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'Living in Australia' 1111+ 1111

www.immi.gov.au/living-in-australia 1111

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www.ato.gov.au

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Health Undertaking Service

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Urban Services

(02) 6207 7000

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promo@immi.gov.au

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ACT Government Shopfronts

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Adult Migrant English Program (AMEP) (oF, JC3

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National Accreditation Authority for Translators

and Interpreters (NAATI)

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1300 557 470

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www.naati.com.au/

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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

AMEP 3 (02) 6205 9600

3 (02) 6205 9600

ACT Adult Migrant English Program

Canberra Institute of Technology
Building J, Reid Campus
PO Box 826
Constitution Ave
CANBERRA CITY ACT 2601
Tel: **(02) 6205 9600**
Fax: (02) 6205 9599

Migrant Resource Centres/Migrant Service Agencies 4 (02) 6205 9600

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www.centrelink.gov.au/internet/internet.nsf/services/literacy_numeracy.htm

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www.deewr.gov.au

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- Fire Brigade

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Poisons Information Centre (120)
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Child Abuse Prevention Services (CAPS911oF) 1800 688 009
(24 (4F»)

**Migrant Resource Centre of
Canberra and Queanbeyan Inc.**
Theo Notaris Multicultural Centre
North Building
Level 2
180 London Circuit
CANBERRA CITY ACT 2601
5.d: **6248 8577**
www.mrccanberra.org.au/

Adult Migrant English Program (AMEP)

AMEP is a free program

for people who

are new to Australia

and

AMEP helps you

learn English

Settlement Services Locator

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

Yellow Pages

Search for 'Clubs' or 'Organisations'

in the Yellow Pages

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**Integrated Humanitarian Settlement
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www.immi.gov.au/living-in-australia/settle-in-australia/find-help/ihss

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The Source (02) 6111 0101

Kids Helpline (24 (4F))

1800 551 800

Kids Helpline (02) 6111 0101

www.kidshelp.com.au

The Source (02) 6111 0101

www.thesource.gov.au

Legal aid

Legal aid

Legal aid

Law Society of the ACT

Legal Advice Bureau
Level 3, 11 London Circuit
CIVIC ACT 2601
Tel: **6247 5700**
Web: www.lawsocact.asn.au

Legal Aid Commission (ACT)

4 Mort Street
CIVIC ACT 2601
Tel: **6243 3471**
Tel: **1300 654 314**
Web: www.legalaid.canberra.net.au

Welfare Rights and Legal Centre

Welfare Rights and Legal Centre

Havelock House
Gould Street
TURNER ACT 2612
Tel: **6247 2177**
Tel: **1800 445 665** (freecall
from SE NSW)
Web: www.welfarerightsact.org

CARE Financial Counselling Service

CARE Financial Counselling Service

Waldorf Apartments (at rear)
Shop 16, Level 1
2 Akuna Street
CANBERRA ACT 2601
Tel: **6257 1788**
Web: www.carefcs.org

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Child Abuse Prevention Services (CAPS)

Child Abuse Prevention Services (CAPS)

Child Abuse Prevention Services (CAPS)

5 (02) 6111 0101

Child Abuse Prevention Services (CAPS)

1800 688 009

(24 (4F))

CAPS (02) 6111 0101

www.childabuseprevention.com.au

Violence Against Women (24 (4F))

1800 200 526

Violence Against Women (02) 6111 0101

Violence Against Women (02) 6111 0101

www.australiasaysno.gov.au

Domestic Violence (24 (4F))

(02) 6280 0900

Domestic Violence Line (24 (4F))

1800 656 463

1800 226 667
(03) 9963 6948
www.acma.gov.au

Ombudsman

Australian Communications and Media Authority (ACMA)
(02) 6262 9822
www.acma.gov.au

ACMA

Australian Communications and Media Authority (ACMA) 1800 226 667
TTY (02) 9963 6948
ACMA (www.acma.gov.au)

Australian Competition and Consumer Commission (ACCC) 1300 302 502

1300 302 502

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1300 302 502

Australian Competition & Consumer Commission 1300 302 502

Commonwealth Ombudsman 1300 362 072

Advertising Standards Bureau (02) 6262 9822

Banking and Financial Services Ombudsman 1300 780 808

Credit Union Dispute Resolution Centre 1300 780 808

Financial Ombudsman Service 1300 780 808

Insurance Ombudsman Service 1300 780 808

Financial Co-operative Dispute Resolution Scheme 1300 780 808

Private Health Insurance Ombudsman 1800 640 695

Superannuation Complaints Tribunal (SCT) 1300 780 808

Telecommunications Industry Ombudsman 1800 062 058

ACT Ombudsman 1300 362 072

ACT

1800 226 667

(02) 9963 6948

www.acma.gov.au

ACT Government Canberra Connect Shopfronts (ACT) 1300 302 502

1300 302 502

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 Streets
PHILLIP

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Canberra Connect

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www.canberraconnect.act.gov.au

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www.act.gov.au

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ACT Library Customer

6205 9000

Information Centre

ACT Virtual LibraryI(;

www.library.act.gov.au

ACT 02

Belconnen
12 Chandler Street
Swanson Plaza
BELCONNEN

Dickson
Dickson Shopping Centre
DICKSON

Kippax
Hardwick Crescent
HOLT
(near Kippax Shopping Centre)

Erindale
McBryde Crescent
WANNIASSA

Tuggeranong
Cowlshaw Street
TUGGERANONG

Woden
Cnr Corinna & Furzer Streets
PHILLIP

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

Civic
Civic Square
CANBERRA CITY

The Australian Government Regional Information Service (AGRIS9Ü

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Australian Government Regional Information Service

1800 026 222

AGRIS Regional Entry Point I(;

www.regionalaustralia.gov.au

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Society of St Vincent de Paul

(02) 6282 2722

Website

www.stvincanb.com.au

The Salvation Army

(02) 6247 3635

Website

www.salvos.org.au

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Australian Red Cross (0, 10)

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Australian Red Cross (ACT)

(02) 6206 6000

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www.redcross.org.au/ACT/

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www.menslineaus.org.au

Women's Information and Referral Centre (WIRC)

13 London Circuit
Canberra ACT 2601

**Women's Information Referral
Centre**

Ground Floor
13 London Circuit
CANBERRA CITY
5.d: 6205 1075

I(; : www.wirc.act.gov.au

Companion House

PO Box 127

2601 Canberra ACT
6205
127

Companion House (02) 6247 7227

Companion House

(02) 6247 7227

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www.companionhouse.org.au/

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info@companionhouse.org.au

Understanding Money

13 London Circuit
Canberra ACT 2601
6205

www.understandingmoney.gov.au/content/

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**Australian Securities and Investments
Commission (ASIC)**

**Australian Securities and Investments
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13 London Circuit
Canberra ACT 2601
6205

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1300 300 630

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www.fido.asic.gov.au

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Domestic Violence Crisis Line (24 (4F))

(02) 6280 0900

TTY ((1-46416))

(02) 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 (4F))

1300 789 978

Men's Line Australia website

www.menslineaus.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

International Social Service (ISS)
Australian Branch

1300 657 843

ISS website

www.iss.org.au

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Kidsafe ACT

(02) 6290 2244

Help in languages
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Website

www.kidsafe.com.au

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Alcohol Guidelines

(02) 6289 1555

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<http://www.alcohol.gov.au/internet/alcohol/publishing.nsf/Content/guidelines>

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Royal Society for the Prevention of Cruelty to Animals (RSPCA)

(02) 6287 8100

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“pardon me” 5Z
“excuse me” 5Z

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Citizens Advice Bureau

(02) 6248 7988

Canberra Emergency Accommodation Service Crisis Line

(02) 6257 2333

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Job Search Information Line 13 6268

Help in languages other than English 13 1202

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Information in other languages

Centrelink assistance – we speak your language

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www.centrelink.gov.au

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- **New Enterprise Incentive Scheme (NEIS)** – (08) 9464 2200
 1800 200 200
 NEIS page
- **Assessment Fee Subsidy for Overseas Trained Australian Residents**
 1800 200 200 – 1800 200 200

Job Network (08) 9464 2200
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Centrelink Job Network Access
 Network of 2900+ sites
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Job Seeker Hotline **13 6268**

Job Network www.jobnetwork.gov.au

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Australian Apprenticeships **13 3873**

I; www.australianapprenticeships.gov.au

Workplace www.workplace.gov.au

Australian Jobsearch www.jobsearch.gov.au

Skilled Migrant Job Seeker <https://skilledmigrant.gov.au>

Jobguide www.jobguide.deewr.gov.au

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Trades Recognition Australia
GPO Box 9879
MELBOURNE VIC 3001
5.d: **1300 360 992** or **(03) 9954 2537**
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Trades Recognition Australia
GPO Box 9879
CANBERRA ACT 2601
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Skills Recognition website

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

Department of Education, Employment and Workplace Relations (DEEWR)ê **Australian Education International - National Office of Overseas Skills Recognition (AEI-NOOSR)**
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AEI-NOOSR Hotline

1300 363 079

AEI-NOOSR website

aei.gov.au/AEI/QualificationsRecognition

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www.goingtouni.gov.au

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Australian Council of Trade Unions (ACTU)

ACTU Helpline

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Australian Securities & Investments Commission (ASIC)

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- Tax File Number Helpline 13 2861
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- Personal Tax Information Line 13 2861
- TFN www.ato.gov.au/individuals
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www.centrelink.gov.au

We speak your language

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Employment Services" Newstart" Special Benefit

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Centrelink TTY

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Playgroup Australia

1800 171 882

Website

www.playgroupaustralia.com.au

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- Study in Australia**(; studyinaustralia.gov.au
- Going to Uni**(; www.goingtouni.gov.au
- Australian National University (ANU)** (02) 6125 5111
www.anu.edu.au
- University of Canberra (UC)** (02) 6201 5111
www.uc.edu.au
- Australian Catholic University (ACU)** (02) 6209 1116
www.acu.edu.au
- Australian International Hotel School (AIHS)** 1800 500 307
www.aihs.edu.au

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 i **Student Enquiry Line** 1800 020 108

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Private Health Insurance Ombudsman **1800 640 695**
Private Health Insurance Ombudsman **www.phio.org.au**

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TIS National Doctors Priority Line (24 (4F)

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TIS National

www.immi.gov.au/tis

Specialists 1300 77 96 96

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Chemist 1300 77 96 96

Pharmacy 1300 77 96 96

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Centrelink 1300 77 96 96

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Health Care Card 1300 77 96 96

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Medicines Line

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www.nps.org.au

Community Health Centre

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Mental Health ACT

1800 629 354

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Translating and Interpreting Service (TIS National)

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Multicultural Home And Community Care (HACC)

(02) 6205 1385

Partners in Culturally Appropriate Care (PICAC)

(02) 6205 1302

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Kidsafe Child Accident Prevention Foundation of Australia

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Kidsafe ACT

(02) 6290 2244

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National Immunisation Infoline

1800 671 811

Australian Childhood Immunisation Register

1800 653 809

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<http://immunise.health.gov.au>

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Aged Care Assessment Teams (ACAT) 1800 50 853

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Aged and Community Care InfoLine

1800 500 853

SeniorsLine

www.seniors.gov.au

Commonwealth Carelink Centre 1800 50 853

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Commonwealth Carelink Centres

1800 052 222

Carelink Centres website

www.commcarelink.health.gov.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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The Royal Life Saving Society
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www.royallifesaving.com.au

Swim Australia

www.swimaustralia.org.au

Kidsafe

www.kidsafe.com.au

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Environment ACT Helpline

(02) 6207 9777

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www.nla.gov.au/libraries
www.gnomon.com.au/publications/netaccess/

13. Department of Immigration and Citizenship

Department of Immigration and Citizenship (DIAC)

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DIAC Living in Australia

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www.immi.gov.au

Living in Australia web pages

www.immi.gov.au/living-in-australia

DIAC ACT & Regions Office

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Migrating to Australia

www.immi.gov.au/immigration.htm

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www.immi.gov.au/contacts/overseas/index.htm