Red Cross Societies in various countries); assistance in re-uniting vulnerable persons, such as unaccompanied minors (up to age 18 years) or elderly persons with their families in host country (or in South Africa); requests for school, university, birth, marriage or death certificates.

### **Education and Skills Training**

#### **ARESTA (Agency for Refugee Education, Skills Training and Advocacy)**

Physical Address: Early Learning Centre,  
22 Springbok Street  
Athlone 7764

Tel: 021 696 5764  
Fax: 086 514 8956  
Email: [coordinator@aresta.org.za](mailto:coordinator@aresta.org.za)  
Intake: Mon. to Thurs: 08:30–16:30; Fri.08:30-15:30  
Services: Provides skills training, incl. English language, sewing, vocational skills, business, business mentorship, computer literacy and other training necessary to assist with integration. Psycho-Social support groups, advocacy, lobbying, information and research. Career counselling.

### **Alliance for Refugees in South Africa**

Physical Address: Office 901, Tribault House  
St George's Street  
Cape Town  
Tel: 021 421 2348  
Website: [www.afrisa.org.za](http://www.afrisa.org.za)  
Services: Skills training, income generation projects, information centre, early childhood development, cultural activities.

### **Excelsior Empowerment Centre**

Physical Address: Shamdoll Building, 54 Halt Road  
Elsies River  
Tel/Fax: 021 932 8585  
Services: Skills development, language classes, soccer events.

### **St. Joseph's College/Adult Education Program**

Physical Address: 21 Belmont Road,  
Rondebosch  
Tel: 021 685 1257  
Fax: 021 686 9295  
Intake: Saturdays only 09:00 -17:00  
Services: Free literacy classes (in English, Afrikaans, and Xhosa). Skills Training: in sewing and design, business skills, computer skills, alternative health skills. No Fees. Some bursaries (for the skills training courses) are available for refugees and asylum seekers that are continuous learners at the college.

## **Psycho-Social Counselling Services**

### **The Trauma Centre for the Survivors of Violence and Torture**

Physical Address: Cowley House, 126 Chapel Street,  
Woodstock  
Tel: 021 465 7373 call for appointment  
Fax: 021 462 3143  
Services: Counselling for refugees and asylum seekers who are survivors of torture and trauma; individual and family counselling, assistance in integration into South African society; information workshops and support groups.

### **Lifeline/Childline**

Physical Address: 56 Roeland Street  
Cape Town  
Tel: 021 461 1113  
Fax: 021 461 6400  
Crisis: 021 461 1111  
Services: 24 hour telephone counselling services

### **Sonke Gender Justice Network**

Physical Address: 122 Longmarket Street  
4<sup>th</sup> Floor Westminster House,  
Tel: 021 423 7088  
Fax: 021 424 5645  
Services: Sexual and reproductive health education for refugees, distribution of condoms; addresses HIV and health vulnerabilities and gender issues.

## **Public Health Facilities**

### **Groote Schuur Hospital**

Physical Address: Main Road, Observatory  
Tel: 021 404 9111

### **Tygerberg Hospital**

Physical Address: Tygerberg  
Tel: 021 938 4911

### **Red Cross Children' Hospital**

Physical Address: Klipfontein Road, Rondebosch  
Tel: 021 658 5111

## **KWAZULU-NATAL**

### **Governmental Service Providers**

#### **Department of Home Affairs Refugee Reception Office**

Physical Address: 132 Moore Street  
Durban  
Tel: 031 362 1205  
Fax: 031 362 1220  
Email: Naleen.Balgobind@dha.gov.za  
Services: Receives all applications for asylum in the Kwazulu-Natal region.

#### **Department of Home Affairs (Regional Office)**

Physical Address: 2<sup>nd</sup> Floor, United Building  
181 Church Street  
Pietermaritzburg  
Tel: 039 345 4177  
Fax: 039 345 5079

#### **Department of Social Development (Durban Office)**

Physical address: Room 139, 1<sup>st</sup> Floor  
Esplanade Government Building  
Corner Stanger and Victoria Embankment  
Tel: 031 360 5444  
Fax: 031 337 5914

#### **Department of Social Development (Provincial Office)**

Physical Address: Main City Building  
Pietermaritzburg  
Kwazulu-Natal  
Tel: 033 264 5400  
Fax: 033 264 5435

### **International organisations**

#### **International Organisation for Migration (IOM)**

Physical address: Commercial City Building  
Suite 1606  
40 Dr. A.D Xuma Road  
Tel: 031 304 4057  
Fax: 031 304 6904  
Email: iomdurban@iom.int  
Services: Assists with voluntary return and transportation, migration health, counter-trafficking and migration information.

## **Statutory Bodies**

### **South African Human Rights Commission**

Physical address: 1st Floor, Victoria Embankment,  
Durban  
Tel: 031 304 7323/4/5  
Fax: 031 304 7323

### **Commission for Gender Equality**

Physical Address: Commercial City Building  
12 Floor, 40 Dr. A.D. Xuma Road  
Durban.  
Tel: 031 305 2105  
Fax: 031 307 7435

### **Commission for Conciliation, Mediation and Arbitration (CCMA)**

Physical Address: Embassy House  
6<sup>th</sup> & 7<sup>th</sup> Floor  
199 Smith Street  
Durban 4001  
Tel: 031 362 2300  
Fax: 031 306 5402  
Email: kzn@ccma.org.za

### **Independent Complaints Directorate (ICD)**

Physical Address: The Marine Building  
3<sup>rd</sup> Floor  
22 Dorothy Nyembe Street  
Durban  
Tel: 031 310 1300  
Fax: 031 305 8214

## **Legal Services**

### **Lawyers for Human Rights**

Physical Address: Diakonia Centre, 20 Diakonia Avenue  
Durban  
Tel: 031 301 0531  
Fax: 031 301 0538  
Intake: Mon – Thur. 09:00 – 12:00  
Services: Legal assistance with unlawful arrest, detention  
and deportation. Representation at appeals and  
reviews. Help with re-unification, resettlement and  
repatriation.

### **Legal Resources Centre**

Physical Address: N240 Diakonia Centre

20 Diakonia Avenue  
Durban  
Tel: 031 301 7572  
Fax: 031 304 2823  
Services: Takes up legal cases that would benefit a group of people.

**ProBono.org**

Physical address: 7<sup>th</sup> Floor, Salisbury Centre  
Tower A, Suite 701-704  
347-351 Dr. Pixley Kaseme  
West Street  
Durban 4001  
Tel: 031 301 6178  
Fax: 031 301 6941  
Services: A legal clearing house that puts immigrants in touch with private lawyers etc who may take on the matter for free.

**Black Sash (Durban)**

Physical Address: Diakonia Centre, 20 Diakonia Avenue  
Durban  
Tel: 031 301 9215  
Fax: 031 305 2817  
Services: Paralegal advice on accessing social grants, labour matters and other legal matters.

**Black Sash (Pietermaritzburg)**

Physical Address: 3<sup>rd</sup> Floor, Gallwey House  
Gallwey Lane  
Pietermaritzburg  
Tel: 033 342 6368  
Fax: 033 394 5403  
Services: Paralegal advice on accessing social grants, labour matters and other legal matters.

**Durban Justice Centre (LAB)**

Physical Address: Salisbury House  
332 Smith Street  
Durban  
Tel: 031 304 3290  
Fax: 031 304 3564  
Services: Provides free legal services for people who cannot afford private legal assistance.

**Empangeni Justice Centre (LAB)**

Physical Address: Mazule House, 7 Maxwell Street  
Empangeni  
Tel: 035 792 4949  
Fax: 035 792 4954

Services: Provides free legal services for people who cannot afford private legal assistance.

**Ladysmith Justice Centre (LAB)**

Physical Address: 18A Queen Street  
Ladysmith

Tel: 036 638 2500

Fax: 036 637 5036

Services: Provides free legal services for people who cannot afford private legal assistance.

**Pinetown Justice Centre (LAB)**

Physical Address: Upper Ground Floor, 28 Umdoni Centre  
Crompton Street  
Pinetown

Tel: 031 719 2700

Services: Provides free legal services for people who cannot afford private legal assistance.

**Pietermaritzburg Justice Centre (LAB)**

Physical Address: 20 Otto Street  
Pietermaritzburg

Tel: 033 394 2190

Fax: 033 342 2576

Services: Provides free legal services for people who cannot afford private legal assistance.

**Port Shepstone Justice Centre (LAB)**

Physical Address: Shepstone Mall  
Aiken Street  
Port Shepstone

Tel: 039 688 9600

Fax: 039 682 5908

Services: Provides free legal services for people who cannot afford private legal assistance.

**Umlazi Justice Centre (LAB)**

Physical Address: V1333, Ithala Industrial Park  
Corner Road 1902 and Mangosuthu Highway  
Umlazi

Tel: 031 918 8100

Fax: 031 906 1477

Services: Provides free legal services for people who cannot afford private legal assistance.

**Verulam Justice Centre (LAB)**

Physical Address: Suite 1, Ayesha Razak Centre  
23 Groom Street  
Verulam

Tel: 032 533 1020  
Services: Provides free legal services for people who cannot afford private legal assistance.

### **Vryheid Justice Centre (LAB)**

Physical Address: Ground Floor Suite, ABSA Building  
199A Church Street  
Vryheid

Tel: 034 989 8300  
Fax: 034 989 8311  
Services: Provides free legal services for people who cannot afford private legal assistance.

### **Basic Needs Service Providers**

#### **Refugee Pastoral Care**

Physical Address: Emmanuel Cathedral  
Cathedral Road  
Tel: 031 307 1074  
Fax: 031 261 2377  
E-mail: [refpascdbn@iafrica.com](mailto:refpascdbn@iafrica.com)  
Services: Food, clothing and shelter for new arrivals, aid to unaccompanied minors, aid with burials of deceased refugees.  
Fee: R18 per night

#### **Refugee Social Services**

Physical Address: Room N242, Diakonia Centre  
20 Diakonia Avenue  
Durban  
Tel: 031 310 3574  
Fax: 031 310 3576  
Intake: Mon 08:30 is orientation for newcomers to the centre. Come with asylum documentation.

#### **KwaZulu-Natal Refugee Council**

Physical Address: 4<sup>th</sup> Floor, Industry Building House  
424 Suite  
59 Diakonia Avenue  
Durban  
Tel/fax: 031 304 9456  
Fax: 086 581 7529  
Mobile: 083 683 8297  
Intake: Daily 08:30–16:30  
Services: Networking and advocacy with refugee organisations. Skills empowerment.

#### **The South African Red Cross Society**

Physical address: 201 Northway  
Durban North

Durban  
Tel: 031 563 2914  
Fax: 031 653 2929  
Service: Tracing services (exchange of family news through Red Cross Societies internationally); assistance in re-uniting vulnerable persons, such as unaccompanied minors or elderly persons with their families in host country (or in South Africa).

### **Union of Refugee Women**

Physical address: 3<sup>rd</sup> Floor Lionel House  
26 Pickering Street  
Point Road  
Tel: 031 332 6265  
Service: Creche for refugee children. Mon–Sat full day  
Fee: R250 per month.

### **Islamic Relief South Africa**

Physical address: 169 Brickfield Road  
Overport  
Durban 4000  
Tel: 031 208 2838  
Fax: 031 207 9141  
Services: Support orphans, HIV/AIDS counselling and relief, advocacy for refugees and migrants.

### **Psycho-Social Counselling**

#### **Lifeline**

Physical Address: 38 Adrian Road  
Stamford Hill  
Durban  
Tel: 031 303 1344  
Fax: 031 303 1419  
Crisis: 031 312 2323

## **EASTERN CAPE**

### **Governmental Service Providers**

#### **Department of Home Affairs Refugee Reception Office**

Physical Address: KIC 5 Sidon Street  
North End  
Port Elizabeth  
Tel: 041 403 7412/13  
Fax: 041 403 7433  
Email: Sipho.Lucas@dha.gov.za  
Services: Accepts all applications for asylum in this region.

#### **Department of Home Affairs (Regional Office)**

Physical Address: Old Etata Building  
Corner Owen and Leeds Road  
Umtata  
Tel: 047 531 1955  
Fax: 047 531 2060

#### **Department of Home Affairs (Queenstown District Office)**

Physical Address: Hexagon Hotel  
Corner Cathcart Way and Zeiler Street  
Queenstown  
Tel: 045 839 2109  
Fax: 045 839 2170

#### **Department of Social Development (Port Elizabeth)**

Physical Address: Corner Stroon and Matie Streets  
Stoondale  
Tel: 041 406 5700

#### **Department of Social Development (Provincial Office)**

Physical Address: Dukumbana Building  
Independent Avenue  
Bisho  
Eastern Cape  
Tel: 040 608 5806  
Fax: 040 639 1644

#### **South African Police Services**

Physical Address: Corner Lennox and Mountcroix Streets  
Port Elizabeth  
Tel: 041 394 6326

### **Statutory Bodies**

#### **South African Human Rights Commission**

Physical Address 4<sup>th</sup> Floor, Oxford House  
86-88 Oxford Street

East London  
5200  
Tel: 043 722 7821  
Fax: 053 722 7830

### **Legal Services**

#### **Nelson Mandela Metropolitan University Law Clinic**

Physical address: Missionvale Campus  
1<sup>st</sup> Floor, Old Education Building  
Missionvale,  
Port Elizabeth 6059  
Tel: 041 504 12 73  
Fax: 041 504 1674  
Services: Provides free legal assistance to people who cannot afford private legal assistance.

#### **Legal Resources Centre**

Physical Address: 116 High Street  
Grahamstown  
Tel: 046 622 9230  
Fax: 046 622 3933  
Services: Takes up constitutional cases that would benefit a group of people.

#### **Port Elizabeth Justice Centre (LAB)**

Physical Address: President Centre  
564 Govan Mbeki Ave  
North End  
Port Elizabeth  
Tel: 041 408 2800  
Fax: 041 487 3335  
Services: Provides free criminal and civil legal assistance to people who cannot afford private legal assistance.

#### **Rhodes University Law Clinic**

Physical Address: 41 New Street  
Grahamstown  
Tel: 046 622 9301  
Fax: 046 622 9312  
Services: Provides free legal assistance to people who cannot afford private legal assistance.

#### **Rhodes University Satellite Law Clinic (Queenstown)**

Physical Address: 24 Ebdon Street  
Queenstown  
Tel: 045 838 5600  
Fax: 045 838 5271

Services: Free legal assistance focusing on farm worker/rural issues.

**Black Sash (Port Elizabeth)**

Physical Address: Dorsham House  
Corner Elizabeth and Govan Mbeki Avenue, PE  
Tel: 041 487 3288  
Fax: 041 484 1107  
Service: Paralegal advice on accessing social grants, labour matters and other legal matters.

**Black Sash (Grahamstown)**

Physical Address: 6 Bathurst Street  
Grahamstown  
Tel: 046 622 8091  
Fax: 046 622 7647  
Services: Paralegal advice on accessing social grants, labour matters and other legal matters.

**Aliwal North Justice Centre (LAB)**

Physical Address: 58 Somerset Street  
Aliwal North  
Tel: 051 633 2530  
Fax: 051 634 2662  
Services: Provides free legal assistance for people who cannot afford private legal assistance.

**Butterworth Justice Centre (LAB)**

Physical Address: 52 Blyth Street  
Butterworth  
Tel: 047 491 3271  
Fax: 047 491 0904  
Services: Provides free legal assistance for people who cannot afford private legal assistance.

**East London Justice Centre (LAB)**

Physical Address: 1 Commissioner Street  
East London  
Tel: 043 704 4700  
Fax: 043 722 3503  
Services: Provides free legal assistance for people who cannot afford private legal assistance.

**Grahamstown Justice Centre (LAB)**

Physical Address: 69 High Street  
Grahamstown  
Tel: 046 622 9350  
Fax: 046 622 8873  
Services: Provides free legal assistance for people who cannot afford private legal assistance.

**Graaff-Reinet Justice Centre (LAB)**

Physical Address: 64 Church Street  
Graaff-Reinet  
Tel: 049 807 2500  
Fax: 049 892 6033  
Services: Provides free legal assistance for people who cannot afford private legal assistance.

**King Williams Town Justice Centre (LAB)**

Physical Address: 2<sup>nd</sup> Floor, Old Mutual Building  
Corner of Cathcart and MacClean Street  
King Williams Town  
Tel: 043 604 6600  
Fax: 043 642 4885  
Services: Provides free legal assistance for people who cannot afford private legal assistance.

**Mthatha Justice Centre (LAB)**

Physical Address: 22 Durham Street  
Mthatha  
Tel: 047 501 4600  
Fax: 047 531 4144  
Services: Provides free legal assistance for people who cannot afford private legal assistance.

**Queenstown Justice Centre (LAB)**

Physical Address: 1<sup>st</sup> & 2<sup>nd</sup> Floor, Gentile Building  
2-4 Shepstone Road  
Queenstown  
Tel: 045 807 3500  
Fax: 045 838 4620  
Services: Provides free legal assistance for people who cannot afford private legal assistance.

**Uitenhage Justice Centre (LAB)**

Physical Address: 32-36 Baird Street  
Uitenhage Central  
Uitenhage 6230  
Tel: 041 991 1811  
Fax: 041 991 1814  
Services: Provides free legal assistance for people who cannot afford private legal assistance.

**Basic Needs Service Providers****Diocesan Development Forum**

Physical Address: 58 St Patrick's Road  
Port Elizabeth  
Tel: 041 582 4087

Fax: 041 582 4089  
Service: Accommodation  
Advice and support to HIV/AIDS patients.

### **Project for Conflict Resolution and Development**

Physical address: 63 Heugh Street  
Walmer  
Port Elizabeth  
Tel: 041 581 2414 or 041 581 2417  
Services: Facilitates processes that enable disadvantaged, at-risk communities and organisations to positively deal with conflict and transformation.

### **South African Red Cross Society (Port Elizabeth)**

Physical Address: 18 Bain Street  
Port Elizabeth  
Tel: 041 585 6745  
Fax: 041 586 4334  
Services: Tracing services (exchange of family news through Red Cross Societies in various countries); assistance in re-uniting vulnerable persons, such as unaccompanied minors (up to age 18 years) or elderly persons with their families in host country (or in South Africa); requests for school, university, birth, marriage or death certificates.

### **South African Red Cross Society (East London)**

Physical Address: 16 St. Marks Road  
Southernwood  
East London  
Tel: 043 722 2400  
Fax: 043 743 9033  
Services: As above

### **Shelter**

### **Psycho-Social Support Services**

#### **Lifeline PE**

Physical Address: 1 Nile Road  
Perridgevale  
Port Elizabeth 6001  
Tel: 041 373 8882  
Fax: 041 373 8880  
Crisis: 041 373 8666  
Service: 24 hour telephonic crisis counselling.

#### **FAMSA (Grahamstown)**

Physical Address: 63A High Street  
Grahamstown 6139

Tel: 046 622 2580  
Fax: 046 622 8494  
Email: samsa@magnet  
Services: Family and marital counselling.

**PE Mental Health**

Physical Address: 21 William Street  
Cotswold  
Port Elizabeth  
Tel: 041 365 0502  
Fax: 041 365 0529  
Services: Family counselling. By appointment. No Fee.

## **LIMPOPO**

### **International Organisations:**

#### **International Organisation for Migration (IOM)**

Physical Address: 3 National Road (next to Frangos)  
Musina  
Tel: 015 534 1314  
Fax: 015 534 3413  
Email: iommusina@iom.int  
Intake: Mon–Friday 09:00–12:30  
Services: Provides assistance to stranded migrants.  
Provides assistance on protection issues, family tracing, assisting with unaccompanied minors and other related activities.

#### **United Nations High Commissioner for Refugees**

Physical Address: 10 Irwin Street  
Musina  
Tel: 015 534 2381  
Fax: 015 534 2381  
Email: rsapr@unhcr.org  
Intake: None  
Services: UNHCR provides protection, humanitarian and advocacy services for refugees in Musina through its partner organisations.

#### **Save the Children UK**

Physical Address: 10 Harper Road  
Nancefield Township, Musina  
Tel: 015 534 3305  
Fax: 015 534 3304  
Intake: No direct services at this office.  
Services: Provides support to over 14 centres in Musina that provide humanitarian aid to migrant children.

#### **Doctors without Borders / Médecins Sans Frontières (MSF)**

Physical address: 5 Frost Avenue  
Musina 0900  
Tel/fax: 015 534 2335  
Fax: 015 534 0850  
Mobile: 082 648 0938  
Services: Primary health care services, clinic for survivors of sexual violence (medical and psychological care)

### **Statutory Bodies**

#### **South African Human Rights Commission**

Physical Address: 1<sup>st</sup> Floor, Library Gardens Square

Corner Schoeman and Globber Street  
Polokwane  
Tel: 015 291 3500/4  
Fax: 015 291 3505

### **Governmental Service Providers**

#### **Department of Home Affairs (Regional Office)**

Physical Address: Library Gardens  
Corner Grobler and Schoeman Street  
Polokwane  
Tel: 015 295 7908  
Fax: 015 291 5104

#### **Department of Home Affairs (Musina)**

Physical Address: N1, Limpopo Lodge  
Musina  
Tel: 015 534 3232  
Fax: 015 534 0241

#### **Department of Home Affairs (Beitbridge Port Control)**

Tel: 015 530 0067  
Fax: 015 530 0070

#### **Department of Social Development**

Physical Address: Dept. of Health and Social Development Building  
18 College Street  
Polokwane  
Tel: 015 293 6004/6054/6011  
Fax: 015 293 6150/6060/6170

#### **South African Police Services (Musina)**

Tel: 015 534 7400

#### **South African Police Services (Beit Bridge)**

Tel: 015 534 7626

### **Legal Service Providers**

#### **Lawyers for Human Rights**

Physical Address: 42 Villa Lua  
National Road  
Musina  
Tel: 072 369 8780 or 079 508 0124  
Intake: This branch does not see clients at the office. The officers work mainly on arrest and detention monitoring at the relevant centres in Musina.

#### **Musina Legal Advice Office**

Physical Address: 1224 Rollet Kwindia Street

Extension 2 Nancefield  
Musina 0900  
Tel: 015 533 1002  
Fax: 015 533 1002/086 540 2990  
Intake: Monday – Friday 08:30-16:00  
Services: Paralegal assistance with all type of matters.

#### **University Of Venda Law Clinic**

Physical Address: Law School Building  
University of Venda  
Thohoyandou  
Telephone Number: 015 962 8637 / 015 962 8639  
Services: Provides legal assistance to everyone including migrants.

#### **University of Limpopo Law Clinic**

Physical Address: Office 1016, New R-Block  
University of Limpopo  
Polokwane  
Tel: 015 268 3221  
Services: Provides legal assistance to everyone including migrants.

#### **Mamadi Advice Centre**

Physical Address: At Taaibosh Office (ask for the office of the Chief)  
GaMamadi  
Tel: 083 757 1620  
Email: kopamp@yahoo.com  
Services: Offers paralegal advice to South Africans and non-South Africans

#### **Makhado Justice Centre (LAB)**

Physical Address: Noor Gardens  
Corner Krogh and Devenish Street  
Makhado  
Tel: 015 519 1100  
Fax: 015 519 1103  
Services: Provides free legal assistance to people who cannot afford private legal assistance.

#### **Polokwane Justice Centre (LAB)**

Physical Address: Pioneer Building  
52 Landdros Mare Street  
Polokwane  
Tel: 015 291 2429  
Fax: 015 295 4386  
Services: Provides free legal assistance to people who cannot afford private legal assistance.

#### **Modimolle Justice Centre (LAB)**

Physical Address: Shop 8, Nyl Sake Sentrum  
Nelson Mandela Street  
Modimolle (Nylstroom)  
Tel: 014 717 4977  
Fax: 014 717 4980  
Services: Provides free legal assistance to people who cannot afford private legal assistance.

**Thohoyandou Justice Centre (LAB)**

Physical Address: Office 29  
Law School Building  
University of Venda  
Thohoyandou  
Tel: 015 962 6202  
Services: Provides free legal assistance to people who cannot afford private legal assistance.

**Tzaneen Justice Centre (LAB)**

Physical Address: 2<sup>nd</sup> Floor, Tzaneen Crossing Mall  
Corner of Lydenburg and Skirving Street  
Tzaneen  
Tel: 015 307 3129  
Fax: 015 307 3113  
Services: Provides free legal assistance to people who cannot afford private legal assistance.

**Nkuzi Development Association**

Physical Address: 105 Schoeman Street  
Polokwane  
Tel: 015 297 6972  
Fax: 015 297 6975  
Services: Deals with the issues of abuse of farm workers.

**Basic Needs Service Providers**

**Children Resource Centre, Musina**

Physical Address: Rollet Kwindu  
Ext.2 Musina  
Contact: Ms. Ernie Nelusha  
Tel/fax: 015 533 1428  
Services: Works with unaccompanied migrant's children around Musina.

**Jesuit Refugee Services - Makhado**

Physical address: 01 Industria Street,  
Makhado, 0920  
Telephone: 015 516 3066  
Fax: 015 516 3066  
Email: thandi.jrslimpopo@vodamail.co.za  
Intake: Mon - Fri. 08:00 to 16:00

Services: Emergency assistance including food and non-food items for refugees. Transport money for travel and assistance with medical emergencies.

**Refugee Children's Project**

Physical Address: 13 Wilson Street

Musina

Cell: 072 270 2001

Services: Helps migrant children and vulnerable women access services and assists with finding shelter.

**Thohoyandou Children's Home**

Physical address: Thohoyandou Block

Thunda Maria Road

Contact: Mamane (Social Worker),

Tel: 015 962 1524

Cell: 082 701 0320

Services: Provides shelter facilities and looks after all children without parents including migrant children around Thohoyandou area.

**South African Red Cross Society (Mokopane)**

Physical Address: 56 Klerk Street

Mokopane

Tel: 015 491 8210

Fax: 015 491 8210

Services: May be able to provide emergency humanitarian assistance. Please call the office beforehand.

## **MPUMALANGA**

### **Governmental Service Providers**

#### **Department of Home Affairs (Nelspruit Regional Office)**

Physical Address: Corner Henshall and Brander Streets  
Nelspruit  
Tel: 013 753 3131  
Fax: 013 752 5250

#### **Department of Home Affairs (Witbank Regional Office)**

Physical Address: Justisie Avenue  
Witbank  
Tel: 013 656 6416  
Fax: 013 656 4834

#### **Department of Social Development**

Physical Address: 7 Government Boulevard  
Riverside Park, Ext 2  
Nelspruit  
Tel: 013 766 3098/3253  
Fax: 013 766 3475/3464

### **Statutory Bodies**

#### **South African Human Rights Commission**

Physical Address: Carltex Building  
32 Bell Street  
Nelspruit  
Tel: 013 752 5870  
Fax: 013 752 6890

### **Legal Service Providers**

#### **Nelspruit Justice Centre (LAB)**

Physical Address: Nedbank Centre  
30 Brown Street, Nelspruit  
Tel: 013 753 2154  
Fax: 013 755 1540  
Services: Provides free legal assistance to people who cannot afford private legal assistance.

#### **Witbank Justice Centre (LAB)**

Physical Address: Wibank Vusani House  
Aras Street  
Witbank  
Tel: 013 656 5290  
Fax: 013 656 5291  
Services: Provides free legal services to people who cannot afford private legal assistance.

**Ermelo Justice Centre (LAB)**

Physical Address: 14 Joubert Street  
Ermelo  
Tel: 017 819 7291  
Fax: 017 819 7270  
Services: Provides free legal services to people who cannot afford private legal assistance.

**Bohlabela Advice Centre**

Physical Address: R40 Main Road,  
BushbuckRidge (behind Ansari shopping complex)  
Tel: 013 799 1841  
Fax: 013 799 1841  
Intake: Mon – Fri. 08:30 – 16:00  
Services: Paralegal advice.

**Leandra Advice Centre**

Physical Address: 1095 Freddy Butana Khambule St  
Tel: 017 683 1229  
Fax: 017 683 0385  
Intake: Mon – Fri. 08:30 – 16:00  
Services: Paralegal advice.

**Nkomazi**

Physical Address: Stand no 788B Schoeman's Daal Trust  
Shongwe Mission  
Nkomazi Municipality  
Tel: 013 781 0660  
Fax: 086 546 2547  
Intake: Mon – Fri. 08:30 – 16:00  
Services: Paralegal advice

**Psycho-Social Support Services****Lifeline Nelspruit**

Physical Address: 27 Murray Street  
Nelspruit  
Tel: 013 755 2635  
Fax: 013 752 8444  
Crisis: 013 755 3606  
Hours: Limited telephone counselling Mon–Fri 08:00-13:00

## **NORTHERN CAPE**

### **Governmental Service Providers**

#### **Department of Home Affairs (Kimberley Regional Office)**

Physical Address: New Public Building  
Knight Street  
Kimberley  
Tel: 053 832 7267  
Fax: 053 831 4836

#### **Department of Home Affairs (Upington Regional Office)**

Physical Address: 22 Scott Street  
Upington  
Tel: 054 332 3117  
Fax: 054 332 4799

#### **Department of Social Development**

Physical Address: Mimosa Complex  
Barkley Road  
Homestead  
Kimberley  
Tel: 053 807 5600  
Fax: 053 807 5603

### **Statutory Bodies**

#### **South African Human Rights Commission**

Physical Address: Ancorley Building  
50 Mark Street  
Uppington  
Tel: 054 332 3993  
Fax: 054 332 7750

### **Legal Service Providers**

#### **Lawyers for Human Rights**

Physical Address: River City Centre  
Corner Hill and Scott Streets  
Upington  
Tel: 054 331 2200  
Fax: 054 331 2220  
Services: Deals with farm workers but facilitates contact with  
LHR migrants rights project.

#### **Colesberg Justice Centre (LAB)**

Physical Address: Ortlepp House  
30 Church Street  
Colesberg  
Tel: 051 753 2280

Fax: 051 753 1317  
Services: Provides free legal services to people who cannot afford private legal assistance.

**Kimberley Justice Centre (LAB)**

Physical Address: 43 Sydney Street  
Kimberley  
Tel: 053 832 2348  
Fax: 053 832 2356  
Services: Provides free legal services to people who cannot afford private legal assistance.

**Upington Justice Centre (LAB)**

Physical Address: 16 Weideman Street  
Upington  
Tel: 054 337 9200  
Fax: 054 337 9210  
Services: Provides free legal services to people who cannot afford private legal assistance.

**LAB Springbok Satellite Office**

Physical Address: Portion of Old Royal Food  
Corner of van Riebeck and Loop Street  
Springbok  
Tel: 027 718 2449  
Fax: 027 718 2453  
Services: Free legal assistance for people who cannot afford private legal assistance.

**Basic Welfare**

**South African Red Cross Society**

Physical Address: 10 Harmon Street  
Kimberley  
Tel: 053 832 9189  
Services: May be able to provide emergency humanitarian assistance. Please call the office beforehand.

## **NORTH WEST**

### **Governmental Service Providers**

#### **Department of Home Affairs (Mmabatho Regional Office)**

Physical Address: Motswedi House  
L M Mangope Highway  
Mmabatho  
Tel: 018 462 6720  
Fax: 018 462 1933

#### **Department of Social Development**

Physical Address: Provident Building  
University Drive  
Mmbatho  
2735  
Tel: 018 387 0255/3497  
Fax: 018 384 5521/6219

### **Statutory Bodies**

#### **South African Human Rights Commission**

Physical Address: 170 Klopper Street  
Rustenburg  
Tel: 014 592 0694  
Fax: 014 594 1069

### **Legal Service Providers**

#### **Ga-Rankuwa Justice Centre (LAB)**

Physical Address: Shop 23  
Ga-Rankuwa City Centre  
Ga-Rankuwa  
Tel: 012 700 0595  
Services: Provides free legal services to people who cannot afford private legal assistance.

#### **Klerksdorp Justice Centre (LAB)**

Physical Address: 3<sup>rd</sup> Floor, Room 333175, West End Building  
Siddle Street  
Klerksdorp  
Tel: 018 464 3022  
Fax: 018 562 8607  
Services: Provides free legal services to people who cannot afford private legal assistance.

#### **Lichtenburg Justice Centre (LAB)**

Physical Address: 25 Bantje Street  
Lichtenburg  
Tel: 018 632 7600

Fax: 018 632 7609  
Services: Provides free legal services to people who cannot afford private legal assistance.

**Mafikeng Justice Centre (LAB)**

Physical Address: 3<sup>rd</sup> Floor, East Gallery  
Mega City Complex  
Mmabatho  
Tel: 018 387 5111  
Services: Provides free legal services to people who cannot afford private legal assistance.

**Potchefstroom Justice Centre (LAB)**

Physical Address: 2<sup>nd</sup> Floor, Royal Building  
James Moroka Street  
Potchefstroom  
Tel: 018 293 0045  
Fax: 018 297 7425  
Services: Provides free legal services to people who cannot afford private legal assistance.

**Rustenburg Justice Centre (LAB)**

Physical Address: Office 21, Tlhabane Community Complex  
Tlhabane  
Tel: 014 565 5704  
Fax: 014 565 6821  
Services: Provides free legal services to people who cannot afford private legal assistance.

**Vryburg Justice Centre (LAB)**

Physical Address: Shop 10 and 15, Corner of De Cock and Vry Street  
Vryburg Mall  
Vryburg  
Tel: 053 927 0095  
Fax: 053 927 0119  
Services: Provides free legal services to people who cannot afford private legal assistance.

**Thlabolagang Advice Centre**

Physical Address: 1051 Van der Walt Street  
Coligny  
Tel: 073 664 9748  
Services: Paralegal assistance.

**Lethabong Legal Advice Centre**

Physical Address: 4411 Molapisi Street  
Vula section  
Lethabong  
Tel: 012 270 1343 / 2353  
Fax: 012 270 2794

Email: [moeranej@webmail.co.za](mailto:moeranej@webmail.co.za)  
Services: Capacity building on gender issues, HIV/AIDS and human rights. Paralegal services as well as referrals to legal organisations where necessary.

**Basic Needs Assistance**

**South African Red Cross Society**

Physical Address: 10 Corner Nelson Mandela and Carney Street  
Mafikeng

Tel: 018 381 6778

Fax: 018 381 6778

Services: May be able to provide emergency humanitarian assistance. Please call the office beforehand.

## **FREE STATE**

### **Governmental Service Providers**

#### **Department of Home Affairs (Bloemfontein Regional Office)**

Physical Address: L T Trust Building  
108 Maitland Street  
Bloemfontein  
Tel: 051 403 9100  
Fax: 051 430 8814

#### **Department of Social Development**

Physical Address: Old Mutual Building  
Maitland Street  
Bloemfontein  
9300  
Tel: 051 400 0302  
Fax: 051 400 0224/8156

### **Statutory Bodies**

#### **South African Human Rights Commission**

Physical Address: 50 East Burger Street  
Bloemfontein  
Tel: 051 447 1130  
Fax: 051 447 1128

### **Legal Service Providers**

#### **Bloemfontein Justice Centre (LAB)**

Physical Address: 2<sup>nd</sup> Floor, St Andrews Centre  
113 St Andrew Street  
Bloemfontein  
Tel: 051 447 9915  
Fax: 051 447 2106  
Services: Provides free legal services to people who cannot afford private legal assistance.

#### **Kroonstad Justice Centre (LAB)**

Physical Address: 99 Murray Street  
Kroonstad  
Tel: 056 216 4800  
Fax: 056 212 4522  
Services: Provides free legal services to people who cannot afford private legal assistance.

#### **Phuthadithjaba Justice Centre (LAB)**

Physical Address: Block E, FDC Building  
Corner of Motloung and Setai Streets  
Phuthadithjaba

Tel: 058 713 5000  
Fax: 058 713 5002  
Services: Provides free legal services to people who cannot afford private legal assistance.

**Welkom Justice Centre (LAB)**

Physical Address: Archiquant Building, 8 Heeren Street  
Welkom  
Tel: 057 357 2847  
Fax: 057 357 1948  
Services: Provides free legal services to people who cannot afford private legal assistance.

**Basic Needs Service Providers**

**Adventist Development and Relief Agency (ADRA)**

Physical Address: 2 Link Road  
Bloemfontein  
Tel: 051 430 4069  
Fax: 051 430 1502  
Services: Crisis assistance, basic humanitarian needs (food and non-food items), transportation assistance.

**South African Red Cross Society**

Physical Address: Psychiatric Complex  
Nico van der Merwe Avenue  
Bloemfontein  
Tel: 051 448 1259  
Fax: 051 448 1275  
Services: May be able to provide emergency humanitarian assistance. Please call the office beforehand.

**Psycho-Social Counselling**

**FAMSA**

Physical Address: 10 Strauss Street  
Universitas  
Bloemfontein  
Tel: 051 525 2395  
Fax: 051 522 4199

## QUICK REFERENCE TO USEFUL WEBSITES

CoRMSA	<a href="http://www.cormsa.org.za">www.cormsa.org.za</a>
Department of Home Affairs	<a href="http://www.dha.gov.za">www.dha.gov.za</a>
Department of Social Development	<a href="http://www.dsd.gov.za">www.dsd.gov.za</a>
Department of Health	<a href="http://www.doh.gov.za">www.doh.gov.za</a>
SA Human Rights Commission	<a href="http://www.hrc.org.za">www.hrc.org.za</a>
Commission on Gender Equality	<a href="http://www.cge.org.za">www.cge.org.za</a>
Independent Complaints Directorate	<a href="http://www.icd.gov.za">www.icd.gov.za</a>
Commission for Conciliation Mediation and Arbitration	<a href="http://www.ccma.org.za">www.ccma.org.za</a>
Medicins Sans Frontieres	<a href="http://www.msf.org.za">www.msf.org.za</a>
UN High Commission for Refugees	<a href="http://www.unhcr.org">www.unhcr.org</a>
UNICEF	<a href="http://www.unicef.org/southafrica">www.unicef.org/southafrica</a>
International Organisation for Migration	<a href="http://www.iom.int">www.iom.int</a>
Southern African Migration Project	<a href="http://www.queensu.ca/samp">www.queensu.ca/samp</a>
Forced Migration Studies Programme	<a href="http://www.migration.org.za">www.migration.org.za</a>
Lawyers for Human Rights	<a href="http://www.lhr.org.za">www.lhr.org.za</a>
South African Government Information	<a href="http://www.info.gov.za">www.info.gov.za</a>

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