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Australian Capital Territory

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Medicare **Information Kit**
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Information Kit

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Medicare 5&NJ

www.medicareaustralia.gov.au

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Yellow Pages(TNJ)+A2 Private health insurance (/+L)Ö

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Smarter Banking – YVJt

www.bankers.asn.au

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Adult Migrant English Program (AMEP)

AMEP (1300 557 470)

89 V5 BKSD, Y5y, Y5D, IS66D, YA, YK, Y5D

NAATI National Authority for Translators and Interpreters (NAATI 60A)

v) , Y5&00

NAATI &A

1300 557 470

NAATI 5&00

www.naati.com.au/

AMEP

Adult Migrant English Program (AMEP)

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Enquiries Line

131 881

AMEP website

www.immi.gov.au/amep

Settlement Services Locator

www.immi.gov.au/living-in-australia/settle-in-australia/find-help/where-to-help/index.htm

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ACT Adult Migrant English Service (AMEP)

8 A 5)

Canberra Institute of Technology

Faculty of Communication and

Community Services

PO Box 826

CANBERRA CITY ACT 2601

+A (02) 6205 9600

(02) 6205 9599

Y Y Migrant Resource Centre (02) (

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- **Police** (A;)
- **Ambulance** (&yE)
- **Fire Brigade** (#K)

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WqL Ö &yE A 1/2 000 KAÉ "Ambulance" (&yE) "&yE" 2 E Ö 7 a H

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Ambulance membership

1800 648 484

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Poisons Information Centre (IŠ)

13 1126

(24 E A ")

Child Abuse Prevention Services (L 7 % â)

(24 E & A ")

1800 688 009

<u>Australian Competition & Consumer Commission</u>	1300 302 502
<u>Commonwealth Ombudsman</u>	1300 362 072
<u>Advertising Standards Bureau</u> (TÜ)	(02) 6262 9822
<u>Banking and Financial Services Ombudsman</u> (%ǫJĚ-Añ-)	1300 780 808
<u>Credit Union Dispute Resolution Centre</u>	1300 780 808
<u>Financial Industry Complaints Service</u> (GǽbjAñ)	1300 780 808
<u>Insurance Ombudsman Service</u>	1300 780 808
<u>Financial Co-operative Dispute Resolution Scheme</u>	1300 780 808
<u>Private Health Insurance Ombudsman</u> (/ǫǫIŁ-Añ-)	1800 640 695
<u>Superannuation Complaints Tribunal (SCT)</u>	1300 780 808
<u>Telecommunications Industry Ombudsman</u> (+Añ-Añ-)	1800 062 058
<u>ACT Ombudsman</u>	1300 362 072

ACT Government Shopfronts (ACT q 0l)

ACT Government Shopfronts ÑNqâpAWKÃCAF#

É#PA# 7,Y#

Shopfronts "cŠ

Dickson

Ground Floor
Dickson Motor Registry
13-15 Challis Street

Belconnen

Ground Floor
Swanson Plaza
Swanson Court

Tuggeranong

Unit 17-21 Ground Floor
Homeworld Centre
Anketell Street

Woden

Ground floor of Woden Library
Cnr Corinna & Furzer Sts
PHILLIP

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Canberra Connect

13 2281

Canberra Connect 5&0®

www.canberraconnect.act.gov.au

ACT Government 5&0®

www.act.gov.au

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**ACT Library Customer
Information Centre (CA,,)**

(02) 6205 9000

ACT Virtual Library

www.library.act.gov.au

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Belconnen

12 Chandler Street
Swanson Plaza
BELCONNEN

Kippax

Hardwick Cres
HOLT
(near Kippax Shopping Centre)

Tuggeranong

Cowlshaw Street
TUGGERANONG

Gungahlin

Cnr Ernest Cavanagh Street
& Gungahlin Place
Gungahlin Market Place
GUNG AHLIN

Dickson

Dickson Shopping Centre
DICKSON

Erindale

McBryde Cres
WANNIASSA

Woden

Cnr Corinna & Furzer Street
PHILLIP

Civic

Civic Square
CANBERRA CITY

Australian Government Regional Information Service (AGRIS)

Australian Government Regional Information Service

PO Box 613 (6) Fyshwick, ACT
Regional Information Directory (ACT)

Australian Government

ACT

Australian Government Regional Information Service

1800 026 222

AGRIS Regional Entry Point 5800

www.regionalaustralia.gov.au

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Society of St Vincent de Paul

6282 2722

5800

www.stvincanb.com.au

The Salvation Army

6247 3635

5800

www.salvos.org.au

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MRC ACT

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Australian Red Cross (ACT)
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Australian Red Cross (ACT)

6206 6000

5800

www.redcross.org.au/ACT/

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Lifeline P

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Lifeline (24 E&A")

13 1114

Lifeline 5&0@

www.lifeline.org.au

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Relationships Australia BÖP)AEÑ+A@"



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Relationships Australia

1300 364 277

Relationships Australia 5&0@

www.relationships.com.au

Men's Line Australia P)ÉÑAEÑ+A@"

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Men's Line Australia (24 E&A")

1300 789 978

Men's Line Australia 5&0@

www.menslineaus.org.au

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Women's Information Referral Centre

Ground Floor

13 London Circuit

CANBERRA CITY

+AÖ205 1075

5&S www.wirc.act.gov.au

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Companion House LÖÖP, YÁ)ÉÑ

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Companion House

6247 7227

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www.companionhouse.org.au

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info@companionhouse.org.au

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Understanding Money 5&0@

www.understandingmoney.gov.au/content/

Harmony Day 1800 331 100
 Funded community projects 1800 782 002
 Living in Harmony 5&0@ www.harmony.gov.au

Australian Human Rights Commission 1300 369 711

Australian Human Rights Commission 1300 369 711
 TTY (p&Aq.b5A") 1800 620 241
 HREOC 5&0@M38A7Z CA,,) www.hreoc.gov.au

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www.apmab.gov.au/pubs/PoliceGuide.html (@/AÂ)

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Crime Stoppers 1800 333 000

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Violence Against Women (24 E&A") 1800 200 526

Violence Against Women 5&0@M38A7Z CA,,)
www.australiasaysno.gov.au

Domestic Violence (24 E&A") 6280 0900

TTY (p&Aq.b5A") 6228 1852

Domestic Violence
 Crisis Service
 PO Box 1922
 FYSHWICK ACT 2609

Domestic Violence Crisis Service website www.dvcs.org.au/contacts.php

Men's Line Australia (24 E&A") 1300 789 978

Men's Line Australia 5&0@ www.menslineaus.org.au

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Sexual Health and Family Planning ACT
(02) 6247 3077
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(02) 6247 3077
www.shfpact.org.au/

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Child Abuse Prevention
Service (CAPS) (24 Hour
Freecall Crisis Line)

1800 688 009

CAPS website

www.childabuseprevention.com.au

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International Social Service (ISS)
Australian Branch

1300 657 843

ISS website

www.iss.org.au

Hk:ÖY

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Sexual Health and Family
Planning ACT

(02) 6247 3077

PSPK

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What to do soon after arrival(~~EPB/~~)

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Tenants Advice Service

6247 2011

Tenants Advice Service Address

PO Box 8

Civic Square ACT 2608

Tenants' Union ACT 5&00

www.tenantsact.org.au

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First Home Owner Grant (Ok 0 500)"

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Centrelink
13 3427
www.dhcs.act.gov.au/hcs/public_housing

ACT Housing
5&0@

13 3427

www.dhcs.act.gov.au/hcs/public_housing



ACT a Queanbeyan
Citizens Advice Bureau
Canberra Emergency Accommodation Service

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Citizens Advice Bureau

6248 7988

Canberra Emergency Accommodation Service

6257 2333



Electricity, Gas and Water
ActewAGL

ActewAGL (Electricity and Water)
ActewAGL (Natural Gas)
ActewAGL website

Electricity, Gas and Water

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ActewAGL (Electricity and Water)
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13 1493

ActewAGL (Natural Gas)

13 1886

ActewAGL website

www.actewagl.com.au

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+A Telstra

Yellow Pages (TNJ) 'Mobile telephones and accessories' a 'Telephones-long distance'

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Telecommunications Industry Ombudsman

1800 062 058
www.tio.com.au/publications/FactSheets.htm

Telecommunications Industry Ombudsman

1800 062 058

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www.tio.com.au/publications/FactSheets.htm

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ACT Waste
5800

132 881
www.tams.act.gov.au/live/Recycling_and_Waste

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Cleanaway
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Centrelink 6)4En

Job Search Information Line x96"y	13	6268
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KAÄÖYCA,, 5&0®	Centrelink 6E,YAÄÖ	<u>www.centrelink.gov.au</u>

Job Network services (5&4±)

Job Network 6"E6Ä :

- 6C' Centrelink 5&4±PA...,Y!#V",Y5ÄA
909a"X991"
- 6Y #V",Y5EÖ,YÄ7AU%1
yYL74p;YA4"
- 6ÄV",Y5Daw,YÄ
YÄD65&4± (Ä.n:6Y"6!U
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- 6AwEV",Y5ÖP,
6YLq.b5Öx9"
- TAvç (NEIS)65ÖCE NEIS 6Ö
Ö1Ö99A4T:CÄ"
- #A,%p!6CAOC5ÖXÖy

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6ÖÄ Centrelink TYP,Y Job Network Access (D)A"ÄD
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6)5&1pTYÄNÄ,YÄH?V"qÄ6)4S

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Skills Recognition website

www.immi.gov.au/asri/os-qual-units.htm

Department of Education, Employment and Workplace Relations. 6th CH2E1/2
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FEE-HELP

1800 020 108

Going to Uni website

www.goingtouni.gov.au

ASDOT 0&v&Y(N&Y#A&CpA&5&A
,YCy

ASDOT Hotline

1300 363 079

ASDOT website

[aei.gov.au/AEI/Qualifications
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Workplace website

www.workplace.gov.au

Workplace Infoline

1300 363 264

Workplace Ombudsman Helpline

1300 724 200

Workplace Ombudsman website

www.wo.gov.au

(ATO)A46)4EnŠ

Tax File Number Helpline (13 2861))	13 2861
Business and GST enquiries (13 2866))	13 2866
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Family Assistance 5&0®

www.familyassist.gov.au

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Centrelink's Customer Relations Unit ("C+A²)

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Centrelink Multicultural Service Officer (Centrelink EG`)

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Centrelink (M38)	13 1202
NY4	13 1021
Employment Services, Newstart, Special Benefit	13 2850
Age Pension Pensioner Concession Cards	13 2300
KT	13 6150
Youth Allowance and Student Services (M'IC)	13 2490
Disability, sickness and carers (K+ay)	13 2717
Centrelink (e pension)	13 1673
New Apprenticeship Line (g)	13 3633
AT	1800 050 004
Centrelink TTY (p.b, Y)	1800 810 586
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Family Assistance Office (U)

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ACTION 5&0@ 13 1710
www.action.act.gov.au

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y Yellow Pages (TNJ)+A2, Y 'Bus and coach scheduled services'

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Deane's Buslines 6299 3722
5&0@ www.deanesbuslines.com.au

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Countrylink 13 2232
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Playgroup Australia(8P)

1800 171 882

Website

www.playgrouppaustralia.com.au

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English Language School (ELSA) English Language Centre (ELC) Intensive English Programs

Translating and Interpreting Service (TIS National) 13 1450 www.immi.gov.au/tis

Canberra Institute of Technology (CIT) 6207 3100 www.cit.act.edu.au

Study in Australia 5&0 Going to Uni 5&0 Australian National University (ANU) 6125 5111 www.anu.edu.au

University of Canberra (UC) 6201 5111 www.uc.edu.au

Australian Catholic University (ACU)

6209 1116

www.acu.edu.au

Australian International Hotel School (AIHS)

1800 500 307

www.aihs.edu.au

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**Going to Uni
Student Enquiry Line**

1800 020 108

Youth Allowance (MFC — 40Y 16-24 V, YA)a **Austudy %** (40
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Medicare

Medicare (Australia) is a social security program that provides health insurance for all Australian citizens and permanent residents. It covers a range of medical services, including hospital care, general practitioner services, and pharmaceuticals. The program is funded through a combination of government and individual contributions.

Medicare 5&0@ www.medicareaustralia.gov.au

Centrelink Health Care Card (Centrelink y6)

Centrelink Health Care Card (y6) is a concession card that provides financial assistance to eligible low-income earners. It covers a range of services, including Medicare, public transport, and other health-related expenses. The card is issued by Centrelink and is valid for a period of 12 months.

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Lifetime Health Cover (4DĉIŁAvĉ)

Lifetime Health Cover (LHC) is a type of private health insurance that provides cover for the rest of your life. It is designed to encourage people to take out private health insurance early in life, before they reach age 31. If you do not have private health cover by age 31, you may be required to pay a loading on your premium for up to 10 years.

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www.phiac.gov.au
Private Health Insurance Ombudsman **1800 640 695**
Private Health Insurance Ombudsman 5&0 www.phio.org.au

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TIS National Doctors Priority Line (24) 1300 131 450
TIS National 5&0 www.immi.gov.au/tis

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www.nps.org.au

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Multicultural Home And Community Care (HACC)

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Partners in Culturally Appropriate Care (PICAC)

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Carelink 1800 052 222

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Carelink Centres website

www.commcarelink.health.gov.au

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Department of Immigration and Citizenship (DIAC) (/) SA-
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DIAC ACT & Regions Office
 3 Lonsdale Street
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Citizenship Information Line (%PX<) 131 880

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