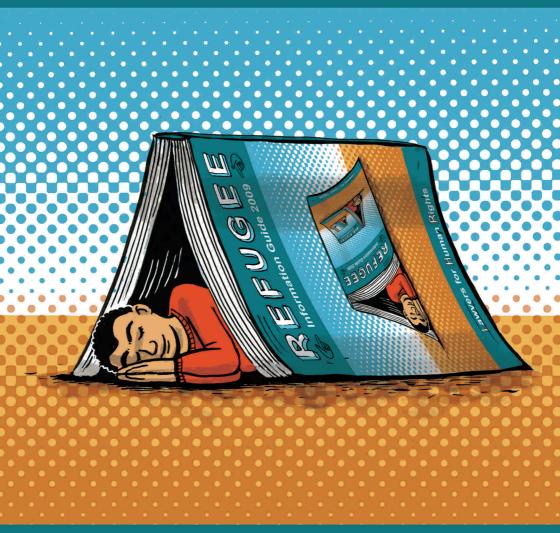
REFUGEE Information Guide 2009



Lawyers for Human Rights

National directory of immigrant and refugee service providers

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National emergency and help lines

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 - → Eastern Cape
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Quick reference website guide



National emergency and help lines

AIDS Helpline

AIDS Hotline

Ambulance

Be Court Wise

Cancer Helpline

Childline

DHA complaints line

Fire brigade

loveLife

National Network on Violence against Women

Police emergency

United Nations High Commissioner for Refugees

Women abuse helpline

- → 0800 012 322
- → 0800 110 605
- → 10177
- → 083 22 99 440
- → 0800 22 66 22
- → 0800 055 555
- → 0800 60 11 90
- \rightarrow 10177
- → 0800 121 900
- → 012 348 1234
- → 011 838 0411
- → 10111
- → 012 338 5302
- → 0800 150 150

National offices and organisations

Government

Department of Home Affairs

Ministry of Home Affairs

- Second Floor, Executive Block, Corner Maggs and Petroleum streets, Waltloo, Pretoria
- Private Bag X114, Pretoria, 0001
- 012 810 8099 (Pretoria) | 021 469 1600 (Cape Town)
- 012 810 7307 (Pretoria) | 021 461 4191 (Cape Town)

Deputy Minister of Home Affairs

012 810 8024 🙆 012 810 7311

Director General of Home Affairs

Directorate: Refugee Affairs

012 810 8911 012 810 8177

Refugee Appeal Board of South Africa

Services

Considers appeals brought against the decisions of the refugee status determination officers

- 16th Floor, Sanlam Centre, Corner Andries and Pretorius streets, CBD, Pretoria
- The Secretary: Refugee Appeal Board, Pretmed Building, Private Bag X500, CBD, Pretoria, 0001

Standing Committee for Refugee Affairs

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

- (a) 16th Floor, Sanlam Centre, Corner Andries and Pretorius streets, CBD, Pretoria
- 012 320 0961 012 320 1273

Department of Social Development

 $Role \rightarrow Responsible$ for social assistance and care of vulnerable persons such as unaccompanied minors

- HSRC Building, 134 Pretorius Street, CDB, Pretoria
- Private Bag X901, Pretoria, 0001
- © 012 312 7500/7653 🙆 012 312 7988

Non-governmental organisations

Family and Marriage Society

Services → Family and marital counselling

- 15 Pascoe Avenue, Kempton Park, Gauteng
- 011 975 7107 🙆 011 975 7108

Forced Migration Studies Programme

Services — Centre for research and teaching that helps shape global discourse on migration aid and social transformation. The programme regularly undertakes community outreach actions

- The Graduate School for the Humanities and Social Sciences, Room 6, Ground Floor, South West Engineering Building, University of the Witwatersrand, Johannesburg
- 011 717 4032 🖾 011 717 4040
- migration@migration.wits.ac.za

Jesuit Refugee Services Regional Head Office

Services → Coordinates all the work of the Jesuit Refugee Services offices in the region

- St Vincent's School, 158 Oxford Road, Rosebank, Johannesburg
- © 011 327 0811 @ 011 327 0811
- southern.africa@jrs.net

Law Society of South Africa

Services → Assists with the identification of attorneys who specialise in immigration and refugee law by area

- 304 Brooks Street, Menlo Park, Pretoria
- PO Box 36626, Menlo Park, Pretoria, 0102
- © 012 366 8800 🖾 012 362 0969
- liaison@lssalead.org.za

Legal Aid South Africa

Services → Provides free legal services to indigent people in South Africa

- Sixth Floor, Van Der Stel Building, 179 Pretorius Street, CBD. Pretoria
- 012 401 9200 🖾 012 324 1950

Parliamentary Monitoring Group

Services

Monitors the proceedings of South African parliamentary committees and makes available the minutes of such proceedings

- Second Floor, Associated Magazines, 21 St Johns Street, Cape Town
- © 021 465 8885 @ 021 465 8887
- www.pmg.org.za

Non-governmental organisations (continued)

Statutory bodies

Commission on Gender Equality

Services

Promotes gender equality and makes recommendations on any laws and policy that affect gender equality

- Women's Jail, Constitution Hill, 2 Kotze Street, Braamfontein, Johannesburg
- PO Box 32175, Braamfontein, 2017
- 011 403 7182 @ 011 403 7188
- cgeinfo@cge.org.za

Council for Conciliation, Mediation and Arbitration

Services

Advises on labour rights and codes of good practice in terms of the Labour Relations Act, and mediates in labour related disputes.

- 10th Floor, JCl Building, 28 Harrison Street, CBD, Johannesburg
- © 011 377 6650 🖾 011 834 7386
- (i) 011 377 6650/00 (hotline)

Gauteng Rental Housing Tribunal

Services \rightarrow Deals with all types of illegal or unfair practices relating to the landlord-tenant relationship

- 14th Floor, The 1066 Old Mutual Building, 35 Pritchard Street, CBD, Johannesburg
- **(** 011 630 5035 🕝 011 630 5057
- (toll-free) 0800 046 873 (toll-free)

Independent Complaints Directorate

 $\textbf{Services} \rightarrow \textbf{Investigates rights violations by the police}$

- 388 Andries Street, CBD, Pretoria
- Private Bag X941, Pretoria, 0002
- 🚺 012 392 0400 🙆 012 320 3116/7

Public Protector

Services \rightarrow Receives and investigates complaints from the public against government agencies or officials, and has the power to recommend corrective action and to issue reports

- Hillcrest Office Centre, 174 Lynwood Road, Brooklyn, Pretoria
- Private Bag X677, Pretoria, 0001
- 🐧 012 366 7000 🕝 012 362 3473
- (toll-free) 0800 112 040 (toll-free

South African Human Rights Commission

Services → Addresses human rights violations and seeks redress for such violations through monitoring, advocacy, education and training

- 29 Princess of Wales Terrace, Corner York and St Andrews streets, Parktown, Johannesburg
- Private Bag 2700, Houghton, 2041
- © 011 484 8300 🖾 011 484 1360

South African Qualifications Authority

Services — Provides information regarding the evaluation of foreign qualifications

- hatfield Forum West, 1067 Arcadia Street, Hatfield, Pretoria
- Postnet Suite 248, Private Bag X06, Waterkloof, 0145
- 012 431 5000 🙆 012 438 5147
- (a) 086 010 3188 (helpdesk)

International organisations

Amnesty International

Services → Promotes and advocates human rights

11th Floor, Braamfontein Centre, 23 Jorissen Street,

(011 339 5505 (011 339 5508

www.amnesty.org.za

International Committee for the Red Cross

Services → Assists with family tracing

790/794 Church Street, Arcadia, Pretoria

pretoria.pre@icrc.org

International Organisation for Migration

 $\ensuremath{\mathsf{Services}} \to \ensuremath{\mathsf{Assists}}$ with voluntary repatriation and transportation

Third Floor, Sanlam Building, corner Festival and Arcadia streets. Hatfield, Pretoria

(012 342 2789 🖾 012 342 0932

mrfpretoria@iom.int

United Nations High Commissioner for Refugees

Services

Assists the South African government directly and through implementing partners in providing protection to and finding durable solutions for refugees and asylum seekers

Metropark Building, 351 Schoeman Street, CBD, Pretoria

012 354 8303 012 354 8390

UNICFF

Services

Assists with support for the protection and welfare of children

Metropark Building, 351 Schoeman Street, CBC, Pretoria

012 354 8201 🙆 012 354 8293

Provincial offices and organisations

Eastern Cape

Basic needs service providers

Diocesan Development Forum

Services → Accommodation, advice and support for HIV/AIDS patients

★ 58 St Patrick's Road, Port Elizabeth

Somali Association Eastern Cape

Services → Assists refugees in accessing services in the Port Flizabeth area

90 Stanford Road, Korsten, Port Elizabeth

041 600 6020 A 041 453 5107

South African Red Cross

Services

Tracing services (exchange of family news through Red Cross societies in various countries); assistance with reuniting vulnerable persons, such as unaccompanied minors (up to age 18 years) or elderly persons with their families in host country (or in South Africa); processes requests for school, university, birth, marriage or death certificates.

16 St Marks Road, Southernwood, East London

18 Bain Street, Central, Port Elizabeth

043 722 2400 (East London) 041 585 6745 (Port Elizabeth)

043 743 9033 (East London)041 586 4334 (Port Elizabeth)

Legal services

Black Sash

Services → Paralegal advice on accessing social grants, labour matters and other legal matters

- 6 Bathurst Street, Grahamstown
- Dorsham House, corner Elizabeth and Govan Mbeki avenues, Port Elizabeth
- 046 622 8091 (Grahamstown) 041 487 3288 (Port Elizabeth)
- 046 622 7647 (Grahamstown) 041 484 1107 (Port Elizabeth)

Services → Free legal assistance for indigent people

- 1 Commissioner Street
- 043 704 4700 043 704 4716

Legal Resources Centre

Services

Takes up constitutional cases that benefit a group of people

- 116 High Street, Grahamstown
- 046 622 9230 40 046 622 3933

Services → Free criminal and civil legal assistance to indigent people

- President Centre, 564 Govan Mbeki Avenue, North End
- 041 408 2800 041 487 3335

Services → Free legal assistance for indigent people

- 2 Robinson Road
- 045 807 3500 045 838 4620

Rhodes University Legal Aid Clinic

Services → Free legal assistance to indigent people

- 41 New Street, Grahamstown
- 046 622 9301 046 622 9312

Rhodes University Satellite Legal Aid Clinic

Services → Free legal assistance focusing on farm worker/rural issues

- 24 Ebden Street, Queenstown
- 045 838 5600 045 838 5271

Governmental service providers

Department of Home Affairs

Queenstown district office

- 5 7eiler Street
- 045 839 2109 🙆 045 838 1429

Refugee reception office

Services → Processes all asylum applications for this region

- KIC, 5 Sidon Street, North End, Port Elizabeth
- 041 403 7412/11 041 403 7433
- Sipho.Lucas@dha.gov.za

Regional office

- Old Etata Building, corner Owen and Leeds roads, Umtata
- 047 531 5040 A 047 531 2060

Department of Social Development

Port Flizabeth

- Corner Stroon and Matie streets. Stoondale
- 041 451 3458

Provincial office

- Dukumbana Building, Independent Avenue, Bisho
 - 040 608 5806/5810 🙆 040 639 1644

South African Police Services

- Corner Lennox Street and Mount Road, Port Elizabeth
- 041 394 6326

Psycho-social support services

FΔMSΔ

Services → Family and marital counselling

63A High Street, Grahamstown

Lifeline Port Elizabeth

Services → 24-hour telephonic crisis counselling

1 Nile Road, Perridgeville

041 373 8882 041 373 8880

(a) 041 373 8666 (crisis line)

Port Elizabeth Mental Health

Services → Free family counselling by appointment

21 William Street, Cotswold

041 365 0502 🕝 041 365 0529

Shelters

Salvation Army Haven of Hope

Services → Limited emergency accommodation

11 Fettes Road, North End, Port Elizabeth

🕔 041 373 4317 🕝 041 373 9363

Statutory bodies

South African Human Rights Commission

Fourth Floor, Oxford House, Oxford Street, CBD, East London

🕔 043 722 7821 🕝 043 722 7830

Free State

Governmental service providers

Department of Home Affairs

Bloemfontein regional office

Corner Moshoeshoe and Lubbe streets, Rocklands

🐧 051 412 7100 🕝 051 434 1316

Department of Social Development

Old Mutual Building, Maitland Street, Bloemfontein

051 400 0302 🙆 051 400 0211

Psycho-social counselling

FAMSA

10 Strauss Street, Universitas, Bloemfontein

051 525 2395 🕝 051 522 4199

Statutory Bodies

South African Human Rights Commission

6 50 East Burger Street, Bloemfontein

051 447 1130 🙆 051 447 1128/086 635 4180



Gauteng: Johannesburg

Basic needs service providers

Central Methodist Church

Services → Emergency accommodation for new arrivals, medical assistance for immigrants, counselling to refugees infected and affected by HIV/AIDS, pre-school and school

 $\mbox{Intake} \rightarrow \mbox{Mondays}$ to Fridays 8.30am to 4.30pm and after hours

Corner Pritchard and Small streets, CBD

011 333 7672 (4) 011 333 3254

central district@methodist.org.za

Christians for Peace in Africa

Services → Arranges school matters for asylum seekers and refugees, offers counselling, distributes second-hand clothing and provides other humanitarian assistance Intake → Daily from 10am to 2pm, but preferably call first

At Yeoville Community School. 66 Regent Street. Yeoville

011 888 6427 (Reverend Thomas-Rene Kitutu)

christiansforpeaceinafrica@yahoo.com www.christiansforpeaceinafrica.co.za

Coordinating Body for Refugee Communities

Services

Assists with access to primary and secondary education, provides orientation for immigrants arriving in South Africa, lobbies and undertakes advocacy on refugee issues and provides referrals to NGOs on other issues

First Floor, Royal Place Building, 85 Eloff Street, CBD

🐧 011 333 6599 🔞 refugee@cbrc.org.za

Gift of the Givers

Services → Disaster response and humanitarian work Intake → No direct intakes, prefers liaising with NGOs

43 Mint Road, Fordsburg

🕔 011 832 1546 🕝 011 832 1535

info@giftofthegivers.org

Jesuit Refugee Services

Services

Limited accommodation and assistance for new arrivals and vulnerable groups, referrals to hospitals and clinics, counselling to refugees infected and affected with HIV/AIDS, limited funeral assistance, small-business assistance, educational assistance for primary and secondary schools

Seventh Floor, Royal Place Building, 85 Eloff Street, CBD

📞 011 333 0980 🕝 011 333 0119

民 thabile@jrssa.co.za

Papillion Development Centre

Services \rightarrow English Classes, computer training, distributes clothing to orphans and the poor

Intake → Mondays to Thursdays 9am to 1pm
Only open to people with valid permits

Corner Mabel and Lilv streets. Rosettenville

011 435 9799 (4) 086 610 2852

Refugee Ministries Centre

Services → Facilitates access to asylum offices in Johannesburg and Pretoria for vulnerable groups, provides interpretation services and monitoring at Johannesburg and Pretoria refugee reception offices and Lindela, helps with education through the Three2Six Programme at Sacred Heart College

Intake → Daily from 8am to 1pm

13 Wanderers Street, CBD (for intakes)
71 Frederick Street, Observatory (administrative office)

011 333 8452 🙆 086 503 9069 011 622 8771 (administrative office)

info@refugeeministries.org.za

Refugee Children's Project

Services — Supports refugee children in particular, assists with access to schools, applications for fee exemptions, debt cancellation for unpaid school fees and psycho-social support, provides uniforms and stationery and skills training for women and teenagers

Intake → Mondays to Thursdays 8.30am to 4pm

Fifth Floor, Meubelsentrum Building, 11 Kerk Street, corner Mooi. CBD

PO Box 15744, Braamfontein, 2028

011 333 9266 🕝 011 333 8757

Regional repsa@rcpafrica.org.za

Somali Association of South Africa

Head office

@ 97 Seventh Avenue, corner Church Street, Mayfair

011 839 0939 🕝 086 698 6423



Somali Community Board

Head office

Office 13, Amal Shopping Centre, 144 Central Avenue, Mayfair

011 837 2910 🙆 011 837 2910

linfo@somalisouthafrica.co.za

South African National Zakaat Foundation

Services → Muslim charity that provides humanitarian assistance, business-skills training and bursaries

Intake → Mondays, Tuesdays and Thursdays from 9am to 1pm

39 Mint Road, Fordsburg

011 834 6046 🕝 011 833 4003

jhb2@sanzaf.org.za

South African Red Cross Society

Services

Direct humanitarian assistance, family tracing and facilitation of the sending and receiving of messages from families across conflict zones

Intake → Mondays to Thursdays 9am to 12pm

16th Floor, Sable Centre, 41 De Korte street, Braamfontein

🐧 011 339 1992 🕝 011 339 1993

Governmental service providers

Department of Home Affairs

Johannesburg regional office

New Government Building, corner Harrison and Plein streets. CBD

011 639 4000 🖾 011 834 6623

Lindela Deportation Centre (Home Affairs)

10 Tom Muller Road, Krugersdorp West

() 011 662 0500

OR Tambo International Airport port control

(011 975 1516/0765 (011 390 1015

Refugee reception office

Services

Processes applications for refugee status, refugee identity documents etc.

19 Planet Avenue, Crown Mines

011 226 4600 011 226 4603/02

Florencia.Belvedere@dha.gov.za

Department of Social Development

Thusanong Building, 69 Commissioner Street, CBD

© 011 355 7600 🙆 011 355 7653

Joburg City Migrants Help Desk

Services — Assists migrants with accessing government services in Johannesburg and provides general advice to migrants

CJ Cronje Building, 80 Loveday Street, CBD 100 Christiaan de Wet Road, Florida Park

011 376 8684 (CBD desk) 011 761 0270 (Florida Park desk)

011 376 8593 (CBD desk)
 011 472 6930 (Florida Park desk)

Johannesburg Family Court

Services — Adjudicates on family-law matters and assists in instituting divorce proceedings

15 Market Street, CBD

(011 639 0433



Legal services

Black Sash

Services → Provides paralegal assistance to help secure grants and ensures administrative justice

first Floor, Khotso House, 25 Anderson Street, CBD

011 834 8361/5 011 492 1177

auteng@blacksash.org.za

Johannesburg Justice Centre Legal Aid SA

Services → Provides free legal aid to indigent people

SA Eagle House, Ninth Floor, 70 Fox Street, CBD

Lawvers for Human Rights

Services — Provides legal assistance regarding unlawful arrest, detention and deportation, assistance with asylum-application procedures, appeals and reviews in case of rejected asylum applications

Intake → Mondays to Thursdays 8.30am to 1pm for walk-ins

Braamfontein Centre, 23 Jorissen Street, Braamfontein

011 339 1960 (A) 011 339 2665

民 joburg@lhr.org.za

Legal Resources Centre

Services \rightarrow Assists with class-action legal cases that impact on big groups

Braam Fischer House, 25 Rissik Street, CBD

ProBono.ora

Services \rightarrow Puts immigrants in touch with private lawyers etc who may take on their matters for free

Intake → Thursday mornings only for refugee matters

Office 902, Ninth Floor, Schreiner Chambers, 94 Pritchard Street. CBD

🕠 011 336 9510 🕝 011 336 9511

Tshwaranang Legal Advocacy Centre to End Violence against Women

Services → Legal counselling regarding domestic violence, rape, maintenance, custody access

Intake \rightarrow Mondays to Fridays from 8.30am to 4pm, appointments preferred

Tenth Floor, Braamfontein Centre, 26 Jorissen Street,

() 011 403 4267/8230 **(**) 011 403 4275

Reception@tlac.org.za

University of Witwatersrand Law Clinic

Services

Provides legal assistance with asylum applications, appeals and reviews in case of rejected applications and other general legal advice

Intake → Mondays from 12pm onwards

1 Jan Smuts Ave. Braamfontein

© 011 717 8562 @ 011 717 8519



Psycho-social counselling services

Centre for the Study of Violence and Reconciliation

Trauma clinic

Services \rightarrow Provides individual and group counselling to survivors of violence and torture, facilitates support groups, offers training workshops on complex trauma and trauma management, also offers specialist services for the psychiatric management of survivors of complex trauma and torture, runs community outreach programmes to raise awareness on trauma Intake \rightarrow Mondays to Thursdays 9am to 4pm for assessment

Fourth Floor, Braamfontein Centre, 23 Jorissen Street,

Braamfontein

🕔 011 403 5102 🕝 011 403 7532

info@csvr.org.za

Islamic Careline

Services

Counselling for abused women and children, marital counselling, trauma debriefing, play therapy, HIV/AIDS counselling

Intake \rightarrow Mondays to Thursdays 9am to 4pm, Fridays 9am to 12pm

Fees → Donations preferred for face-to-face counselling

32 Dolly Rathebe Road, Fordsburg

PO Box 42872, Fordsburg, 2033

(L) 011 373 8080 (A) 011 373 8099

careline@islamsa.org.za

Johannesburg Child Welfare

Services \rightarrow Counselling and therapy for abused children under the age of 12

Intake → Mondays to Fridays 8.30am to 4pm

41 Fox Street, corner West Street, CBD

011 298 8500 🕝 011 298 8590

director@jhbchildwelfare.org.za

Lifeline

Services \rightarrow Rape counselling for survivors and family, domestic violence counselling and trauma counselling

Intake -> Direct counselling by appointment only

 $\textbf{Fees} \rightarrow \textbf{Donations accepted}$

2 The Avenue, corner Henrietta Street, Norwood

🕔 011 728 1347 (24-hour crisis line)

Ø 011 728 3497

People Opposing Women Abuse

Services

Telephonic and individual counselling for women, legal advice and court preparation, shelters for abused women

Fees → Donations accepted

Confidential

🕠 011 642 4345/6 🕝 011 484 3195

083 7651235 from 4.30pm (crisis line)

info@powa.co.za

Sonke Gender Justice Network

Services

Addresses gender, HIV and health vulnerabilities through advocacy and training

Sable Centre, 41 De Korte Street, 16th Floor, Braamfontein

P.O Box 31166, Braamfontein, 2017

011 339 3589 🕝 011 339 6503

info@genderiustice.org.za

Southern African Centre for Survivors of Torture

Services

Assists Zimbabwean torture victims with specialised individual and group counselling, also provides medical assistance for torture survivors

Intake → Mondays to Thursdays 9am to 12pm for assessment

11th Floor, Braamfontein Centre, 23 Jorissen Street,

011 339 4476 🖾 011 339 4477

sacstinfo@gmail.com



Public health facilities

Coronationville Hospital

Corner Fuel and Oudswarren streets, Newclare

011 470 9000 @ 011 477 4113

Helen Joseph Hospital

Perth Road, Auckland Park

() 011 489 1011

Hillbrow Community Health Centre

Corner Smit and Klein streets. Hillbrow

011 694 3700

Johannesburg General Hospital

Jubilee Road, Parktown

011 488 4911 🖾 011 643 1612

Yeoville Clinic

Services — Family planning, pre- and post-HIV and sexually transmitted disease testing and counselling, provision of the emergency pill. Social worker available for counselling on Thursdays

Corner Kenmere and Hopkins streets, Yeoville

011 648 7979 🕝 011 4872048

Shelters

Bethany Shelter

Restrictions → Free shelter for abused women only

Corner Millbourn Road and Vilioen Street, Bertrams

() 011 614 3245 **(**) 011 624 2647

dedwards@netactive.co.za

Bienvenue Shelter

Services → Shelter for newly arrived refugee women and children. Three-month limit. Referrals only.

36 Terrace Road, Bertrams

011 624 2915 🚇 011 624 2915

6 082 509 2912

Ekhaya Overnight Shelter

 $\mbox{\bf Restrictions} \rightarrow \mbox{\bf Men}$ and women, but no children allowed. R4/night

Corner Quartz and Kotze Streets, Hillbrow

<u>(</u>011 725 6531 🙆 011 725 6572

steven@mes.org.za

Freda Hartley Shelter for Women

Restrictions → Free shelter for women only

97 Regent Street, Yeoville

© 011 648 6005 🖾 011 648 3016

Jabulani Khakibos Kids Centre

Restrictions → For boys who have been on the streets

1 High Street, Berea

🙆 011 642 0736 橠 jabulanikhakiboskids@gmail.co.za

Place of Refuge

Restrictions → For men and women

Diagonal Street, La Rochelle

011 435 7867

Rosebank Mercy Centre

Restrictions → Single men only, R5/night

17 Sturdee Avenue, Rosebank

011 447 4399

Strabane Mercy Centre

Restrictions \rightarrow Only men and women over 30 years of age, R5/day

98 Kerk Street, CBD

011 336 2423 (A) 011 336 2423

The House

Restrictions \rightarrow For girls between 12 and 18 only, three month limit

60 Olivia Road, Berea

011 680 2913 🖾 011 433 0901

Usindiso Sanctuary

Restrictions → For abused women, especially those with children, capacity for 85 women, R62/month

80 Albert Street, Marshalltown

© 011 334 1143 🕝 011 334 1206



Soup kitchens

Cathedral of Christ the King

Saratoga Avenue, Joubert Park

Irene Church

Corner Belt and End streets, Doornfontein

Trinity Congregation Church

Corner Muller and Bedford streets, Yeoville

Gauteng: Tshwane

Basic needs service providers

Jesuit Refugee Services

Services

Provides limited accommodation and assistance for new arrivals and vulnerable groups, referral letters to hospitals, HIV/AIDS counselling, limited funeral assistance, micro loans and grants for primary education

Provisus Building, 523 Church Street, Arcadia

012 341 9185 (A) 012 341 8407

admin@jrssa.co.za

Misericordia International Centre

Services → Free English and French classes

Wesley Methodist Church, 258 Burgers Park Lane, Pretoria

012 322 5888

Refugee Aid Organisation

 $\ensuremath{\mathsf{Services}} \to \ensuremath{\mathsf{Humanitarian}}$ assistance for unaccompanied and separated children

Intake → By appointment only

Corner Prinsloo and Jacob Mare streets, Sunnyside

072 785 3959 @ 012 320 2949

民 claudia@sa-rao.org



Governmental service providers

Department of Home Affairs

Pretoria regional office

Sentrakor Building, Pretorius Street, CBD

© 012 324 1860/74 🖾 012 326 8328

Refugee reception office (Marabastad)

Services → Processes asylum applications in the Pretoria area

Corner DF Malan Drive and Struben Street, Pretoria West

012 327 3500 🙆 012 327 2621

Solani.Ntukwana@dha.gov.za

Tshwane interim refugee reception office

Services → Processes asylum applications from SADC nationals

Pretoria Showgrounds, 203 Soutter Street, Pretoria West

012 306 0800 @ 086 518 3362

Pretoria Sexual Offences Court

Corner Schoeman and Schubart streets, CBD

🕠 012 319 4000 🙆 012 323 5733

Legal service providers

Lawyers for Human Rights: Refugee Rights Project

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

Intake → Mondays to Thursdays 9am to 12pm

Kutlwanong Democracy Centre, 357 Visagie Street, CBD

© 012 320 2943/4/5 🙆 012 320 2949

Pretoria Justice Centre (LAB)

Services → Free legal services to indigent people

A Van Der Stel Building, 179 Pretorius Street, Pretoria

(012 401 9200 **(** 012 324 9150

Psycho-social counselling services

FΔMSΔ

Services → Family and individual counselling

Intake → By appointment only

Fees \rightarrow R180 for individual counselling, R220 for couple counselling

234 Lange Street, Brooklyn

Registration of the state of th

Inter Trauma Nexus

Services → Rape counselling, victim support, post-traumatic stress disorder

Intake → Per appointment only

Fees → R300/session

425A Ronald Street, Garsfontein

Lifeline

Services → Face-to-face rape counselling for survivors and family, domestic-violence counselling

Intake → Per appointment during office hours

Fees → Donations accepted

153 Allcock Street, Colbyn

(i) 012 342 2222 (24-hour crisis line)

info@lifelinepta.org.za

Sonke Gender Justice Network

345 DF Malan Drive corner Proes and Pretoria streets, Pretoria West

012 327 2484



Public health facilities

Pretoria Academic Hospital

Corner Voortrekker Road and Dr Savage Street, Gezina

012 354 1000

Pretoria West Hospital

Syweirde Street, Pretoria West

012 648 7979

Shelters

Itumelena

Restrictions → For street children, boys only between the ages of 6 and 18. Maximum capacity 18 boys

53 Plein Street, Sunnyside

© 012 343 1373 🙆 012 344 5747

Mercy House

Restrictions → Only accepts referrals from a social worker, for abused women and children

53 Plein Street, Sunnvside

012 329 5528

Pam se Huis

Restrictions → Only for the elderly

Fee → R700/month

885 Botha Street, Hermanstad

012 379 7338

The Salvation Army

Restrictions → Only open to pensioners

Fee → R700/month

219 Church Street, Pretoria

🕔 012 327 3005 🙆 012 327 2506

Soup kitchens

Catholic Church

Corner Celliers and Jorissen streets, Sunnyside

Gauteng Council of Churches

Restrictions → Food parcels once per month. Newcomers must register with the council and provide valid proof of asylum or refugee documents and proof of residency in Pretoria

St Alban's Church, Schoeman Street, CBD

012 323 5187/8

Roman Catholic Cathedral

Corner Bosman and Skinner streets, CBD

Salvation Army

Church Square, CBD



Kwa7ulu-Natal

Basic needs service providers

KwaZulu-Natal Refugee Council

Services → Networking and advocacy with refugee organisations, skills empowerment

Intake → Daily 8.30am to 4.30pm

findustry Building House, 59 Diakonia Avenue, Durban

031 304 9456

Refugee Pastoral Care

Services \rightarrow Food, clothing and shelter for new arrivals, aid to unaccompanied minors and with burials of deceased refugees Fee \rightarrow R18/night

Emmanuel Cathedral, Cathedral Road, Durban

031 307 1074 (a) 031 261 2377

refpascdbn@iafrica.com

Refugee Social Services

Services

Fully functional psycho-social assistance programme; education, vocational and self-reliance training; health and HIV programmes; French and English classesServices

Fully functional psycho-social assistance programme; education, vocational and self-reliance training; health and HIV programmes; French and English classes

Intake → Orientation for newcomers to the centre on Mondays from 8.30am, valid permits required

Room N242, Diakonia Centre, 20 St Andrew's Street, Durban

031 310 3574 031 310 3576

The South African Red Cross Society

Services → 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)

201 Northway, Durban North

031 563 2914 🔬 031 563 2929

Union of Refugee Women

Services → Full-day crèche for refugee children from Mondays to Saturdays

Fee → R250/month

36 Lionel House, 26 Pickering Street, Point Road, Durban

() 031 332 6265

saurw@ananzi.co.za

Governmental service providers

Department of Home Affairs

Durhan office

350 Umgeni Road, Greyville

🐧 031 308 7900 🙆 031 308 7926

Refugee reception office

Services \rightarrow Processes all asylum applications in the KwaZulu-Natal region

137 Moore Road, Durban

031 362 1201 🕝 031 362 1220

Naleen.Balgobind@dha.gov.za

Department of Social Development

Durban office

Room 116, First Floor, Esplenade Government Building, corner Stanger and Victoria Embankment

031 360 5444 🕝 031 337 5914

Provincial office

208 Bera Street, Pietermaritzburg

033 264 5400 🕝 033 264 5435



Legal services

Durban Justice Centre P Legal Aid SA

Services → Free legal services for indigent people

- Fourth Floor, Salisbury House, 332 Smith Street
- 031 304 0100 A 031 304 3564

Lawvers for Human Rights

Services → Legal assistance with unlawful arrest, detention and deportation; representation at appeals and reviews: assistance with re-unification, resettlement and repatriation Intake → Mondays to Thursdays 9am to 12pm

- Diakonia Centre, 20 Diakonia Avenue, Durban
- 031 301 0531 A 031 301 0538

Legal Resources Centre

Services → Takes up legal cases that would benefit a group

- N240 Diakonia Centre, 20 Diakonia Avenue, Durban
- 031 301 7572 A 031 304 2823



Services → Free legal services for indigent people

- 20 Otto Street, Pietermaritzburg
- 033 394 2190 033 342 2576

Port Shepstone Justice Centre Legal Aid SA

Services → Free legal services for indigent people

- Shepstone Mall, Aiken Street
- 039 682 5908

Psycho-social counselling

Lifeline

- 38 Adrian Road, Stamford Hill, Durban
- 031 303 1344 O31 303 1419
- 031 312 2323 (crisis line)

Statutory bodies

Commission for Conciliation, Mediation and Arbitration

- Fifth and Sixth floors, Embassy Building, 199 Smith Street. Durhan
- 031 362 2300 🕝 031 368 4644/7387/7407

Commission for Gender Equality

- 12th Floor. Commercial City, 40 Commercial Street, Durban
- 031 304 9445 A 031 307 7435

Independent Complaints Directorate

- Third Floor, The Marine Building, 22 Dorothy Nyembe Street (formerly Gardiner Street), Durban
- 031 310 1300 (A) 031 305 8214

South African Human Rights Commission

- First Floor, Victoria Embankment, Durban
- 031 304 7323/4/5 031 304 7323



Limpopo

Basic needs service providers

Children Resource Centre

Services → Assists unaccompanied migrant children in and around Musina

Contact → Ms Ernie Nelusha

1225 Kwinda Street, Musina

015 533 1428 @ 015 533 1428

Jesuit Refugee Services - Makhado

 $\label{eq:Services} \textbf{Services} \rightarrow \textbf{Provides} \text{ emergency assistance, including food} \\ \text{and non-food items, for refugees; provides transport money} \\ \text{for travel and assistance with medical emergencies} \\$

 $\operatorname{Intake} o \operatorname{Mondays}$ to Fridays from 8am to 4pm

01 Industria Street, Makhado

015 516 3066

thandi.irslimpopo@vodamail.co.za

Refugee Children's Project

Services → Assists migrant children and vulnerable women with access to services and finding shelter

13 Wilson Street, Musina

072 270 2001/076 408 2591

Thohovandou Children's Home

Services → Provides shelter and takes care of children without parents, including migrant children, around the Thohoyandou area Private Bag X5044, Thohoyandou, 0950

015 962 1524

Governmental service providers

Department of Home Affairs

Beitbridge port control

() 015 530 0067 **(**) 015 530 0018

Musina office

Riverlodge Building, Musina

015 534 3232 🙆 015 534 2886

Regional office

Library Gardens, Corner Grobler and Schoeman Streets. Polokwane

015 290 4600 🙆 015 295 7908

Department of Social Development

Department of Health and Social Development Building, 18 College Street. Polokwane

015 293 6004/6054/6011/6053

015 293 6150/6060/6170

South African Police Services

Beit Bridge

015 534 6326

Musina

015 534 7400



International organisations

International Organisation for Migration

Services \rightarrow Assists stranded migrants and unaccompanied children with protection issues, family tracing and related activities Intake \rightarrow Mondays to Fridays 9am to 12 30pm

21 Willem Smit Street, Musina

015 534 1314 🙆 015 534 3413

Save the Children UK

Services → Provides support to more than 14 centres in Musina that provide humanitarian aid to migrant children Intake → No direct services at this office

10 Harper Road, Nancefield township, Musina

015 534 3305 🕝 015 534 3304

United Nations High Commission for Refugees

Services \rightarrow Provides protection, humanitarian and advocacy services for refugees in Musina through its partner organisations Intake \rightarrow None

10 Irwin Street, Musina

🐧 015 534 2381 🕝 015 534 2381

Legal service providers

Lawyers for Human Rights

Intake \rightarrow This branch does not see clients at the office. The officers work mainly on arrest and detention monitoring at the relevant centres in Musina

(a) 42 Villa Lua, National Road, Musina

076 216 1120 (Sabelo Sibanda)

Services → Free legal assistance

Moor Gardens, corner Krogh and Devenish streets

015 519 1100 🙆 015 519 1103

Musina Legal Advice Office

 $\ensuremath{\mathsf{Services}} \to \ensuremath{\mathsf{Paralegal}}$ assistance with all type of matters

Intake → Mondays to Fridays 8.30am to 4pm

1224 Rollet Kwinda Street, Nancefield Extension 2

015 533 1002 🙆 015 533 1002/086 540 2990

Nkuzi Development Association

Services \rightarrow Deals with abuse of migrants in their places of employment, specifically in agriculture

105 Schoeman Street, Polokwane North, Polokwane

(015 297 6972 **(**015 297 6975

Polokwane Justice Centre P Legal Aid SA

Services → Free legal assistance to indigent people

Pioneer Building, 52 Landros Mare Street

015 291 2429 🙆 015 295 4386

University Of Venda Law Clinic

Services → Legal assistance to everyone including migrants

aw School Building, University of Venda

015 962 8637/015 962 8639

Ø 015 962 8045

Statutory bodies

South African Human Rights Commission

Office 102, First Floor, Library Gardens Square corner

Schoeman and Glober streets, Polokwane

() 015 291 3500/4

015 291 3505



Mpumalanga

Governmental service providers

Department of Home Affairs

Nelspruit regional office

Corner Henshall and Brander streets

013 753 3131 (a) 013 752 5250

Witbank regional office

Justice Avenue

🐧 013 656 6416 ຝ 013 656 4834

Department of Social Development

Building 3, 7 Government Complex, Nelspruit

013 766 3429 🕝 013 766 3475

Legal service providers

Bohlabela Advice Centre

Services → Paralegal advice

Intake → Mondays to Fridays 8.30am to 4pm

Behind Ansari shopping complex, R40 Main Road, Bushbuckridge

© 013 799 1841 🖾 013 799 1841

Funda Advice Centre

Services → Paralegal advice

Intake

Mondays to Fridays 8.30am to 4pm

Corner Steven Masango and McDonald streets, Belfast

013 253 1998 (A) 013 253 1998

Leandra Advice Centre

Services → Paralegal advice

Intake → Mondays to Fridays 8.30am to 4pm

1095 Freddy Butana Khambule Street

(017 683 1229 *(* 017 683 0385

Nelspruit Justice Centre (LAB)

Services → Free legal assistance to indigent people

Medbank Centre, 30 Brown Street

013 753 2154 (A) 013 755 1540

Nkomazi Community Advice Office

Services → Paralegal advice

Intake → Mondays to Fridays 8.30am to 4pm

Stand 788B, Schoemansdal Trust, Shongwe Mission

013 781 0660 🕝 086 546 2547

Witbank Justice Centre (LAB)

Services → Free legal services to indigent people

Mitbank Vusani House, Arras Street

013 656 5290 (4) 013 656 5291

Psycho-social support services

Lifeline Nelspruit

Services → Telephone councelling

Hours → Mondays to Fridays 8am to 1pm

27 Murray Street

013 755 2635 013 752 8444

(crisis) 013 755 3606 (crisis)

Statutory bodies

South African Human Rights Commission

Carltex Building, 32 Bell Street, Nelspruit

013 752 5890 🖾 013 752 6890



Northern Cape

Governmental service providers

Department of Home Affairs

Kimberley regional office

Rew Public Building, 7 to 9 New Main Road

053 839 5402 053 831 4836

Upington regional office

16 Scott Street

🚺 054 332 3120 ຝ 054 332 4799

Department of Social Development

Mimosa Complex, Barkley Road, Homestead, Kimberley

Legal service providers

Lawyers for Human Rights

Services

Deals with farm workers and facilitates contact with Lawyers for Human Rights Refugee and Migrants Rights Project

River City Centre, corner Hill and Scott streets, Upington

054 331 2200 🙆 054 331 2220

Statutory bodies

South African Human Rights Commission

Ancorley Building, 50 Mark Street, Upington

054 332 3993 🙆 054 332 7750

North West

Governmental service providers

Department of Home Affairs

Klerksdorp regional office

50A, OR Tambo Street

018 462 6720 🖾 018 462 1933

Department of Social Development

Provident Building, University Drive, Mmabatho

018 387 0255/3497 (4) 018 384 5521/6219

Statutory bodies

South African Human Rights Commission

145 Bethlehem Drive, Rustenburg

014 592 0692 (a) 014 592 7910





Western Cape

Basic needs service providers

African Disabled Refugee Organisation

22 Alfred Street, Cape Town

021 422 0645

The Ark City of Refuge

Services

Shelter and food, school facilities, crèche, computer classes and skills-training programmes for refugees and asylum seekers with valid permits and referral from Cape Town Refugee Centre

Intake

Homeless and unemployed persons only

5 Old Faure Road, Eersterivier, Cape Town

021 843 3927 🙆 021 843 3013

Bonne Esperance Shelter for Women and Children (Catholic Welfare and Development)

Services → Limited assistance with food, accommodation and clothing, day- and after-school care for children, language classes, basic business and computer skills training Intake → By referral from other NGOs only, no walk-ins!

4 Lower Ottery Road, Philippi, Cape Town

021 691 8664 (2) 021 691 8665

Cape Town Refugee Centre

Services → Food and accommodation, medical assistance, assistance for pregnant women and women with infants, assistance with accessing schools and for unaccompanied minors Intake → Mondays and Tuesdays 9am to 12pm, Thursdays by appointment

F12, First Floor, Wynberg Centre, 123 Main Road, Wynberg, Cape Town

🕔 021 762 9670 🕝 021 761 2294

The Haven

Intake \rightarrow Adults only, R10/night, monthly fee for pensioners

Ambagvallei Street, Hugenoot, Paarl

© 021 862 1812 🙆 021 862 3120

Rosemoore Shelter for Battered Women and Children

Services \rightarrow Food and shelter for abused women and children Intake \rightarrow Only abused women and children

fin George, details not listed for security reasons

(044 875 1551

Salvation Army (Care Haven)

Services → Counselling, shelter and food for abused women and children only

A Not listed for security reasons

021 638 5511 021 637 0226

areaids@iafrica.com

Saartiie Baartman Centre

Services → Shelter and various projects for abused women

Corner Klipfontein and Aries roads, Mannenberg, Cape Town

Scalabrini Centre of Cape Town

Services

Limited assistance with food and clothing for newly arrived asylum seekers (first six months in Cape Town), general and spiritual counselling, assistance for disabled refugees and unaccompanied minors, English classes from basic to advanced, sewing and computer classes

Intake

Mondays to Fridays 8.30am to 4.30pm, food and clothing distributed on Wednesdays

47 Commercial Street

The South African Red Cross Society

Services

Provides tracing services (exchange of family news through Red Cross societies in various countries); assistance with 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); handles requests for school, university, birth, marriage or death certificates

Unit 5, Ndabeni Business Park, Corner Old Mill and Inyoni Street. Ndabeni. Cape Town



Education and skills training

Agency for Refugee Education, Skills Training and Advocacy

Services → Provides skills and training necessary to assist with integration including English language, sewing, vocational skills, business, business mentorship, computer literacy: facilitates psycho-social support groups, advocacy, lobbying and research; provides information and career counselling Intake → Mondays to Thursdays 8.30am to 4.30pm and Fridays 8.30am to 3.30pm

- Early Learning Centre, 22 Springbok Street, Athlone, Cane Town
- (021 633 8762 A 086 514 8956
- coordinator@aresta.org.za

Alliance for Refugees in South Africa

- Office 901, Ninth Floor, Tribault House, St Georges Street, Cane Town
- 021 421 2348
- africaday2009@gmail.com www.afrisa.org.za

Excelsior Empowerment Centre

- First Floor, Shamdoll Centre, 54 Halt Road, Elsies River
- 021 932 8585
- excelsiorcentre@yahoo.com

Shane English School

Services → Free English classes for refugees and asylum seekers with valid permits

- Eighth Floor, V&A Waterfront, 56 Shortmarket Street, Cape Town
- 021 424 3190

St Joseph's College/Adult Education Program

Services → Free literacy classes (in English, Afrikaans and Xhosa): skills training in sewing and design, business, computers and alternative health

Intake → Saturdays only, 9am to 5pm

Bursaries for skills training courses available for refugees and asylum seekers that are continuous learners at the college

- 21 Belmont Road, Rondebosch, Cape Town
- 021 685 1257 🙆 021 686 9295

Governmental service providers

Department of Home Affairs

Cape Town International Airport port of entry

Cape Town regional office

- Faircape Building, 56 Barrack Street
- 021 468 4503

021 468 4505 (National Immigration Branch)

021 462 1198

021 462 1148 (National Immigration Branch)

Refugee Reception Office

Services → Processes asylum applications in the Cape region

- Sturrock Building, 18 Montreal Road, Airport Industria. Nyanga, Cape Town
- 021 380 5000 O21 380 5023
- Richard, Sikakane@dha.gov.za

Department of Social Development

Services → Provides assistance and social grants to vulnerable people

- Durion House, 14 Queen Victoria Street, Cape Town
- 021 483 3858/3765/3158/5445
- 021 483 3887



Legal services

Athlone Justice Centre Legal Aid SA

Services → Free legal assistance for indigent people

Melofin Centre, Old Klipfontein Road, Athlone, Cape Town

021 697 5252 021 697 5316

Black Sash

Fourth Floor, 12 Plein Street, Cape Town

021 461 7804 A 021 461 8004

info@blacksash.org.za

George Justice Centre P Legal Aid SA

Services → Free legal assistance for indigent people

Tommy Joubert Building, corner Craddock and Courtney streets

044 802 8600 A 044 802 8610

Lawvers for Human Rights

Services → Legal assistance on farm-worker issues, assistance with migrant issues by establishing contact with LHR in Pretoria or Johannesburg

Former Corobrick offices, Bridge Street, Stellenbosch

021 887 1003 A 021 883 3302

Legal Resources Centre

Services → Legal assistance to refugees and asylum seekers in class actions or broad public-interest matters

Intake → Mondays to Fridays 8.30am to 1pm and 2 to 4.30pm

Greenmarket Place, 54 Shortmarket Street, Cape Town

021 423 8285 A 021 423 9935

Stellenbosch Justice Centre P Legal Aid SA

Services → Free legal assistance for indigent people

Eikestad Mall

021 882 9221 🙆 021 882 9237

University of Cape Town Law Clinic

Services → Legal advice to refugees and asylum seekers, assistance with appeal hearings, family reunification, voluntary repatriation and resettlement, conducts interviews on behalf of UNHCR in Cape Town

Intake → Mondays to Thursdays 8.30am to 1pm

(A) Kramer Law School Building, 1 Stanley Road, Middle Campus, University of Cape Town, Rondebosch, Cape Town

021 650 3775

Psychosocial counselling services

Lifeline/Childline

Services → 24-hour telephone counselling services

56 Roeland Street, Cape Town.

021 461 1111 (crisis line)

Sonke Gender Justice Network

Services → Sexual and reproductive-health education for refugees, distribution of condoms, addresses HIV and health vulnerabilities and gender issues

Mestminster House, 122 Longmarket Street, Cape Town

021 423 7088 O21 424 5645

The Trauma Centre for the Survivors of Violence and Torture

Services → Counselling of refugees and asylum seekers who are survivors of torture and trauma, individual and family counselling, assistance with integration into South African society, information workshops and support groups

Cowley House, 126 Chapel Street, Woodstock, Cape Town

021 465 7373 (by appointment) 🕝 021 462 3143

Public health facilities

Groote Schuur Hospital

Main Road, Observatory, Cape Town

021 404 9111

Red Cross Children's Hospital

Mipfontein Road, Rondebosch, Cape Town

021 658 5111

Tygerberg Hospital

Fransie van Zyl Drive, Tygerberg, Cape Town

021 938 4911



Statutory bodies

Commission for Conciliation. Mediation and Arbitration

Services → Assists in the event of unfair labour practices

78 Darling Street, Cape Town

Commission for Gender Equality

Fifth Floor, ABSA Building, 132 Adderley Street, Cape Town

021 426 4080/3 (4) 021 424 0549

Independent Complaints Directorate

Sixth Floor, Colonial Mutual Building, 106 Adderley Street, Cape Town

🐧 021 941 4800 ຝ 021 949 3196

South African Human Rights Commission

Seventh Floor, ABSA Building, 132 Adderley Street, Cape Town

021 426 2277 🕝 021 426 2875

Quick reference to useful websites

Commission for Conciliation Mediation and Arbitration www.ccma.org.za

Commission on Gender Equality www.cge.org.za

Consortium for Migrants and Refugees in South Africa www.cormsa.org.7a

Department of Home Affairs www.dha.gov.za

Department of Social Development www.dsd.gov.za

Department of Health www.doh.gov.za

Forced Migration Studies Programme www.migration.org.za

Independent Complaints Directorate www.icd.gov.za

International Organisation for Migration www.iom.int

Lawyers for Human Rights www.lhr.org.za

Médecins Sans Frontières www.msf.org.za

South African Government Information www.info.gov.za

South African Human Rights Commission www.hrc.org.za

Southern African Migration Project www.queensu.ca/samp

UNICEF www.unicef.org/southafrica

United Nations High Commission for Refugees www.unhcr.org





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LHR contact details

Pretoria

Environmental Rights Project Head office Refugee and Migrant Rights Project

Strategiq Litigation Unit

Kutlwanong Democracy Centre, 357 Visagie Street Tel \rightarrow 012 320 2943 Fax \rightarrow 012 320 2949/012 320 7681

Durhan

Refugee and Migrant Rights Project

Room S104, Diakonia Centre, 20 Diakonia Avenue Tel \rightarrow 031 301 0538 Fax \rightarrow 031 301 1538

Johannesburg

Refugee and Migrant Rights Project

Second Floor, Braamfontein Centre, 23 Jorissen Street, Braamfontein Tel \rightarrow 011 339 1960 Fax \rightarrow 011 339 2665

Musina

Refugee and Migrant Rights Project

42 Villa Lua, National Road Tel → 076 216 1120

Stellenbosch

Security of Farm Workers Project

Former Corobrick offices, Bridge Street Tel \rightarrow 021 887 1003 Fax \rightarrow 021 883 3302

Upington

Security of Farm Workers Project

Office 101 & 102, River City Centre, Corner Hill and Scott streets Tel \rightarrow 054 331 2200 Fax \rightarrow 054 331 2220