

## **Information for Other Organisations**

### **How to contact us:**

#### **Advice:**

For advice for people seeking asylum, on housing and/or support, access to healthcare, finding/changing/communicating with a solicitor, understanding what is happening with their asylum claim, you can either contact us to ask for second tier advice (we will contact you and advise you to help you in your work with them) or you can make a referral to us and we will contact the individual to find out if and how we can advise.

Either way, you should email our advice team letting us know whether you are seeking second tier advice or to make a referral:

[advice@bristolrefugeerights.org](mailto:advice@bristolrefugeerights.org)

Please include as much information about the individual as possible including name, nationality, date of birth (if you know it), how we can contact them (if it's a referral), what language they speak (and whether they need an interpreter) and what they need help with. We don't have a referral form because we don't want a lack of information to stop you referring someone who needs our help. We just ask that you share as much information as you can.

#### **Other services:**

If you aren't sure if someone needs advice or they have other needs e.g. food, social interaction, you can signpost them to our helpline which is open on Tuesday/Wednesday 10-1. We will speak to them with an interpreter and understand their needs and help them access our other services and services provided by other organisations.

We would ask people not to just turn up at our offices for now as we won't be able to see anyone without an appointment.

Our staff and volunteers are always busy. We also want to empower people to take action for themselves. That means sometimes we have to prioritise some people or problems over others. In those circumstances we might refer or signpost people somewhere else. We will always try to offer an alternative place where people can go for support or the information so that people can take action themselves. If you aren't sure if we can help or whether we will have the capacity, we would encourage you to contact us anyway. This helps build a picture across the city of the need services aren't able to meet, which can help plan future advocacy work and/or fundraising.