Agency Directory

Spain/Barcelona-based services

Disclaimer

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CREADE

What they do: CREADE is the access point for the asylum reception system. If you are not already receiving support from an organization, you can go in person for access to reception services. If you are already connected to a service, your social worker can request a referral .

Why to contact: Use CREADE if you need entry into the reception system or a formal route into asylum-linked housing and support.

When to contact: Immediately if you need access to the reception system and are not already connected to an assisting organization.

How to contact:

- Phone: +34 96 522 47 89
- In person: Calle Sant Fructuós 80, Barcelona
- Hours: Monday to Friday, 8:30 AM to 3:00 PM

CEAR

What they do: CEAR is one of the main initial reception organizations for asylum seekers in Spain and can help with housing placement, case support, and access to the reception system.

Why to contact: Contact CEAR when you need long-term stability, reception placement, or help moving into asylum-linked housing and support.

When to contact: As soon as possible after filing, or even while preparing to file, if you need asylum reception support.

How to contact:

- Email: **informacion@cear.es**
- Phone: +34 934 294 748
- In person: Carrer de Junta de Comerç 26, Barcelona

ACCEM

What they do: ACCEM is another initial reception and integration organization for asylum seekers in Spain. They can provide housing support, financial assistance, and integration services.

Why to contact: Use ACCEM as an alternative or backup if CEAR is delayed, full, or not the fastest route for your situation.

When to contact: At the same time as CEAR if you want to widen your options.

How to contact:

- Email: **accem@accem.es**
- Phone: +34 91 532 74 78
- In person: Carrer de Casp, 118 Barcelona

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SAIER

What they do: SAIER is Barcelona's municipal service for immigrants, emigrants, and refugees. They provide legal guidance, social support, psychological help, documentation navigation, and referrals. They also help with accommodation and subsistence for the most vulnerable.

Why to contact: Use SAIER when you are unsure where to start, need help navigating Barcelona's systems, or need municipal support and referrals.

When to contact: At any stage of the process, especially if you are stuck or need a coordinated entry point.

How to contact:

- Phone: +34 934 120 120
- In person: Av. Paral·lel, 202, Barcelona
- People without accommodation or resources may be referred to SAIER at Carrer de Tarragona, 141

Barcelona Ciutat Refugi

What they do: Barcelona Ciutat Refugi is the city's public information and support center for refugees and asylum seekers. It explains local services and helps people understand their options in Barcelona.

Why to contact: Use it for orientation, local service mapping, and general support navigation.

When to access: Anytime, especially if you are newly arriving, comparing services, or trying to understand the local support landscape.

How to contact:

- Website: **https://atencioenlinia.ajuntament.barcelona.cat/**

Cruz Roja

What they do: Cruz Roja is a initial reception organization that also provides emergency humanitarian support, including food, essentials, and short-term help.

Why to contact: If you need immediate help, emergency food, or urgent humanitarian support.

When to contact: As soon as urgent food, shelter, or emergency needs arise.

How to contact:

- Email: **informacion@cruzroja.es**
- Phone: +34 900 221 122
- In person: Carrer de Joan d'Àustria 120–124, Barcelona

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Càritas Diocesana de Barcelona

What they do: Cáritas helps individuals, families, and the elderly with reception support for immigrants, legal services, workplace training, housing, and basic needs.

Why to contact: Use Cáritas if you need extra support beyond the main asylum reception system

When to contact: If you need legal support services, workplace training, food, clothing, or emergency help and formal asylum support is not enough.

How to contact:

- Phone: + 933 44 69 00
- In-Person: Via Laietana 5, Ciutat Vella, 08003 Barcelona

Cepaim

What they do: Cepaim provides community-based integration support, including housing help, food vouchers, and employment readiness.

Why to contact: Use Cepaim to supplement primary asylum reception services or fill gaps in support

When to contact: After you have contacted CEAR, ACCEM, Cruz Roja, or SAIER, or when you need additional community-based support.

How to contact:

- Phone: +34 934 87 38 16
- Website: **https://www.cepaim.org/contacta**

Menjador Social Navas

What they do: Provides hot meals and daily meal support.

Why to contact: Use it when you need immediate access to food.

When to contact: For daily or emergency food.

How to contact:

- In-Person: Avinguda Meridiana 238, Sant Andreu, 08027 Barcelona
- Walk-in Mon–Sun, 10:00 AM–2:00 PM

Menjador Social Paral·lel

What they do: Provides free meals in a central Barcelona location.

Why to contact: Use it for day-to-day food support or emergency access to food.

When to contact: For daily or emergency food.

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How to contact:

- In-Person: Avinguda del Paral·lel, 97B, Sants-Montjuïc, 08004 Barcelona
- Walk-in Mon–Sun, 12:00–2:00 PM

Arrels

What they do: Accompany and look after homeless people and help them become as independent as possible.

Why to contact: Use Arrels if you need food support plus social connection or help navigating instability.

When to contact: When food insecurity is tied to homelessness or broader vulnerability.

How to contact:

- Phone: +93 551 48 40
- In-Person: Walk-in Mon–Sun, 9:30 AM–13:30 PM and 4:00 PM–7:30 PM.

Bizkaia

Why to contact: Help with addiction and substance abuse issues.

When to contact: Any time you need basic food and do not have formal access yet.

How to contact:

- Email: **bizkaikoituna@bizkaia.eus**

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for more information visit **lgbtqfar.org**
or email us at **info@lgbtqfar.org**

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