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A. + AÌ Tax File Number (/ã Ì)



B. ,PA... u : Medicare (Ò!æ² :) Ý5Ø<&C E/- • +I²L>



C. Open a bank account (Ò0 JÈ>! á)



D. Register with Centrelink (æCentrelink ,PA.).



E. 6)4± Health Undertaking Service (: Æ TAĪ â v Ù)



F. Register for English classes ("½ a AĐ8ÆAAÁÓ/à



G. Enrol your children in school (4® > % z â ß ;)



H. Apply for a driver's licence (+ N[PSPK <'<)



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[Online individual TFN registration](#)

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[ATO shopfront locations](#)

[Centrelink shopfront locations](#)

ATO5&0®

www.ato.gov.au

AÌ, à 1 7 0µ ì ° KÚ Þ H /ã v ŽM7, Y ¶ D "

B. ,PA... u : Medicare (Ò!æ² :) Ý5Ø<&C E/- • +I²L>

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Medicare Ü Þ Õ Ò Information Kit | KA! â [@/çAA?Õ | Ú Á8ÆAA a Ø9† È,Ç,(|E- Þ
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Medicare 5&NJ

www.medicareaustralia.gov.au

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www.bankers.asn.au

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Health Undertaking Service 1800 811 334
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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

W q 5 Ę zAĐ ë °A. 5 û ÝC — u AMEP | Ä6)4±/• 5 ŐEi,Y â v Y x W à ì y "

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ō,ô Š((02) 9793 9541
Email: bankstown@ames.edu.au
网站: www.ames.edu.au

},Y Migrant Resource Centre(/Ð!æC \$e ~)(—KÚ14 0µ“ * Û Ð" ~ ") Ý Centrelink (—KÚ17
0µ“ ï ") Ü Þ Þ H AMEP Ý K « Ä Y },Y8ÆAA Ž“a,YC n "

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" X } šNPC´ Centrelink ,PA... Ð °5Ú "

Centrelink

13 1021

W q } â6ÒAÉ8ÆAA XAì+

13202

LLNP 5&NJ

[www.centrelink.gov.au/internet/internet.nsf/
services/literacy_numeracy.htm](http://www.centrelink.gov.au/internet/internet.nsf/services/literacy_numeracy.htm)

1 a ý 6! 8ÆAA aAÐ n6Ò p xWELL yAÓ/à | A í Y ĪA, - °, Y8ÆAA !AÐ n a Ī. E ; U
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WELL Program

1300 363 079

Website

www.deewr.gov.au

EiEœ ... ŠE“/Ð!æ5áA“,Y8ÆAA 1 aAÂ?Ö ŠSL-NA yAÓ/à | DEEWR 44@ ... ŠE“,Y18 V ° à,Y
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° Ý ~ « Á — u # ,Y .6‡# } | °!9 : s u « Á ¬ .6‡,Y ï a ¥P- ; 5 á4¾ "

ESL-NA Program

1300 363 079

5&0@

www.deewr.gov.au

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5DA! ã öA! â v

Interpreting (öA!)

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6)4± TIS National | 5 ^ g+ A² õA! - " W ÞLÕ?V | y • -E- Ä °NY4()... õA! - "

Translating and Interpreting Service (TIS National) 131 450
TIS National **5&0®** www.immi.gov.au/tis

TIS National ÷E£ Þ ICx á Ý4{ õA! -,Y% ^ ü þ o" !æ a A!æ " : }A· |4®AÉM38ÆAA, Y% ^
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National ,Y Ý4(4¤)Û |A·KÃ Þ H õA! -,Y ° ´ a ° 1 š Š1 KÃNm "

W q }! C´ Centrelink 6)4± | éLÕ?V õA! - ~ | î Ä ° (à ì+ A²,É zC´ Centrelink 6)4± Š
Centrelink (LÕ õA! - ~) 13 1202
Centrelink **5&0®** www.centrelink.gov.au

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TIS National } Ì Õ/ç æLÕ?V õA! - 6 | pLÕ?V õA! â v,YAÉM38ÆAA, Y • Ä T*ý "E®/ç 6(
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8°?V5ÐA! K « \ È | Ä S C ,YAy Ä5ÐA! - "! S Ð6Ò5ÐA! },YAA?Õ,YAy Ä5ÐA! |AÌ °A"
National Authority for Translators and Interpreters (NAATI Ò 5ÐA! ã õA! v),Y5&0® "

NAATI **&Ä4"** 1300 557 470
NAATI **5&0®** www.naati.com.au/

3. 紧急服务

ý F ú,Y š Š à |Àì (+ A² 000 S:

- Police (A; ´)
- Ambulance (& yE;)
- Fire Brigade (#]L Kô)

7É+ 000(P ýLË) "C ,Y " › Ü R æ z4" - ¥ p },Y " â! a+ A² Ì-Ö (W q P,YA²) | ° Ý } LÖ?V,Y â v2P "

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Ambulance Service of NSW

9320 7777

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K « ý2ü ú š Š à T*ý ,Y+ A² Ì-Ö

P*ý ,Y2ü ú â v+ A² Ì-Ö ì ý (White Pages (,RNJ)+ A² ,Y ,Y "NJ " X Á Ú Á Š

Poisons Information Centre (!\$(> ¶ D ~) (24 ä È&Â4")

13 1126

Child Abuse Prevention Services (L !7<% â v) (24 ä È F è4")

1800 688 009

4. 何处寻求帮助

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Settlement Grants Program (SGP)

www.immi.gov.au/living-in-australia/delivering-assistance/settlement-grants/

Settlement Services Locator

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

Migrant Resource Centres a Migrant Service Agencies

Migrant Resource Centres (MRCs) a Migrant Service Agencies (MSAs), Y ° 1 • - Ä ° ý } Š% ^ Ę æ } ¥ p ¶ D a ~ "(W q } :7¿ M38ÆEÄ6; D, Y Ö < î ù W!9 ") « ÁE- Ä ° 4ø } T*ý K < *ý, Y â v " àM7 i i Ū MRC/MSA ,Y6)4±A» š | £ | } Ä ° S i / • } ÖE!, Y • Ū " 4A•E@ } E"% ^ ü p o ãOk ?V6)4±, Y Y Ö "A!6)4± Š

Baulkham Hills/Holroyd/
Parramatta MRC
15 Hunter St
PARRAMATTA NSW 2150
Tel: (02) 9687 9901
Fax: (02) 9687 9990
Web: www.bhhpmrc.org.au

Auburn MRC
17 Macquarie Rd
AUBURN NSW 2144
Tel: (02) 9649 6955
Fax: (02) 9649 4688
Web: www.amrc.org.au

Canterbury Bankstown MRC
2nd Floor, 59-63 Evaline St
CAMPSIE NSW 2194
Tel: (02) 9789 3744
Fax: (02) 9718 0236
Web: www.cbmrc.org.au

Blacktown MRC
Level 2, 125 Main St
BLACKTOWN NSW 2148
Tel: (02) 9621 6633
Fax: (02) 9831 5625
Web: www.blacktownmrc.org.au

Illawarra Multicultural
Services Inc.
Wollongong Office
27 Atchison St
WOLLONGONG NSW 2500
Tel: (02) 4229 6855
Fax: (02) 4226 3634
Web: www.ims.org.au

Fairfield MRC
Cabramatta Community Centre
Cnr Railway Pde & McBurney Rd
CABRAMATTA NSW 2166
Tel: (02) 9727 0477
Fax: (02) 9728 6080
Web: www.fmrc.net

Nowra Office

East Nowra Neighbourhood Centre
Cottage 2, 80 Park Road
East Nowra NSW 2541

Macarthur Diversity Services
Level 2, Centre Court, 101 Queen St
CAMPBELLTOWN NSW 2560
Tel: (02) 4627 1188
Fax: (02) 4628 6068
Web: www.mdsi.org.au

Northern Settlement Services
8 Chaucer St
HAMILTON NSW 2303
Tel: (02) 4969 3399 or
1800 813 205
Fax: (02) 4961 4997
Web: www.mrcnh.org

Liverpool MRC
Ground Floor, 108 Moore Street
LIVERPOOL NSW 2170
Tel: (02) 9601 3788
Fax: (02) 9601 1398
Web: www.lmrc.org.au

MigrantLink
Level 3, 20 George St
HORNSBY NSW 1630
Tel: (02) 9987 2077
Fax: (02) 9987 1619
Web: migrantlink.org/index.htm

Wodonga:

Skilled Migration Coordinator
City of Wodonga
104 Hovell St
WODONGA VIC 3690
Tel: (02) 6022 9267
Email: skilled@wodonga.vic.gov.au

Settlement Assistance
Coordinator
City of Wodonga
104 Hovell St
WODONGA VIC 3690
Tel: (02) 6022 9339
Email: info@wodonga.vic.gov.au

Queanbeyan:

The Migrant Resource Centre of
Canberra and Queanbeyan Inc.
2nd Floor, North Building
180 London Circuit
CIVIC ACT 2601
Tel: (02) 6248 8577
Fax: (02) 6257 7655
Email: mrc@mrccanberra.org.au

Queanbeyan Multilingual
Centre (MRC)
12 Rutledge St
QUEANBEYAN NSW 2620
Tel: (02) 6297 6110
Fax: (02) 6297 0386
Email: anu.gmlc@bigpond.com

Griffith:

Griffith Multicultural Community Council Inc.
Resource and Information Centre
81 Kooyoo St
GRIFFITH NSW 2680
Tel: (02) 6964 2023
Email: gmcci@bigpond.net.au

Griffith Multicultural and Migrant
Settlement Services
Griffith City Council
81 Kooyoo St
GRIFFITH NSW 2680
Tel: (02) 6962 9985
Fax: (02) 6962 9956
Email: settlement@griffith.nsw.gov.au

Adult Migrant English Program ([AMEP](mailto:AMEP@bigpond.net.au))

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þ H IHSS ,Y ¶ D | Ú Á IHSS C ~ Y,YA»4, ¶ D Ä ° ý ° à5&0® °A. Š

Integrated Humanitarian
Settlement Strategy (IHSS)

www.immi.gov.au/living-in-australia/settle-in-australia/find-help/ihss

IM' • ¥ p,Y â v

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Kids Helpline (24 ä È&Ä4")

1800 551 800

Kids Help 5&0®

www.kidshelp.com.au

The Source

www.thesource.gov.au

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Youth Action Policy Association (YAPA)

9319 1100

W } ý ^ ° ë (+ A² |Ä+)

1800 627 323

+ Ff

info@yapa.org.au

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www.yapa.org.au

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LawAccess NSW

1300 888 529

TTY (þ p Ý þAÄ?ÖLq.b5ÚA"

1300 889 529

LawAccess NSW 5&0®

www.lawaccess.nsw.gov.au

8° ý/ i²Lq"ª ` ` q ŽM7LÖ?V ~ | } Ä °6)4± Š

Welfare Rights Centre
 102, 55 Holt Street
 SURRY HILLS NSW 2010
 + A² Š9211 5300 (^)
 + A² Š1800 226 028 (^ ° ë)
 TTY: 02 9211 0238
 õ,ô Š02 9211 5268
 + Ff:
welfarerights@welfarerights.org.au
 5& Š www.welfarerights.org.au

Illawarra Legal Centre
 7 Greene Street
 WARRAWONG 2502
 + A² Š(02) 4276 1939
 õ,ô Š(02) 4276 1978
 TTY: 13 36 77
 5& Š www.illawarralegalcentre.org.au

8° ý/Đ!æ` q ŽM7LÕ?V ~ | } Ä °6)4± Š

Immigration Advice and Rights
 Centre
 Level 5, 362 Kent St
 SYDNEY NSW 2000
 + A² Š(02) 9279 4300
 + A²AíA· è4" : (02) 9262 3833
 Ö ÈKÉ: ô ô a Ÿ ô ô ° à 2 È7È
 4 È
 Fax: (02) 9299 8467
 + Ff: iarc@iarc.asn.au
 5& Š www.iarc.asn.au

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Child Abuse Prevention Services (CAPS) (L !7<% â v) 1800 688 009
 (24 ä È "C F &Â4")

CAPS 5&0® www.childabuseprevention.com.au

Violence Against Women (24 ä È" ~&Â4") 1800 200 526

Violence Against Women 5&0® Ú Á °M38Æ \AÂ/ç | Ø, YC A,,)
www.australiasaysno.gov.au

Domestic Violence (24 ä È) 6280 0900

Domestic Violence Line (24 ä È) 1800 656 463

Domestic Violence Advocacy Service 8745 6999

(ë5Ú | W q } £ ^ ° ë, Y 7É+) 1800 810 784

TTY (Þ p Ÿ ÞAÂ?ÖLq.b5ÚA") 1800 626 267

Immigrant Women's Speakout 9635 8022

NSW Department of Community Services 24-Hour Domestic Violence Line 1800 656 463

#]C 5Ú ,ÿ

Ombudsman s` ÛBôBøAØ ° Î q Y ° ÿ ¥ p>! i,Y/-9ú A Í,Y jAž | « Á Ä °Gœ «>! } |
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Australian Communications and Media Authority (%^ ü þ o ðA,, ÿ g (| ACMA)BôBøAØ °
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Australian Communications and Media Authority ("C + A²) 1800 226 667
TTY (Þ p ÿ ÞAÂ?ÖLq.b5ÚA“) (03) 9963 6948
ACMA 5&0@ www.acma.gov.au

Australian Competition and Consumer Commission (ACCC %^ ü þ o0³ ^ ÿ #]C 5Ú © - ĩ)
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° à Õ p6)2Đ+ A² Ì-Ö :

<u>Australian Competition & Consumer Commission</u>	1300 302 502
<u>Commonwealth Ombudsman</u>	1300 362 072
<u>Advertising Standards Bureau</u> (T Ü ›)	(02) 6262 9822
<u>Banking and Financial Services Ombudsman</u>	1300 780 808
<u>Credit Union Dispute Resolution Centre</u>	1300 780 808
<u>Financial Industry Complaints Service</u>	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>	1800 640 695
<u>Superannuation Complaints Tribunal (SCT)</u>	1300 780 808
<u>Telecommunications Industry Ombudsman</u>	1800 062 058
<u>NSW Ombudsman</u>	(02)92861000
ë W } £ ^ ° ë (+ A²	1800 451 524
TTY (for speech and hearing impaired)	(02) 9264 8050
<u>Office of Fair Trading</u>	13 3220
TTY (for speech and hearing impaired)	1300 723 404
<u>Energy and Water Ombudsman</u> x NSW EWON y	1800 246 545

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Australian Government Regional Information Service (AGRIS)

Australian Government Regional Information Service x%^ ü þ o q C A,, â v y ¥ p Þ
H%^ ü þ o 6K äM3 £ x 6)F{ q â v,YC A,, " X E [Australian Government Regional
Information Directory ()%^ ü þ o C A,,+ A²² *) | } Ä7É+ Š

2ü ú & ~

W q }LÖ?V2ü ú,YN' - !>8(> ! \$ " ë ¸ L Ä ° æ Õ pM3 q Y	(NGO) Đ" ~ ` W Š
St Vincent de Paul Society	9560 8666
St Vincent de Paul 5&0®	www.vinnies.org.au
The Salvation Army	13 72 58
Salvo Care Line	1300 363 622
Salvation Army 5&0®	www.salvos.org.au
The Smith Family	9744 3188
Smith Family 5&0®	www.smithfamily.com.au

Aì ü6> Đ" ~ | â?V êT•&» "E® p Y Ä6Ò Þ(N o,Y?V" " i2P4™4œ6Ò Û c á á Á X,Y • Á
¥ p ~ " } Ä6)4± MRC ë Ž xAf i °A. } Z,Y & ~ YC n "

S Đ † •

Australian Red Cross (%^ ü þ o4w , i) µ í ^ ! Z F a7¿' &S ^5á Û Ö,Y † • ¥ p Đ • a
+. ¶ â v "

Australian Red Cross x%^ ü þ o4w , i y	9229 4143
Red Cross 5&0®	www.redcross.org.au

úL“ ` v+ A² }A•

E®GjA“ Þ i/ç â á,Y+ A²EZ Ñ â v | K Ú Á Lifeline Ö = Ø þ ! Ö þ 24 ä Ë ¥ p "C ,Y úL“ ` v }A• " } Ä6Ò ô 4² ð | ¿ LÖ?V a •ÁÝ ÖÁÝ | ë5Ú È B÷ !C! / ëM' IKÄNm T*ý « Á,Y è ¸ }A•EZ Ñ â v "

Lifeline (24 ä Ë F &Ä4")	13 1114
Lifeline 5&0®	www.lifeline.org.au

/ Đ Ý K « H2Đ ~)ÛEZ Ñ

Relationships Australia BôBø æ ý • ! \ a ¸ , ¥ p }A•EZ Ñ ! .6† aAØ?, â v " « Á Þ },Y
:" H C " W ÞLÖ?VE- Ä ° ^ g õA! - "

Relationships Australia	1300 364 277
Relationships Australia 5&0®	www.relationships.com.au

Men's Line Australia ¥ p ~)ÛEZ Ñ !C A,, ÝEA â v | ° ~+ À Á Û)Û K ý ¸ ,*ô# ë ¸ , H
2Đ F ,YKÄNm " XE- H"½ K x ë (!ç,Y \ H Ý ¸ , á - ¥ p Ö ÝC A,, " °A•A» šAì6)
4± Š

Men's Line Australia (24 ä Ë&Ä4")	1300 789 978
Men's Line Australia 5&0®	www.menslineaus.org.au

!§ (ã2"/3 ð ù ~)ÛEZ Ñ

NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)
ÖNN ³L â v | L"¡æ Ý2P á6; D • Á ¥ p ~)ÛEZ Ñ Ý É "

STARTTS ,Y â v Ú Á ~)ÛA™ !~)ÛEZ Ñ !(>)Û"•+I !2"/3+š ~! .6‡ ã"•+I4™4œC n !M' æ I9ú ! Ý \$ ~ < ,Ex i% ^ ü þ o*ô# ,YAv ç "I9 ë | STARTTS 9OE(N ½! | ... ŠE" o c ^ £ x ! Newcastle Ý Wollongong ,YL" !æ | c Õ ò a ÿ Ý Z ¥ p É a ~)ÛEZ Ñ "

STARTTS Ü Þ Ó -A, Y ~)ÛEZ Ñ - !6ÒÁÉ ï/ç â áAÂ?Ö, YNN, Ñ Ð ° Ý ý ÞLÖ?V È — u ~)ÛEZ Ñ, Y w ^ g, Y ôA! - "STARTTS â v M3 I . ü, Y ! " • 0 , Y Ý ² , Y " °A.A» š Ä # \$? • 5 & 0 @ ë 7 É + Š

Carramar (F½)	(02) 9794 1900
Auburn	(02) 9646 6666
Liverpool	(02) 8778 2000
Coffs Harbour	(02) 6650 9195
Newcastle	(02) 4924 6286
STARTTS 5&0@	www.startts.org

B ÷ v â v

ý% ^ ü þ o } î !)... Þ ï/çJË> ! ! ²L> ! P5ÖG! Ý jC | - ã â v p }EP ¾ "B ÷ v | - ã â v ç 6Ò+ 9OE q !(, YB ÷ v YJÖ " ý9OE !(5á }JÖB ÷ v â v E²"ª, Y "

Understanding Money 5&0@ www.understandingmoney.gov.au/content/

ÞA• ï âA¯ s, Y • Ä6Ò æ }>|PI " W q } -! ! iC ! ! ²L> ! P5ÖG! ! jC ÝB ÷ v }A• ¥ Ì jAž < ë } â6Ò.C o ë Î jC ` q Þ Õ+f |AÌ6)4±% ^ ü þ oA- Ý jC ` v © - ï Australian Securities and Investments Commission (ASIC) Š

ASIC ¶ D è4" 1300 300 630
ASIC5&0@ www.fido.asic.gov.au

JË>!

JË>! â v+ JË>!! Ì \$ ï Ý ¶C 6), ' ¥ p "8°LÖ?V ¥! | } Ä •JË>!! ë*ýJË>! 6 a PIN(>-Ö) ý ATM(7ç } ¥!) ¥ «)...G! " Ü Ô ý }, YJË>! 6 ß n ß }, Y PIN " W q }, YJË>! 6 >€,- ëF, ^ PA ßEi-°JË>! "

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C ! ã ¶C Ü } ôJ† Ý á ä ý/â ã ÈKÉE³Nr ë C (-/Á þ D) -E- "C ! ÞA• ï/ç | K Ú Á /- •C ! ! ! ¶*ý 6 ÝEä "C ! LÖ -, YJ† |?> #C ! , Y2P !C ! A Í ! }, YE-! ôKT -Â ! þ D Ý C " W q } â6ÒBô š | Ü Ô z -C ! ë T*ý }, Y ¶*ý 6 "

W q } µ x+š ë ï â6ÒE-! | } Ä?V" É E-! ^ g " W }LÖ?V ~AÌ6)4± Š

Centrelink's Financial Information Service

(Centrelink B ÷ vC A,, â v) 13 2300

Financial counsellors (B ÷ vEZ Ñ -) — « Á ¥ p "C Ý ² , Y }A• â v " ! S Ð } E!, YB ÷ vEZ Ñ - |AÌC% ^ ü þ oA- jC , i ' © - ï ASIC ë Centrelink , YB ÷ vC A,, â v6)4± "

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²L> Ü }!µ I - Ö ý Ì o ENr 1 ²L>C | ° ²Lq } â ï µ Ì)... ¥ pKÄNm5á 4 G!J† " ?-, Y ²L>2P Ú Á < ²L> ! < (²L> Ý"RE; ²L> " W q } ÞE; | }LÖ?VC E ²L> | ° ²Lq }8° ý ä ë ù • Ä ° 1 ÌC) T " ë5Ú | } 4A• È E T ²8Ø É É T"°, Y"RE; 4Ñ Ý ²L> x comprehensive car insurance y "

Tax Help (/ã v ~)

%^ ü p o, Y/ã v l { (ë/Å B÷ l {)+ 7 Ý 1 °CL7È5j l 6 Ý 30 °!7 " C%^ ü p o"ª
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Tax Help # :5Ú(Ú Á IKT5Ú)! â á \ ë ãAA?Õ6j D, Y • À ! ô:, • À ã - p „#L ¶ p!æ ë
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• À "! S Ð } E!, Y/ã v ~ ~ | Ä7É+ Š

Tax Help

13 2861

5. 澳大利亚的习俗与法律

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 Ö * ! "•ë l. ¶ Á !!'+ " ! á ü ë - ü5á - !© • Ä,Y ZF "E@Ex*ý c üF½ Ö,YN[' |
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% ^ ü p o q,Y Living in Harmony x aAâ*ô# yAv ç | ÷ ö ßEÄ,Y% ^ ü p o Ì ! • Á g,Í KÉ
 ,Y Bø Ð ° Ý á á6j D • Ä KÉ,Y [?, " XE- ½ ýL !7 \$?— ã á Ú Ž " X EİEœ ° à Ž" a : s)...
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- Ž/ NN,Ä
- C' Ö ‹4™4œ Ý 1
- Ö y A FC A,,1++: | Ú Á!æ l 3 Ý 21 °,Y Harmony Day x aAâ ° y "

! °A·A» š |Aì6)4± Š

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

Australian Human Rights Commission <>!6)F{"a` ,Y • !ç!<?> ° Ÿ/ ĩ A "

Australian Human Rights Commission	1300 369 711
TTY (þ p Ÿ þAÂ?ÕLq.b5ÚA")	1800 620 241
5&0® Ú Á °M38Æ \AÂ/ç ! Ø,YC A,,)	www.hreoc.gov.au

Anti Discrimination Board of New South Wales (... , **Ö é Á ³ ç!<?> © - ĩ**)
 Sydney (02) 9268 5555
 Sydney (general enquiry service and employer advisory service) (02) 9268 5544
 TTY (for speech and hearing impaired) (02) 9268 5522
 Wollongong (02) 4224 9961
 Newcastle (02) 4926 4300
 Rural and Regional NSW (Tollfree) 1800 670 812

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5? Eī Ü Ð *E²ª,Y>! ë } |5á(„5?5Ú Ū ĩ>€ ¼• "%^ ü þ o,Y!æ Õ Ÿ •FÒ?VFJ]% ^ ü þ o"ª ` " ! °A· þ H5? Ÿ% ^ ü þ oA; ´ C\$é?§8G,YA»4>C n |Aì °KÚ
www.apmab.gov.au/pubs/PoliceGuide.html (Ü þ8Æ \ Ÿ @/ç K «/ AÂ?Õ,Y()

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<u>Crime Stoppers</u>	1800 333 000
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Violence Against Women (24 ä È" ~ è4")	1800 200 526
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Violence Against Women 5&0® (Ú Á °M38Æ \AÂ/ç ! Ø,YC A,,)	www.australiasaysno.gov.au
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Men's Line Australia (24 ä È" è4")	1300 789 978
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Men's Line Australia 5&0®	www.menslineaus.org.au
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<u>Domestic Violence Advocacy Service</u>	8745 6999
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(ý ^ ° ë (+ A²)	1800 810 784
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TTY (?ž aAÂ?Õ þLq.b5Ú5áA")	1800 626 267
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NSW Department of Community Services 24-Hour Domestic Violence Line	1800 656 463
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Kids Helpline (24 hour service)

1800 551 800

Immigration Advice and Rights Centre

(02) 9262 3833

Immigrant Women's Speakout

(02) 9635 8022

W q 5 š ~ 5, Y • D € ^ = - s Ě Ö6- X Ä7É+ 000 zA; X ë7É+ A;5G X æ Domestic Violence Liaison Officer((, %o p6)4± Đ)" ~ " WLÖ?V õA! \$ ~ X Ä ½+ 131 450 6)4±5ĐA! Ÿ õA! â v Û x TIS National y "

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"a o á ä IUY Legal Age of Consent (H" a ` TAY 5 Ä7¿>! ^ oC´ • !*ô ü>! , Y IUY) X ý% ^ ü p o Û ³ Þ á á?™ o " ã yE" á ä IUY, Y • !*ô ü>! („, " a, Y XE²" a5Ú ï>€Gç5/ "

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

1800 688 009

CAPS website

www.childabuseprevention.com.au

Departments of Community Services (DoCS) Helpline(24 hour child protection service)

13 2111

EÄ ü ¾ /

International Social Service (ISS) Australian Branch

1300 657 843

ISS website

www.iss.org.au

H ü*ô!k : Œ a , Ÿ

H ü*ô!k = ÜL9 x Ü G y | ë K XM3 : Œ t µGœ «, YKÞ G H ü*ô!k =, Y>! ý% ^ ü p o E²" a , Y " _ 0° û U ëEÖ U K X Ö (E°>!E@ p>! | ëA~ K X • ^ gE@ p>! FÖ E²" a, Y " ŠE" % ^ ü p o, Y \ H a H > Ä6Ö µ E@ p>! 5á Ĩ)... : ŒKÄNm | Þ(N á v Y Ä° ~ N Á "

Women's Information and Referral Service (WIRS)

1800 817 227

PSPK

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ý ¥ p Ä °/*ý 0° ^ = | Ú " °A. 5 ý û pA°NN â v ¥ p | 5 Ä °6)4± Š

Kidsafe NSW (02) 9845 0890

Help in languages other than English 131 450

Website www.kidsafe.com.au

p HCZEôPSPK ŸG' ãPSPK,Y"ª ` (N ú ""ª o,Y> #‡G'2" Gæ!æ ÿ³ Ü p â á | K é?V?) # Ö p,YPSPK <'<4| " ýPSPK ÈOCG' E²ª,Y " ! °A.A» š |Aì6)4± Š

Alcohol Guidelines www.alcohol.gov.au

£ x 9361 8000

6K 1800 422 599

!§ ! &´ ã rG'

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LË _On&´ +4@ ÿ á l • Ä (H 18 V° à • Ä) E²ª,Y " ü ï E³ aN[E-/V!7 _On&´ ¥ p4@ ÿ á l • Ä "

ý%^ ü p o |OCG' Ýª,Y | šNP"½ äOCG',Y &Ž ã Ý " Ð * • _G' Ī ë ¥ p4@ 18 V° à ,Y • (minor | H ÿ á l •) FÒ E²ª,Y "5á ÿ á l • OCG' 4 E²ª,Y Š ŠL9M3 ý/- • | Z (!© W /- < \$ Z Z)" Ö p A F 4/V!7OCG' "

Australian Drug Information Network www.adin.com.au
(Ú Á °M38Æ \AÂ/ç | Ø,YC A,,)

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#Ú"Ö,Y),, X ° Ÿ² y ü7¿' | Îc% ^ ü p o • :AÉ]Gç?V,Y " F) t Ø(> !Eö á"6 " ë ÿ4æA• Ä ç t nFÒ E²ª,Y " ô*ô }(> !RQ äBò2P }(> a â(>FÒ - "ª ` ,Y² y | ý ÿ.C o } ûLÖ ?VA• ÄA- " | Ü Ô ((ã !JhRQ ë L> â(> ë" *ô p È }(> " !9 ë | [National Parks](http://www.nationalparks.gov.au) (Ò < A Â) E- p(N!_,Y?™ o | °L K - CÊCä "

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,YC n "

Royal Society for the Prevention of Cruelty to Animals (RSPCA)
(02) 9770 7555
RSPCA e-mail mail@rspcansw.org.au
RSPCA 5&0@ www.rspca.org.au
Royal Society for the Prevention of Cruelty to Animals (RSPCA)
NSW (emergencies only) (02) 97707556

C´ •?-M7 ä"tEï

ý% ^ ü p o (}C´ ¥•Ok ö?-M7 È |Ei *ý È C´ Í Ž,Y È ¶ " W q âAyA' Í Ž |ý?-M7
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% ^ ü p o • ý?V" ¥ È ` š ë â v È |Ei ïAÉ "please"(Aì ...) < (9OE | ¥• ~ ë9OE | Ö p ñ?T
È |ïAÉ "thank you"(ïA÷) " W q âAÉ "please" Ý"thank you " | ï>€?> 1"v/ Ba "
% ^ ü p o • Eï ïAÉ "excuse me"(^PS) | ° êCL •,Y"½ ä < W q ä ë s • È ïAÉ
"sorry"(Í âCL) "% ^ ü p o • ý A ï ë • < (² È { ïAÉ"excuse me" è Pardon
me"(Aì tAU) "
ý â •?-M7 ÝCI4{ È | } ïA° Ä6Ò] È " W q }-°F(Û ïE´ | " ?V òA²6)4± Í Ž |A~ « Á-°
F(" W q }C´ è ï • ÄNY4{ | Ö »E´ ë } ý"v PNY Eï-° š Š à 4{ | } Û ï>€ « C *ý " Ö
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8°LÖ?V É i P H Rentstart ,YC n |Aì6)4± Š

Department of Housing General Enquiries **Ö8 ü °A-** 1800 629 212
(!Ɔ = 7 p |!Ɔ p 24 ä È)

5&0@ www.housing.nsw.gov.au/

(Department of Housing s` Ù,Y+ A² Ì -Ö ì ý White Pages (,RNJ)+ A²² ,Y “Housing Dept of” (\$ F½) Ö ä à | è#\$?• K5&0@www.housing.nsw.gov.au/ ”

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Office of Fair Trading (/’ vC A,,) 133 220

TTY (P p Ÿ PAA?ÖLq.b5ÚA“) 1300 723 404

Office of Fair Trading **5&0@** www.fairtrading.nsw.gov.au/realestaterenting.html

Tenants’ Union Hotline 1800 251 101

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Home Purchase Advisory Service 1800 806 653

NSW Housing **5&0@** www.housing.nsw.gov.au

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Department of Housing Ö8 ü °A.

1800 629 212

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Supported Accommodation Assistance Program

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Homeless Persons Information Centre (HPIC)

1800 234 566

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NSW Department of Community
Services 24-Hour Domestic Violence Help Line

1800 656 463

TTY (Þ p Ý ÞAÄ?ÖLq.b5ÚA")

1800 671 442

The Youth Emergency Accommodation Line (1800 424 830)

Youth Emergency Accommodation Line 1800 424 830
24 hours a day, 7 days a week, free of charge

Youth Emergency Accommodation Line (1800 424 830)

Youth Accommodation Association NSW x 02 y 9318 1531

1800 424 830

1800 424 830
24 hours a day, 7 days a week, free of charge

1800 424 830
24 hours a day, 7 days a week, free of charge

1800 424 830

Energy Australia 13 1535
(Eastern Sydney, Central Coast and Newcastle) x 02 y 9318 1531

Integral Energy 13 1002
(Western Sydney and Wollongong) x 02 y 9318 1531

AGL 13 1245

Sydney Water 13 2092
(Sydney, Blue Mountains & Illawarra) x 02 y 9318 1531

Hunter Water 1300 657 657
(Hunter Region) x 02 y 9318 1531

1800 424 830

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

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Job Search Information Line x Ð ° ¶ D è4" y 13 6268
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5&0@ www.centrelink.gov.au

Job Network services (i5&4±)

Job Network à Þ ï/¢ ï â v "E® p Ú Á :

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Job Seeker Hotline
Job Network 5&0®

13 6268
www.jobnetwork.gov.au

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5&0®	www.australianapprenticeships.gov.au
Workplace 5&0®	www.workplace.gov.au
Australian Jobsearch 5&0®	www.jobsearch.gov.au
Skilled Migrant Job Seeker 5&0®	https://skilledmigrant.gov.au
Jobguide 5&0®	www.jobguide.deewr.gov.au

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Trades Recognition Australia
GPO Box 9879
MELBOURNE VIC 3001
+ A² Š(03) 9954 2537 or 1300 360 992
õ,ô Š(03) 9954 2588
5& Š www.workplace.gov.au/tra

Vocational Training Tribunal
Level 12
1 Oxford Street
DARLINGHURST NSW 2001
+ A² Š(02) 9266 8450
Email: ARTCenquiries@deewr.gov.au
Web:
<http://apprenticeship.det.nsw.edu.au>

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GPO Box 9879
CANBERRA ACT 2601
+ A² Š+612 6121 7456
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+ Ff Š traenquiries@dewr.gov.au
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NSW Department of Education and Training Ä ° W * T },Y#L ë U 9CE IAYA– ° Ž " i
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Industry Training Centres (ITCs) 13 2811

ITC Û Ø ý i ý Ž | Ú Á iUn I !Wagga Wagga ! Orange ! Tamworth ! Lismore !4' 62ö !
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Parramatta ITSC
Ground floor, 16-
18 Wentworth Street
PARRAMATTA 2150
+ A² Š13 2811

Bankstown ITSC
2nd floor, 41-45 Rickard Road
BANKSTOWN 2200
+ A² Š13 2811

90E TAY, Y#ÆEõ

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TAFE NSWC A, ~

13 1601

TTY (for speech and hearing impaired)

(02) 8289 4703

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Skills Recognition website

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

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Department of Education, Employment and Workplace Relations .6‡ ! ï a ^C H2ÐF½K½
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AEI-NOOSR Hotline

1300 363 079

AEI-NOOSR 5&0®

aei.gov.au/AEI/QualificationsRecognition

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FEE-HELP

1800 020 108

Going to Uni website

www.goingtouni.gov.au

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ASDOT Hotline

1300 363 079

ASDOT website

[aei.gov.au/AEI/Qualifications
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Workplace Ombudsman website	www.wo.gov.au
Help in languages other than English	13 14 50
Workplace Ombudsman Helpline	1300 724 200
Workplace Infoline	1300 363 264
Wageline	1300 363 264
Workplace website	www.workplace.gov.au

C Workplace Relations Act () ° 1 H2Đ" a *) | P, YLœ -FŐ P u : ě â u : ° ĩ "Lœ â6Ő µ Lœ - 3 c ě â 3 c ° ĩ5á Ū « Á?, Lœ "8°LŐ?V [?, É ĩ, Y š Š | Ä °6)4±% ^ ü p o ° ĩ (ACTU):

ACTU 5&0®	www.actu.asn.au
ACTU Helpline	1300 362 223

P5ÖG!

P5ÖG! xSuperannuationy Ő/ç(N }EŐ æ5áA“, YKT ô jC " ý ě+! Ū | P5ÖG! T"°>€/Ä EŐ æ/Ä:™ ě P5Ö : " ý } ý6! ôKÉ jC P5ÖG! ½ ý ~ } }, YEŐ æAv ç ŸL½4Í4ÿ " µ #!œ ý% ^ ü p o -6-5Ū |FŐ P5ÖG! â - "

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ATO Superannuation Infoline (%^ ü p o/ã v P5ÖG!&Ä4")	13 1020
ATO 5&0®	www.ato.gov.au/super
Australian Securities & Investments Commission (ASIC)	1300 300 630
(%^ ü p oA- Ÿ jC ` v © - ĩ)	
ASIC 5&0®	www.fido.asic.gov.au

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Tax File Number (TFN) (/ã v ĩ-Ő) Australian Tax Office (ATO) (%^ ü p o/ã v) |4@ ý • ě . (, Y(Á(N ĩ-Ő "E® ĩ-Ő ý « Ū/ç : ě |LŐ?V*ý "+ Aİ TFN }Ok ?V /, Y ` Ī c ... o , Y • Ä :AÉ |9œ «TFN , Y Ő Ä s" a EİEœ µ(N5& " TFN ý4", PA...!œ = Ø p !!œ p a ° ä ě Ő |5á }+ Aİ LŐ, Y =F½C n 4 ç }, Y y'<A" š ã } ý% ^ ü p o, Y \$ " p ã | } ĩ

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W q }4±9ú*ô â | ý } a Australian Taxation Office (% ^ ü þ o /ã v) ° Ý K « Ö ĭ (yF(Ě Ū
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Office "

% ^ ü þ o /ã v (ATO)A»4»6)4±C n Š

Tax File Number Helpline (/ã v ì-Ö ~ è4") 13 2861

Business and GST enquiries (°A· v ã#]C /ã ` q) 13 2866

Personal Tax Information Line (ý •/ã v C A,, è4") 13 2861

/ã v 5&0@

www.ato.gov.au

TFN ý4",PA...

www.ato.gov.au/individuals

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[www.ato.gov.au/individuals/
pathway.asp?pc=001/002/012](http://www.ato.gov.au/individuals/pathway.asp?pc=001/002/012)

8. 社会保障

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Centrelink (iÄÄ/ç â v)

13 1202

Centrelink 5&0@

www.centrelink.gov.au

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(- /ã v ³ 8) ° Ÿ Maternity Immunisation Allowance (I "+€"úC) "

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Family Assistance Offices (◁, É ~ s ` Û) A" c Û Centrelink! Medicare a/ã (Australian
Taxation Offices) s ` Û Z |! °A. Þ H ◁, É ~ -! A» š | ë5Ú } È-°F(} ÞC N[« ¿2P/d
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Family Assistance Office (◁, É ~ s ` Û) A»4)6)4±C n Š

+ A²	13 6150
8ÆEÄ ° ë, Y K «AÄ?Ö	13202
TTY (Þ p Ÿ ÞAÄ?ÖLq.b5ÚA")	1800 810 586
Family Assistance 5&0®	www.familyassist.gov.au

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Youth and Student Services (IM' • ã ;*ô â v)	13 2490
8Æ \ ° ë, Y K «AÄ?Ö	13 1202

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Centrelink's Customer Relations Unit ("C + A²)
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1800 050 004
131202

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Family Assistance Office (« , É ~ s ` Ü)

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Centrelink Multicultural Service Officer (Centrelink ĩ \ ë â v G `)

Multicultural Service Officer (ĩ \ ë â v G ` ,1U/ÅMSO) Centrelink C'Đ!æ äL"!æ/ KÉ
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Ü , ° Ÿ K «,Y5ĐA!C n |A!7É+ 13 1202 ë °A"5&0@www.centrelink.gov.auEP ¾/We speak
your language } Ä ýCentrelink 5&0@,Y NJ&Ž Đ Individuals | ' ā bEP ¾" Moved to Australia |
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13 1202

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Employment Services, Newstart, Special Benefit

13 2850

Age Pension Ÿ Pensioner Concession Cards

13 2300

«KT ë,! y •

13 6150

Youth Allowance and Student Services (M' I"úC Ÿ ;*ô â v)

13 2490

Disability, sickness and carers (!' + " ! x+š a y)Ũ5Ú)

13 2717

Centrelink ÒL â v (#L ë pension 6 Ö P5Ú)

13 1673

New Apprenticeship Line (... ; g è4")	13 3633
â v T*ý5Ú çO]	1800 050 004
Centrelink TTY (Ɔ p Ÿ?ÕAÂLq.b,Y•À5áA")	1800 810 586
â v T*ý5Ú TTY	1800 000 567
W q £#L ë (+ A²	+613 6222 3455

Family Assistance Office (‹ , É ~ s ` Û)

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9. 交通

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Transport Infoline (yEi ¶ D è4")

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Transport Infoline (A F yEi ¶ D è4") 13 1500

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TTY 1800 637 500
(+ ð (, â v Þ p Ÿ ÞAÂ?ÖLq.b5ÚA") (!æ º ¾ 6 È7È / 10 È)

Transport 5&0@ <http://www.131500.com.au/>

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ý Yellow Pages (T™N)ª A²² ,Y 'Bus and coach scheduled services' Ö ä à "&@E; ! AE; Ÿ#öEC
,Y È >= ì ýE@ ý5&0@www.131500.com.au (&Ž Ð Þ*ýJÓ z) " Þ ¥ p ; z I { ï Ü Þ È >= "

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Countrylink 13 2232

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Websit

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Zero200 (02) 8332 0200 ë 1800 043 187

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Roads and Traffic Authority (RTA) :+ â v ~ 13 2213
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Registrar of Encumbered Vehicles (REVS) www.revs.nsw.gov.au
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11. 医疗系统

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12. 娱乐与媒体

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Bureau of Meteorology (!éB6) 5&0®	www.bom.gov.au/weather/
The Royal Life Saving Society Australia	www.royallifesaving.com.au
Swim Australia	www.swimaustralia.org.au
Kidsafe	www.kidsafe.com.au

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NSW Department of Environment and Conservation	1300 361 967
The National Parks and Wildlife Service 5&0®	www2.nationalparks.nsw.gov.au/parks.nsf/WebMgmt/HTMLPages+Homepage
Department of Primary Industries	x 02 y 9527 8411 ë 1300 550 474
Primary Industries 5&0®	www.dpi.nsw.gov.au/fisheries

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SBS (^)	1107 KHz (AM) / 97.7 MHz (FM)
SBS (Newcastle & the Hunter)	1413 KHz (AM)
SBS (Wollongong)	1485 KHz (AM)
SBS (Young)	98.7 MHz (FM)

2000 FM (^)

98.5 MHz (FM)

2BFM/2BCR (^)

100.9 MHz(FM)

2MFM Muslim Community Radio (^)

92.1MHz (FM)

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Australian Library Gateway

www.nla.gov.au/libraries

Australian Internet Cafes

www.gnomon.com.au/publications/netaccess/

13. 移民及公民事务部

Department of Immigration and Citizenship (DIAC) (Ð!æ ÿ A!æ`vF½ | DIAC) Ð1SA-`
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DIAC 0A- 13 1881
 DIAC 5&0@ www.immi.gov.au
 Living in Australia 5&NJ www.immi.gov.au/living-in-australia

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DIAC Ground Floor Jessie Street Centre 2-12 Macquarie Street PARRAMATTA NSW 2150	DIAC Ground Floor 26 Lee Street SYDNEY NSW 2000
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Citizenship Information Line (ý%` ü p o X Z) 131 880
 Citizenship 5&0@ www.citizenship.gov.au

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Australian Electoral Commission (AEC) 13 2326
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Migrating to Australia

www.immi.gov.au/immigration.htm

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14. 地方政府和社区服务

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