

GI:072P80E 107è 1ê

New South Wales

77x 8x G05F\$

Fpè

Korean

2009 x 1 8

DD8 : 2009 x 1 8

98G^ -GI : 1800 8p)• 48%LÈ 98G^-GIÈ 8°L 98Gd72P +” ,h8”):E 98G)• +”
4!è 98G4 .0%ß . 13 Gm8t 13008p)• 48%LÈ -GIÈ 4!è 98G4 .0%ß.
6&Ø300 -C 1800 -GI&8t 5 :08CE3L\$ø-J72P+ 17%T 3L83. Hh\$4E\$72P
1270È 7ÈHh\$4E\$ 98G4 957%ß.

13, 1300 Gm8t 18008p)• 48ACE 6È -GI: GI:0 772P 98G° - ñä , GI:0j -GI8-
61 8x +p9484Gø 8x 9P7F• :ø! -GI7t F\$- 98G-GI° 84!47X . GI:0 !è2P :0
Gm8B88 :ø! 7-72P 88 98G° 4 7È :ø! -GI° 84GøF\$-
98G-GI° 84!47X

-85 +9P1E : Department of Immigration and Citizenship (8-04-0.) 7t 4888” .,
2Ày8Ä 8%T &€ !è8CE 9IG2ø8x dF1ø ., =y872P \$6ø !è8t 3L4)•
-HIH 3L\$ø83ø. ., =y88CE9I.(7 80E8ø)4ø F• 6&Ø 2Ä” -C 2Ä7 \$4F2P\$ø
8-04-0. -C 4887È 6&È =y8\$ø 686x 688.

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GI:07 7x 8x, Cif ¼ #2208% 7x 8x G05F

GI:09I., :09I. , :09I. /x9I. .2P7t Foe GI:0 10-0&7À \$6Å• 2P/x30
9P)FOE 830. ., =y8Å 87Y 40• 59' 2P/x30-C :07 \$4F" ,à 6&H72P
908x F" 3L8Å :0 \$4F" P88x 9P)F" &è 80.

8" =y8Å 8Ü \$0F" 8-08Å ,à G88\$0F• +Ü 4 GI:0 8-08Å8x \$410p)•
FOE CH¼75:0 8-08Å -C 8\$080E 80Å ,à 8&80E G08Å -C 2P/x30
9P)6&7À 9D8x +È 830 . !0 -C 8\$080E ?B0 F\$-80 Department of
Immigration and Citizenship (DIAC, 8-04-0.) 72P -PF2 =058- 9I.(° =I FOE47X

., =y8Å 9I\$F" :04!47X . GI:072P 117è 10x 48Å0E 7) ., 8T7F" 80 .
7) 9I=] 2P/x306èè -CLiving in Australia0E 8- D8:6- www.immi.gov.au/living-in-australia 72P 40• 48Ü 0DD8x 12F06° F0.1 802P 480 +p94
80p4!47X8" .:0t GI:072P80E=8€ +»:08 :0FOE %T Cif• ,I9P&7 4F" \$*
830.

GI:072P 117è 2G0x 48Å0E F" &€.&N0E ,I9P&8t .)80E 8T%9580.
+08" d\$è 3L\$080p+0 DF• ,7 10F0E .(100 :06è :ü 3L830 . ä 2e)8t
50E %8Å F0E 2T80E1080E \$00 50E 7F0E \$)X 830. GI:07 7x
8x G05FOE F70x /0. !

1. **G7** **F6** **F" 8**

6x(8 80E 50E GI:07 \$0F G0" 48° !0 F06° F" 8 4:0 :E7E
15&8\$. F4:6) =5" 44+2P =AE* F0E47X

9DE•



A Tax File Number (2I &%)' -GI) 4

B Medicare &%)' -C 1 8(G 48)

C 8tF B8 P2

D Centrelink &%)'

E Health Undertaking Service 7

F 756 A(3 &%)'

G 8 F &%)'

H 798 +E 4

B0! 2P/x30 2PCE-717 4F• 9I.(° 66x .(4)* 9P2 8U756è0 0 .(4!47X
9I=] 9P-L 157 \$4F2PÈ 9P4 8U6&H7 # # # ° .(4!47X

A. Tax File Number (2I &%)' -GI) 4

8 48U +p94F06° F" 88\$. GI:0!02P 3L88x 6d 88F2PÈ **Tax File Number**
(TFN) (2I< &%)' -GI) 4 Fx7È0 . 3L88t :8U2P -OÈ 8< Gm8t==, 9I.72P !7È
3L\$, ,à 7< 9ACE 88Ä E F0E C8Ä 3L8C&%8E F50.

Tax File Number 4

GI:072P Australian Taxation Office (ATO) 7 98GF0E 4=2P° .(!0) F" 3L 830.
Gm88° :087 7 8; F0E 24 48 !0ATO 8-18C72P TFN 8x 4=5" 3L 830.
4=2PÈ DF• White Page 98G-01.7 d)'%P Centrelink shopfront Gm8t ATO72P\$0
400.

Australian Taxation Office (ATO) 7

98G

13 2861

TFN 7(8 4

Online individual TFN registration

88 -1 4

ATO shopfront locations

Centrelink shopfront locations

ATO 8-18C

www.ato.gov.au

2I7 4F• \$ 8ÄF• 9I.(° 88F2PÈ 9P 78U78x =19F0E47X

B. Medicare &%)' -C 1 8(G 48)

GI:0 9I.È Medicare (FÈ 9P\$0 BÈ" 8CE :0 \$4F• :88x 9P)F0.

DF• 86E¼ GPB9P\$(PBS) F02P \$4.80E 86E¼ /x78x :8F\$. Medicare
-C PBS Medicare Australia 4 456.

567 Medicare 7 48F" 8X" 88x 3L88p+8 8CE 2P/x30-C F8) (8x :½ -O8p4 3L
838. E F5E 2P/x30 ,h*)ñ .8 ?CE ,.87- ?CE .(97t 86E¼ .(9x &%8"
838. +Ü 8°08Ä \$ Medicare 7 F\$- 8X" %LÈ 8" 6x\$8x :0:5E 8"
:E7E0E F\$- 8X 7.° 66x .(d 88F2P Medicare 7 7\$(E0E° F8.

Medicare È 19 P8p)• -74%P 'Information Kit' 8 88p+8 756P %F8 9D8ÄC 7XHX
CD ,ä ?2IC)\$ø 488. ., 2x2P7E Medicare 7t \$ä 9l. 8CE 2P/x30,ä
8CE GPB-C 3L\$-8x 88F• 8X 7E" 2x%L6è 838. Medicare 1ñ2ÄMigrant
Resource Centre Gm88-18C" -JIF" 47 8° a 7E50E47X

Medicare &%)' -□

Medicare 7 &%)' F05x" GI:07 \$øGø-10 8° d\$264 7 Ä 7 F½2PCE-C 75:0Ä
/x8Ä :èIF0E47X+Ü &%)' 7E" J68" 6±3:0 Gø 7D8p)• \$ø%Ld 8988
17F" Medicare ?& -G1° -O8x3L\$ø838. \$4.80E ñä 8CE /x78x :076° F0E
IÈE7 8° /x78x G0E -OÄ %B. 80E hFI (6x6 F" 7 7-10 88x d\$ä
Fx7E68" &%)' F0E 84 -G1° 7E8" 3L4 838.

8= . □ □)880E Casualty' Gm8t 'Emergency' .%72P 24 48 488.

Medicare 7(□

98G□

13 2011

P8□ -J

Medicare offices

Medicare 9l.(AC□

Information Kit

(756è878CE 66P 48)

Medicare website

www.medicareaustralia.gov.au

Medicare 72P @-F0E 6E 2P/x30 7¿?0E \$4.80E 6ñ 2P/x30(6A)\$30 G20°
@-F8E 7128E 9P)F8E 7) \$6A• 1ä 8CE d\$ø 838.

1ä 8CE .(G7 \$4F•12IF• 9l.(° 8F0E"11 8Ü8CE 8 =19F0E47X

C. 8tF□ B8□ P2□

GI:072P□ \$4P \$8x 8tF½ :0B 8i 9F•(building society) Gm847Y 9F•(credit union) 7
. (4F8. \$4.80E .==0 =* ,ä 9l. 3L\$-8t 9Ä :8E :0%8 . GI:08&8t
8tF7& -C 47Y&° \$6A0E 17F0E 838 .

50EP \$øGø6 :0 87□ /E] 2Ä86D\$ Gm8tA)&[8T# \ &%8tF½ B08x
P2K0E 8" 98t\$8 48G88x 88F" \$4P 7 Ä Fx7E F0E &88 . 6:0 8G0E
È 48G88" B0Ü P2X Fx7E0E %L88 +8t 2P0E 6E ñä 68Ä %T:\$ø
+8. 8tF½ 50Eax File Number(TFN) ° 9P)F0p)4ce 88Ä 3L87 \$4F• 2E 2l<
D+" GPB8x-O8p4 3L838

8tF½9Ä P2X \$4F• 8ÄIF• 9l.(° 88F2PÈ 6x(ì 8-18C" -JIF0E47X .

Smarter Banking – □ G7Ed

www.bankers.asn.au

D. Centrelink &%)'

□ \$øp 16Ä8Ü 3L\$- -C dAô .(9x 2P/x30 Centrelink (° F8E 9l. 2P° BÈ"
9P)%8. =8E \$øF• 08Ä8t :øF7- d3T 89l -C 4) \ @30D4° 88F• :88x

Centrelink 7 88F Tax Office 7 4=á 9E3L° F0E 3L8\$0 \$7t
Centrelink 7 7\$(E0E !0d :00 86ü 3L830. GI:07 \$0F0E
!0d :00 8600 F0E 88F2P0E , !0 7\$(E6° F0E14 8° 8!0E =á
9E3L4@P6F0E.

Centrelink)•Bd 88d 3L\$- 800 .7 %0. F\$-88t GI:07 \$0] G0
7 8° 8!0E =50E \$0] G0 8° !0E =á 800x 4:0 Centrelink 7 7\$(E0E 7\$(E•
:014 8° 8!0E =á 9E3L4@P6F0E. 10IF• 9I.(° 8F0E 8 800E 10Á /0' 8x
=19F0E47X

88p4 70E 60U/x .(90 88F•9I.' .(90 Family Assistance (490 :0 3L\$)-8x
-08p4 3L\$0830.

10IF• 9I.(° 8F0E 2 800E 756è0 , 7 800E :0 C 8 800E 10Á /0' 8x=19F0E47X

Centrelink 7(00

98G0

13 1021

75608780 66)00 :80

13 1202

080 -!0

Centrelink offices

Centrelink 8-18C0

www.centrelink.gov.au

40 800808x 88F0

Have you recently moved to Australia to settle

0 66)00 %0I.(

Centrelink assistance – we speak your language

E. Health Undertaking Service 7(00

F780 Department of Immigration and Citizenship (DIAC) :0D80E 700p)• Health
Undertaking (Form 815)70P+F0E 70GI:07 \$0] G0Health Undertaking Service 7
1800 811 334)• 98GF00° F0.

Health Undertaking Service 7 7\$(E0E; 40E 80E A0 \$4F 900x -08p4 3L
88p+0 , 72P G0Á 80E :0x -08p4 3L830.

Health Undertaking Service

1800 811 334

(9am – 4pm, 87072P 700)

F. 7560A(30 &%)'

756)00 812B8x F0 8t +70 :E70E0 500E 2e)958- 9I=0x 88F•:E70E 70Á
%0. 7560 +8x 8! +F0E \$0] G0 40 /0e 756è -d70 8x !)YF0E
000.

GI:07 =0E \$0F• 1008x 88F•756è@30 **Adult Migrant English Program (AMEP)**
72P 9P)%0 .1ü0-08p)2P 50E10 4800E ,h* 756è3L68x -08p4 800
80x 3L830. AMEP 0E 7) 4:0 F0é 7i20E 9P)F0E :00! 49I Gm8tdA0 \$0
87 91000 7 98H/756è -d70 3L830.

G. 8t0 F0 &%)'

GI:0-70 80E 52I72P 15 2I00E 6x8&8t 80E958p)• F0 \$!6° F0. 500E
80 \$4F• /00 48° !0E F0 &%)'4A20° F0. 10IF• 9I.(° 88F2P0E 9P10 80
0U0 /0' 8x=19F0E47X .

H. 798 +E 4

F4 75:0À /x8Ä 2ÄTFCE 8p+ 756èGm8t)8%P 8p)•Bd8CE -71):ÑP Aø
 G8F708 +FiÑk 2/5CE 4+” \$ø] Gø=8€ 3 P8 %68t 7088” F(0%P.,
 8Gø\$ø 7088x Føx” 95FF• GI:0 708 +FiÑk 2/5CE° Fø . 8È 8)” 4G,
 4d :0F½4G ,ä 4)Y B50i Føx 7Èø . GI:072PÈ 708 +FiÑ :0 -C :4:0
 9I.72P -PF7ø.

Aø +FiÑk 2/5CE 68t 7È Føé F4:Ñk -Od 88F” 708 8)” 4G7 F76°
 Fø.

8° F7- +FiÑ 2/5Ä8t +Fü ?& 47 &d(° 8)” Gm84d 708 B504 +9P %T3L
 83ø.

F7- +FiÑk 2/5CE 8½ 68x 7ä F80Ä +Fü ?&FCE 88F” 8)” 4G7 F76°
 Fø.

+Fü 4G 4=8x8” F6° F” 15j

- F7- +FiÑk 2/5CE 8È 7ä 8° Road Traffic Authority (RTA)7 9Pø
 (Community Relations Commission Gm8t Department of Immigration and Citizenship
 72P 68x 3L8È)4 -70 Fø
- RTA 7È58x 97” 48Gø :Ñi
- NSW ø :02Ä :Ñi 9Pø
- 8)” 4G FÝ (+9P%L:ô 668È 7ä)
- 4d :0F½4G (+9P%L:ô 668È 7ä)
- 4)Y 1à FÝ
- F\$- 7È !Ý (+9P%L:ô 668È 7ä)

89I%P 48

6x(4& :E72P 8%=\ +FiÑ 2/5È M8t &%=80NSW +Fü 4=8” 7ä 8)”
 4G0 4d 4G72P +9P%ø.

7X08x
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 A)46x
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 F8(Äø
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 308”
 3083ø
 75j
 -j

How to prove who you are to the RTA (RTA 7
RTA &%) '1 2 2P 8F" 3L83.
Roads and Traffic Authority (RTA)
www.rta.nsw.gov.au/licensing/index.html 6x() 7\$(E47X

RTA (general enquiries)

13 2213

RTA website

www.rta.nsw.gov.au/

GI:0 Bé -C 80 708 -É 83. 10IF• 9l.(° 8F0E"
8x=19F0E47X
88F2PÉ 9P 28Û756è 8x=19F0E47X

2. 756 8

2e8 8-08 756 F8) (AMEP)

2e8 8-08 756 F8) (AMEP)

GI:072P 2e)958p) 9l=FCE P895 1605 0P95 +E 2e?FCE 88F" ?F6° F" 48Ù
:E7E\$ 4=F \$ 756e 80E 8\$.F\$- 8X %Tä ,2e8-8-08Ä 756è
F8)(AMEP) 72P d.,958- 756è3L68x 9P)F" 3L88p+ 8E 81058- 162G0
8: 6ù 168x 88F-756è \$08" %T8.

AMEP 7 F\$- 8X %Tä\$4 510 486Gm8t d05 756è 80Ä &E(8" :E7
+p94\$F" &756è 3L68x -O8x3L83. GI:07 7X 9881 ,I &%6Xè
68x 4:0 8\$08CE 88Ä° ä Gm80I F; ßU8x 8Ì -O:ó +F• ä756è 3L68x
\$ +8" -O8x3L\$083.

AMEP 3L6ù8X 7.° 66x .(d 88F2PÈ 756è+FCE8d ,6\$d -C &d d8x
B60F" .(6x6° F. 8-0 4=0CE 8G6)• F772P 756èB60F -O:ó 68t ä ,
GI:072P AMEP 3L68x 88F• &%)'8xF" &E60F 44FCE %.

GI:07 \$FCE 75:0Ax -O8t :ó 3 P8 8Tè F\$- :0! AMEP 72P AMEP 3L6ù&%)'8x
F6° F. 8° x !è 3L68x 48Ä6° FCE ,);:ó 68p+AMEP 7t8CE756èF8é dGÄ
86è -è 3L\$083. &%)'8x F• 8G0 4981 :8Ù Gm8dAô =y8916° F" 158" 2Ü
3L6ù=I2Q8" 6X:ü äE 756è3L6ù48Ax 7\$dF" 3L\$083.

AMEP È 7) 4:ó \$6Ä• F8é -Éx 9P)F. EA0, Gm8D@CA08p)• 3L68x -O8x
3L\$088p+AMEP 8ä F80p)• 49172P -d7i 3L\$088p+ 6x# 491 ,10CE \$08p)•
756è -d7i 3L\$083. F6ù 7\$m8" %L:068t 8Ä %^äE 3L68x -OÈ %67
,h* .(8U87 +I 3L\$083.

Enquiries Line

131 881

AMEP 8-180

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

8F0AMEP 7 F\$- 8X 7.° 66x.(I 8FCE" 4Eè 2P/x309P)6èè
(6x(I 7(%)7 7\$(E0E47X

South Western Sydney region of NSW
Fairfield, Cabramatta and Liverpool
ACL Fairfield
6-8 Alan Street
FAIRFIELD NSW 2165
Tel: **(02) 9723 4244** or **1300 798 111**
Fax: (02) 9723 6444
Email: amepenquiry@acl.edu.au
Web: www.acl.edu.au

Inner City and Eastern Sydney region of NSW
NSW AMES
84-86 Mary Street
SURRY HILLS NSW 2010
Tel: **(02) 9289 9111**
Fax: (02) 9281 9995
Email: innercity@ames.edu.au
Web: www.ames.edu.au

Western Sydney region of NSW
Auburn, Parramatta, Blacktown
ACL Auburn
3 Mary Street
AUBURN NSW 2144
Tel: **(02) 9749 3300** or **1300 798 111**

Burwood, Hornsby, Newcastle and Rural NSW region of NSW
NSW AMES
29-31 Belmore Street
BURWOOD NSW 2134
Tel: **(02) 9744 3885**

Fax: (02) 9749 3310

Fax: (02) 9744 3815

Email: amepenquiry@acl.edu.au

Email: burwood@acl.edu.au

Web: www.acl.edu.au

Web: www.ames.edu.au

Southern Sydney and Illawarra region of NSW

NSW AMES

2 Jacobs Street

BANKSTOWN NSW 2200

Tel: (02) 9205 4350

Fax: (02) 9793 9541

Email: bankstown@ames.edu.au

Web: www.ames.edu.au

Migrant Resource Centre (9P4 8U6&H7 \$70x 7E5E
=19)7t Centrelink(9P7 8U7Y =19)E AMEP-C 756E FUAa 3L8E dAô-JÉ 4F•
9I.(° 9P)F#.

dAô 756 F3

756 3L68 8U 7Y :8U (DEEWR) -C :0/:4:0 9I.4 4E C:41ö
F8)(8x B52P 4E. DEEWR 7E % 7\$m (15-642)8CE2e8&8x 88F•2 P8CE
7Y 4)\ 66è F8)(8 83#.

=B-¼ F8)(8t 66è Gm8f756èY8" .9#0E 2dE ,19P)• 8F" 7Y 6X6"
8E 1A7À 800 488CE 66è -C 3Là ßU8x 9P)F# **Language, Literacy and
Numeracy Program (LLNP, 66 -C 3LY F8)(**

AMEP @30 8:, 02E AMEP 4=ã F\$-%L:ô 68x ñä **Language, Literacy and
Numeracy Program (LLNP, 66è -C 3LY F8)(** 7 :8FCE 3L83# LLNP E
756è6\$d, +FCE&d , 8d, 3LF• -C:67 4)%P F80x E F60E :8x :8F# .
4=á 88x 88F2P **Centrelink 7**:6ù 4=8-(Job Seeker)8p)• &%)'8x F0° F# .

Centrelink 13 1021

756 +E4 7 13 1202

LLNP 8- D8 [www.centrelink.gov.au/internet/internet.nsf/
services/literacy_numeracy.htm](http://www.centrelink.gov.au/internet/internet.nsf/services/literacy_numeracy.htm)

%, -¼ F8)(8t **Workplace English Language and Literacy (WELL, 8 756-C
66Y) F8)(8# . 8" F8)(8t 756è-C 3Là ßU8x 88F" :888x GUF#
d47 88l:88x 9P)F#.**

WELL Program 1300 363 079

8-18C www.deewr.gov.au

DEEWR 8t DF• **English as a Second Language for New Arrivals (ESL-NA) (4
8:08 88F9P2 66 756) F8)(F72P 18 2l -, +8CE 88" %LE 1j, \$øF•
F2&7À ;:E 756è3L68x 9P)F# . 8" F8)(8t /x756è2P 1j, \$øF•
F2&7À ßU dGÀt 2e?° :NAB 8x +E)FCE 88p+ , -JÉt 756èY8x
P-PFCE .,09I ßU G% =17 ° =>A# 8#.**

8-1800

www.deewr.gov.au

DF• 756@30 dAô ßUd4 -C @,DS 2pBd72P400 .9P 78Û7Ý -C 9P10 8Û
:6Û ß F0CEßU C (ß) =l9p

-71 -C B7 2P/x3

B7

B7 2P/x3 (TIS National) 72P 120 7 P8CE66 98G^Bè!8x 9P)F" 3L 830.
4lè B6)• (Hh\$4E\$7Ý 48CE 7Èt \$À 957%) TIS National 7 98GF" 3L 830.
TIS National 8t F0E24 48 8:087 7 88" 400E GI:0 6&H72P&:ô h= 1672P
:8F" 3L 830.

756 +F" 3L 60 756è 8FF" 3L 60 9l.' d47 7\$(E" Fx7È 8x ñä F\$-
d47 TIS National 8x 7È50E 50E , d408CE 800B0x :8F0F F0E47X ..(Bé
98G^Bè! 2P/x3 9P)%L:ô, Fx7È• ñä9l.' d472P Bè!48" :8E \$4+F0F
:02TF" 3L 830. 9l.d472P Bè!1à /x78x :74. 9l.' d47 7\$(E0E 987
F\$- d48CE 0,h488x G0F0E47X

+8° 9l.' .2P8CE 8% 98G^430x 8FF0F ,l9P4 8x4+ TIS National)• :9E
98GF0E47XTIS National 72P \$7t &è 80.

8CE 98,187À :8 -O8x&€Bè!10CE :88" Fx7È• ñä ,8&7A Doctor's Priority
Line 7 8E TIS National 7 7\$(E0E 98G^Bè!1à :02TF0F 7È50E 3L 830. 8CE
98,188t 7È%T ñä G8:ôBè!1à 76E" 3L\$0830.

Translating and Interpreting Service (TIS National) 131 450

TIS National website www.immi.gov.au/tis

Centrelink 7 7\$(E0E 8F0E Bè!8" Fx7È• ñä 6x(l 7\$(±)•Centrelink 7 -H)•
98GF0E 3L 830.

Centrelink (Bè! :8) 13 1202

Centrelink 8-1800 www.centrelink.gov.au

TIS National 8t 756è878CE 66è 177E GI:0 :7l16À 2e8&7À 0:8p)• Bè!
2P/x3 9P)F02P 0:6 Bè!1à 8F0E 8FÈE GI:0 75:08Ä -C 4-08Ä8CE
,l8CE G05F0. 756èt 2A• F0CE \$7 66è 8E0E F0E ñä TIS National 0
0:6 Bè!1à :èy 4=8x)F0E 3L 830.\$ 8ÄF• 9l.(° 88F2PÈ TIS
National 0± +047À 1300 132 621)• 7\$(E0E Bè!1à 7Ý -C % 97 \$4F"
,l80E47X

'I need an interpreter' ?&

TIS National 8t 'I need an interpreter (Bè!1à Fx7È0) ?&° 9P)F0E /x756è
178Ä8" Bè! \$70" Fx7È" &€177" 3L 830 F0. :57 W8x 3L 8E Ad8CE 8"
?& National Interpreter 4.08" 88p+ /x756è 178Ä8" 9l.d4, :7l16À \$=è -C
16èèt 800B0x F" Fx7È 8x &€Bè!1à 7È0x :8F0F +&600F.

?& 6' +8CE DD7È /x756è 178Ä 2TGIFÈ 66è d)%L\$0 F0E %è+7TIS
National 8CE\$(±4 d8%L6è 830 .8" ?&È GI:072P 756è878CE 66è 1770E
Bè!1à 8770E 800B0x F" Fx7È 8x 800B0x 8FÈE 16Ä8" 177" 3L
830.

TIS National 8t 8" ?&* 7) 9l.' d4, :0!16À \$=8, ,à /x75à d47 ,h)*
9P)F0E 5 :0!16À -p /x756è 1ãÝ Q&7À -dE F0E F0. 8" ?&#TIS Client
Liaison and Promotions (TIS National Q 7\$(± -C G•() D47À 8+8°
tispromo@immi.gov.au)• :0,IF" 3L 838.

:080E 8°L958p)•TIS National 8t 8T* 2P/x30 705F0E B0! 70" .0%T 3L 838.

:E7È 2P□ -7□

GI:0 9I=βx 88F" Fx7È• C9I 2P0E 76± -P? F•-75-718t *Department of Immigration and
Citizenship* (8°04-0.) 72P ,h)* 9P) %T3L 838., 2P0E t 0 -C 0p :N2P,
708 +FiNBU 8N -C 7Y 4)\ 47Y 96À &%8E F0E.

,h* -7 2P/x30 75:00Ä Gm8tGI:0 4-00Ä+2P GI:07 \$0F0E Gm875:00Ä
-P=%P:ô 2 x 8T0 4=506° F0 .-7 7Èá 2P0E t Adult Migrant English Program
(AMEP) 2P/x309P)600 B0" 9E3L4A26° F0 (6x(ì =19x

dAô 2P0E-718t 8T* 2P/x30 F0E)8- -711à B0" 9P)%T 3L 838. 60E 660
F\$-F0E)8- -711à 00" .(4)* National Accreditation Authority for Translators and
Interpreters (NAATI, -7 -C B0! 4)8- d4) 8-10C† -JIF0E47X

NAATI Hotline

1300 557 470

NAATI website

www.naati.com.au/

3. 8 2P/x3

h 1672P , 000 8x 8770E 6x(j) 7\$(8 488 .

- **Police (d)**
- **Ambulance (6/3)**
- **Fire Brigade (2+2P)**

000 (CE 9P) BG ,h8\$. B64 868 588E 2e+1 :02À -C 98G^-G1 (F\$-4)7t 8F0E 2P/x3809CE :0IF0E +64F" :04!47X .

756e F0E 3L68p+" ,h3Ü\$78" Fx7È.8 G8ZÀ +p94+F6° F0E (\$3PH¼ "Police(d) ", "Ambulance(6/3)", "Fire(G8)" (+64F0E7È) G8ZÀ 588E 66e +64F0E47X Translating and Interpreting Service (TIS National, -7! Bè! 2P/x30" :0E 7\$8" %T8;P 98G*! :8 4!47XTIS National Bè!48" 588E :02À -C dAô 158x 66x !è 88F" ãd, G8à Gm864)\$3Ø 2P/x3Ø :8F" 88 .

Police (d)

h1G 8-P2F" ñä , 000 7 98GF0E " Police" 7È50E47X

h=168" 6x ñä 13 1444 7 98GF0E :0! ãd2P7 7\$(E0E47X . ãd2P -G1E/hite Pages 98G^-G1.7 'Police stations' (E F+Y d8%L6è 838. ãd 2P/x3Ø ,h88.

Gl:0 ãd8t \$47t 7\$4%L6è818 68p+α 9I?0E 47 F0E 638. Gl:0 ãd8t :0!168E 8+1 -C 8à8x .(GIF0E -88 7-] -C B:50E DG° 8T:58E +958x %, 838 . ãd8t 49l .88! 8U=05, 2e95Gm84 85 F\$44 70)%T ñä 49l ,!9P7 47 F" 3L838.

Ambulance (6/3)

6/34 Fx7È" ñä , 000 7 98GF0E " Ambulance" 7È50E47X64)\$3Ø .88p)• h= 7dL8x F0E :5958- 80E =P0E F0. 756e +F0E ñä 98G° !:8 447 . F6P +F0E" Bè!48" B6^ :E7 \$8i 88.

8° :0! B88E Gl:0 9l. 7\$< 3L)m8Ä Health Care Card (94288) D4%P 167À Centrelink 72P -P=F" :0E 2A• 167E 64)\$3Ø 2P/x3Ø ,h* 9P) Gm8F"8%T 3L838. 8" GPB8x-O:8 68p+" 64)\$3Ø 2P/x3Ø 48° 3L88p,8 64)\$3Ø +~4 %L48 1ã 80E .(G7 48F0E 8" D58. 9P 11 8Ü80E =!9α

Ambulance Service of NSW 7 \$4F•9l.(8F0E" 9P)%P 8-18C! =!9F0E47X:0! ,!9P° 88F2P Gm8t49Pd! ?=8x 9E3L4AØ 8F0E" 9P)%P-G1)• 7\$(E0E47X .

Ambulance Service of NSW (02) 9320 7777

G8

h1G72P 000 7 98GF0E " Fire Brigade (2+4)" 7È50E47X Fire Brigade (2+4)E G8à :0%0E G8à ;p72P 8+8x 80E 43Ø -C GF;p8" 88GF• 1672P 9α 868x F0 .88=F" 74 6x\$ 72E White Pages 98G^-G1.80E Fire brigades F+Y d8%P 98G^-G1° 1270E47X

/x1 98G-GI&

8T7F /x1õ 98G^-G1&8" 50E :õ!80E White Pages 98G^-G1.' 6' +7 d)'%L6è 838.
6x(† =19F0E47X

Poisons Information Centre
(24 48 (8-)

13 1126

Child Abuse Prevention Services (CAPS)
(24 48 ,h* 88= (8-)

1800 688 009

4. 6&H7 78x 7E4

07 F 8-08 88F 9 2P/x3

Department of Immigration and Citizenship (DIAC) 72P 881:8F E 91=] .(9 F8)(
(Settlement Grants Program, SGP) 8t 8\$08CE 88)2P 0 \$eF 75:08Ä0
7564 .9F 49¥ 7(8:08Ä7Ä 91=] 2P/x3 9P)F

6Ep8Ä (Prospective Marriage) /x8Ä 2/67t 84 -d78Ä (Provisional Spouse) -C
16I80Ä (Interdependency) /x8Ä &%84 /x8Ä 2/6Ä E Fe d3T 8:08Ä8CE
.6Ä0 756èY8" .9F 4 :7! .6Ä9%\$ø 8" 2P/x3 87F" 3L83

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.6E GI:0 6|è:7!16Ä P-P -C B58" %T8

SGP 4 881:8F E d48CE 8ÄF 18x E F8ESGP 91.(E 6x(72P =r8x 3L
83

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 Centre -C Migrant Service Agency

Migrant Resource Centres (8:08Ä 8Ä 2pBd, MRCs) -C **Migrant Service Agencies**
(8:08Ä 2P/x3 2P, MSAs) 7E 5CE GI:07 \$eFCE &€CH¼ /x756Ä !(72P 7X
7ä 88F" 91.(-C :68x 9P)F E :6&8" 83

48Ü 4E MRC/MSA • 88F" 6x(i 30 19E GI:07 \$eFCE Gø48Ü +p94
7\$(E" .(4!47X .

**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

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

Wodonga:

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

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

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

Griffith Multicultural and Migrant Settlement Services
Griffith City Council
81 Kooyoo St
GRIFFITH NSW 2680

Tel: (02) 6964 2023
Email: gmcci@bigpond.net.au

Tel: (02) 6962 9985
Fax: (02) 6962 9956
Email: settlement@griffith.nsw.gov.au

Adult Migrant English Program (AMEP)

AMEP is a free program for people who have recently arrived in Australia and need help with English. It is available to people who have been in Australia for less than 5 years. AMEP provides English classes, help with finding a job, and help with understanding Australian culture and customs. For more information, visit www.immi.gov.au/living-in-australia/settle-in-australia/find-help/where-to-help/index.htm

Settlement Services Locator

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

24 -09 -C :71G

Yellow Pages 987-617 Clubs -C Organisations 7 3L) %L6è83. 5CE 8CE Migrant Resource Centre Migrant Service Agency 56CE Fx7 44 7 +E A)1 -C \$=è +)8x 9P)F" &è 8. 9l.(9P)F dAô d48t 6x(† E F5

8\$08CE 88 88F d 9l :8

8-04-0.8 Integrated Humanitarian Settlement Strategy (IHSS, 808 BE95 9l 98(8t 1) \$F 8\$08CE 88A7À 8CE ;:E95 9l=] :88x 9P)F \$4P 6± 6 P88 44% F 8E =Gø 6x 1A8x 88F 7\$80T3L\$ø83.

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IHSS 4 8l:8F 2P/x309P)6è8CE 8AIF 78x E F5E IHSS 7 \$4F \$ 8AIF 9l.(6x(72P F" 3L 83.

Integrated Humanitarian Settlement Strategy (IHSS)

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

=2A 2P/x3

2x 4)\ 9l88t =2A0 Føe 8F 8Ax JE 68" 8E 1A8. 8&8t Youth Centres, Migrant Resource Centres -C :718GA2P 8FCE =2A&7À 9l.(, \$ø -C 68F G6E !è2P8CE G%8x 9P)F.

The Source ☐ 98t8&8x 88F•\$6Ā• 9l.(° 9P)FĒ 7\$-pl.´ 8-18C8#.

Kids Helpline (24 48 (8)- **1800 551 800**

Kids Help website www.kidshelp.com.au

The Source www.thesource.gov.au

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Youth Action and Policy Association NSW (YAPA)
(Australia wide) **(02) 9319 1100**

4&☐ 7☐ :772P 98GF" 7☐ **1800 627 323**

8+8☐ info@yapa.org.au

8-18Cì www.yapa.org.au

-95 96☐

+8☐ :0 -C B50Ē -Ē58- Ā -C 80Ē7 \$4F" 6ĒX :0 1ĒĒ 4308x G7Ē" 3L
8\$0 2P/x30 9P)FĒ :0!16Ā \$=Ē 830 .

LawAccess NSW **1300 888 529**

TTY (6686) 87Ā **1300 889 529**

LawAccess NSW website www.lawaccess.nsw.gov.au

16Ā80 4)F• -Ē ,l9P :8:

Illawarra Legal Centre
7 Greene St
WARRAWONG NSW 2502
Tel: **(02) 4276 1939**
Fax: (02) 4276 1978
TTY: 13 36 77
Website: www.illawarralegalcentre.org.au

Welfare Rights Centre
102, 55 Holt Street
SURRY HILLS NSW 2010
Tel: **(02) 9211 5300** (Sydney)
Tel: **1800 226 028**
(outside Sydney metropolitan)
TTY: (02) 9211 0238
Fax: (02) 9211 5268
Email:
welfarerights@welfarerights.org.au
Website: www.welfarerights.org.au

8:07 4)%P ,l9P :8

Immigration Advice and Rights Centre

Level 5, 362 Kent St
SYDNEY NSW 2000
98G(admin): (02) 9279 4300
98G^1\$ (8- :
(02) 9262 3833
48: G^+7Ē° 782-4 4
Fax: (02) 9299 8467
Email: iarc@iarc.asn.au
Website: www.iarc.asn.au

49172P8 ☐ E!)Y (domestic violence)8x E F50E -80 Gm8tE!)Y80E28Ä8x %E 7)
 GIB80E2P/x30830. 8&8t 49l Gm849¥ E!)Y8x 8Ä 4FE 30)30
 4505 !Ü -C 49l8x % 830. 9P 5 8ÜG!0 0 C E 8 =19F0E47X

Child Abuse Prevention Services (CAPS) 1800 688 009
 (24 48 ,h* 88= (8-)

CAPS website www.childabuseprevention.com.au

Violence Against Women (24 48 (8- 1800 200 526

Violence Against Women website www.australiasaysno.gov.au
 (756è8780E 66) %F9l.(E Fø

Domestic Violence Advocacy Service (Sydney Advice Line) (02) 8745 6999

48☐ 7☐ :772P 98G☐ 1800 810 784

TTY (6606)8ÄY 1800 626 267

Immigrant Women's Speakout (02) 9635 8022

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

2/x8☐ ☐

Ombudsman (.1E D4) 1à48t 9l.´ d40 C0IF• /x:80 .680E -08GÄz \$4F•
 .48x 9450. 8&8t .1E.\$-F• F08, =\058- F08° -j50E 50Ä 9l\$-F•
 0° (F05) P8F0.

Australian Communications and Media Authority (ACMA)☐ B)498 -C (&H7X ,à
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 F0. \$ˆ 8ÄF• 9l.(° 88F2P# 6x()• 98GF0E47X

Australian Communications and Media Authority (Freecall) 1800 226 667

TTY (6606)8ÄY (03) 9963 6948

ACMA website www.acma.gov.au

Australian Competition and Consumer Commission (2/x8)GIGEG☐ , ACCC)8t 4Y
 /x80 -C.\$-F• 48Ü 4)t ,9PE!698 757!72P .-\$-F• 15087 \$4F" 2Ä8Ä8x .(GIFCE
 830,

7\$(±) 98Gˆ0E 6x(7t M30.

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

<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> (general enquiries)	02 9286 1000
48□ 7□ :772P 98G□	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 (NSW EWON)</u>	1800 246 545

Local Council (:7□)

:7□ 2P/x30 4F• 9l.(È Aõè Gt Gm88GÀ 1à2À2P\$ø 488. 8&8tWhite
Pages98G^-G.l.7 'Local Councils' (È 9P+70E +4%L6è 838. (9P 148Ù:ø!9l.´
 #9P

The Australian Government Regional Information Service (AGRIS, GI:0 9l.□ :7□ 9l.(2P/x3)□

Australian Government Regional Information Services □ 7\$-9l.´ 2P/x30-C GI:0 :è
 -C 48x 88F•F8)•(Ü 4F• 9l.(2P/x308. *The Australian Government Regional
 Information Directory* (È =y8" -P8%L8□ 6x()• 98GF0E" -O8p4 3L 838.

Australian Government Regional Information Service **1800 026 222**
AGRIS Regional Entry Point website www.regionalaustralia.gov.au

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 7È50E 3L 838.

St Vincent de Paul Society **9560 8666**

St Vincent de Paul website www.vinnies.org.au

The Salvation Army
 (for financial donations, Salvos Stores, Employment Plus,
 and general enquiries) **13 72 58**

Salvo Care Line **1300 363 622**

Salvation Army website www.salvos.org.au

The Smith Family
 (Home Tutor Scheme and Each-One-Teach-One) **(02) 9744 3188**

Smith Family website www.smithfamily.com.au

\$78x 7È50E 7 \$4F" %).8F0E 4!47XF\$-83x 88F•C9IF• d:48" 88x 3L
 88p+□ \$6Á• 1672P \$78x 9P)F" 3L 88E 7) 980E d48" 838 . 50CE
 :ø!72P 48• 8" ,h68:õ 66x .(d 88F2PÈ MRC Gm8local council (:ø!=ø7
 7\$(È" .(2\$ø %8.



Australian Red Cross (Gl:0 954!8AÑE 988q !08 -C =D\$ 85)• 8-5• ?•8x 88F•
 85 -C +4:6 2P/x30 9P)FCE 830.

Australian Red Cross (NSW Office International Tracing Service) **(02) 9229 4143**

Red Cross website

www.redcross.org.au

88=16• 98G□1□

:0 7 8; FCE 24 48 88=16• ,h* 98G^1\$(8x 9P)FCE **Lifeline 8x E F52P 7)** 98G^
 1\$(2P/x30 400 . 5E 9<F0x 8 847t \$4G4 Fx7E00 \$d
 -C 80l 98,l4 Gm8=2A 1\$(2P/x30 8FCE 3L\$ø88x 80.

Lifeline (24 48 ,h* 88= (8)

13 1114

Lifeline website

www.lifeline.org.au

6p -C dA□4□

Relationships Australia □ P8- @F@C 4988x 88F" 1\$(, ßU -C :E8à 2P/x30
 9P)F. 2P/x30x70t 500E 3L87 &d(° 957Y .0 %ß. 7Eá 47 Bè!1â
 :02TF" 3L 830.

Relationships Australia

1300 364 277

Relationships Australia website

www.relationships.com.au

Men's Line Australia □ !Dè&8" 49l2G8!l d.,958- 42e7 2h ,l9P° %E
 ?72t09l.(-C 2R 2P/x30 9P)F. 8E DF• -d70A, !Dì Gm8t?&7 \$4F"
 70)FCE 7 2e& -C 49¥ 2e8&8x 88F• 9l.(-C :8\$ø 9P)F. \$^ 82IF• 9l.(7\$(±ì

Men's Line Australia (24 48 (8)

1300 789 978

Men's Line Australia website

www.menslineaus.org.au

Bé -C 30A 72t□

NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (Bé -C
 30A FpF8Ä ?CE -C 80• 2P/x30STARTTS) E !ED D -C !ED0 8T15• -d6CE 1(88x
 88F" ?72t0 -C :88x 9P)FCE :0ñ 2P/x309P) d480 .

STARTTS 2P/x30 DF• D4, ?72t0,pa0A 2CE :8, ßU -C ?CE ,*,
 =2A ?E8 -C Gl:02G7 958FCE 88F• 49l :8 F8),(Ü &%80P)F. DF•
 STARTTS E 1j) \$øF• !ED8" 4&# 4, #3à -C 7½ :0! 9l=ßx F00 12 P8
 8!è 8&8x :8 -C ?72t0x 9P)FCE 88F" Cfø 80l :88x -O 830.

8" 8t 7) 66è 150E G)P 1\$(1à ì F8)9QCì \$(4&8" 80p+± Fx7E" ñä
 Q8x 88F• ?72t0 +07 =l2QF00 Bè!48x :02TF" 3L 830. STARTTS E
 /x-4.(88x FCE 9\$=4 6x#± 9l?058p) :E80. \$^ 82IF• 9l.(E 8-10C!
 -]IF00 6x(j)• 7\$(E0E47X

Carramar (Referrals/requests for services/enquiries regarding outreach locations)

(02) 9794 1900

Auburn (branch office)

(02) 9646 6666

Liverpool (branch office)

(02) 8778 2000

Coffs Harbour (branch office)

(02) 6650 9195

Newcastle (branch office)

(02) 4924 6286

STARTTS website

www.startts.org.au

88l 2P/x3

GI:07 \$6.5 8tF½ (G, 7\$< -C 8Ä 9P\$7t 2P/x3 9P)F. 88l 4) \ 21ä0
2P/x3 9l.4 84F /x: 80 802P+ 9P)%.

Understanding Money Website

www.understandingmoney.gov.au/content/

F 2Ä 2P \$8x IAE .9l:5 168" 88x 3L 83. +8° 08l
/x: 80 8i8Ä, (G, 7\$< , C8Ä -C 88l ?72t \$4F" 14158" 88x 7ä Gm8iC8Ä
\$4F" 9lG% 9l.(° 8F0E" **Australian Securities and Investments Commission**
(ASIC) 77\$ (E" :04147X .

ASIC Infoline

1300 300 630

ASIC website

www.fido.asic.gov.au

8tF½

8tF6,h 8tF8l :0B8i9F (building society) Gm8479F72P 9P)F. G88x
850X 8tF8p) 44# 6x# ATM(8% G8< 80)72P 8tF½?&7t
PIN(/x-4-Gl)° 1770E" % . PIN 8x 8tF7&7 956è% ;ô 4147X8tF7&7
4F4 7 F8 8tF7 :4 (E26 F .

8i8Ä74

8i8Ä74 (loan Gm8t credit) \$8x /E GøIE7 88Ät Føe NÈ 88.
8i8Ä74 P88i8Ä , :0B8i8Ä , 47Y& -C 88D &%88. 8i8Ä /x78t 8i8ÄCE
90E =x8Ä Gm8t 60B8l 88Ä -C 3L3L* &%7 &d(° +7ä \$° 3L 83. 16CE
7 8T4 %L: 68p4 7 8i8 Gm8Ä74 17F 6 8 :E7F .

+8 .7 8 :88x 86è -)X 168E 6Xè 7ä 168x 98IF" 3L 83. \$78"
Fx7E 78CE 7\$(±l

Centrelink's Financial Information Service

13 2300

Financial counsellors (88l ?72t))&8" /x-4 8T:8 F0E ,h* 988x 9P)F. 4Eè
7 88 88l ?72t) ° =rd 88F2P Australian Securities and Investments Commission
(ASIC, GI:0:Ä -C 88Ä88GÄ Gm8t Centrelink 80B8l9l.(2P/x3) 7\$(E0E47X

.(G

Insurance (.(G)È 168" 8ti %L688x 86è -È 88G8p)Bd .(GIF0E 88F" +x
89IF• 68L8CE \$8x :7E 88 .HF• 9E :0B.(G , 49l2ÄT,p .(G -C 8%=\
.(G8" 838 .=9 2ÄTF0Ä %L+1 164-Bx \$?E FÈ 7ä \$4/xF0E
.(G7 &26° F. DF• \$^ G8t -88° @-FÈ =(y 9F.(G7 48F0E 3L\$8
838.

2l< 6

GI:08 2l< \$8 (Gm8t 'financial year' 7 8 1 8:Bd 6 8 30 888 . GI:0 -E ö
\$4.8CE 168t +x 6 8 30 8° 8G8Bd 10 8 31 8° 898 tax returns (2l< -LGCE
4= Australian Tax Office (GI:0 2l< 9P8E %L688.

Tax Help ☐ 8-,lG95 66058p)• \$6A• -dñ 88&, 8:0-0 ☐ Gm886'8&8x
88F" 9P)%# . Tax Help ☐ ,h* 2P/x30+α 7 8.Bd 10 8 31 85 400 .
50À 8X 88 7.7t :0!72P 48Ù 4E Tax Help Centre 8☐88?CE 66x.(d
88F2P☐ 6x(8CE 98G^G!° 87F0E47X

Tax Help

13 2861

5. GI:0 -” -C 43

GI:08 430 -Bx 8FF0E” GI:016À 9587. +8t \$06” %B. GI:0E 7) ,IG7t
89¹ -d8x 4:0 1(À)• 8è :0 \$6À• 1(À)B.

GI:08&8t 2l0 72P 73B. GI:088CE 6±45 D2pC# F772P BFK .4Ü :E
F• +8” F7- 288B. 7564)700:0 GI:072P 12%LE 66E 8:0-0 66E
E F0E 6±300 P8B. GI:08&8t DF• \$6À• 9” 4:0 83B .

GI:072P E +Ü 1(À) -BCE B0A 102P GI:088p)2P8CE 2A08p)• =I7 FCE 8À8CE
,IG95 995 98B0x EG8 -C 8T:5” 8ÄT4 83B. =B7E ,) F• \$62e7 8MFCE
68x 3L\$083B. FCE A00 A08CE 25 -C 98B0 86x 7(9:EF” ñä 1)7è
10CE Bd987 2e)958p)• 9I=F0E %TB.

=y8, -C 4

74 GI:072P 7588F0E 8ÄT7t D&%8t+Ü 1(À) =y8x 8F7” ñä 40B .
5E GI:07 48CE :A0 -0:0958- 10CE -48x :0CEÜ 8&8x 89IFCE
E 7F0E)9IF• GI:08CE98Bé4?0Bx &d° 8p)• d\$4%B .

70CE 4?E GI:08CE8ÄT -C -0:0:08CE 1(À)CE 0# 9P)F0 . 8” 4?E 6x(†
E F5B.

- P88CE D&% E88 -C 8ÄT° 9:E
- EG880BÄT
- 9, -C 2I2Á 9I.8CE 8ÄT
- 10CE 8ÄT
- 8CE -0:0:08CE -C -E08CE :0
- -É 6’7 D&%
- !Ü D&%
- dGÀ D&%
- DG^
- .7#• 1(À)8x 88F• 470 16I 9:E -C 8Ä &%8p)• EG8%LE D&%:08CE

D&%-C 4L4

F 9:E -O8xÄt 50CE 7E A00 %&%F0E)%T Ä 83B.
4:0 5E \$± 1(À)8x(GI:072P B6B 5CE M8” 8:08x 7& 1068)
9:EF6° F0 .

7\$-9I.’ -C :0/:4:08CE/x=\0Z &d(° 6Ä 8\$0 !B; 89¹ , 95, 2e-0 , 0p40 , 84,
9I?05, 995 4” 4=06’ Gm82e-0 2TGI)• 8F” A00 =\0 \$47# -O6x2P# 6p%B .
8E 7Y ßU, 3M-I, 1E0, ä 80# 8tF½-C GIB0 M8t \$4.3CE 2P/x30
F\$-%B. !2e0 7 2e8t -É 6’7 ,ä dA0 +Ü +958x 88F” D&%F0 .

GI:0E 98B058p)• 6)”8CE 8ÄT4 83B. FCE 89, 2e-0 , 0p1B , 84 -C 9I?05
995 47 0F0E \$± 1(À) Gm8t;8x +0E0E 78x :0# . 10 ÀCE F0E
88GEF0E 8t 88-0B .

Living in Harmony (GF 96) F8) 8872P 6=F• GI:08CE4?OE
 \$6A• -d8CE 1A 87 16I 8OE -C 8F° :MA 88. 8E DF• F7F” 3L
 6E F887 \$4F2P\$ø,19P4 F8. 8E 6x(i 158x 44F8p)4ce 86E.

- :ø!16A F8)9QCì
- 408CE 9PHh
- +x 3 8 21 8°Harmony Day (GF8CE !8x E F8ø \$4:E 9I.(98(é
 \$ 8AIF• 9I.(° 88F2P8E 6x(i)• 7\$(E8E47X

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

Australian Human Rights Commission (GI:0 8A 888GA)E 8A/x=λø -C 18A8CE
 757!72P 7\$-9I.´ -E x 4F”F8.

Australian Human Rights Commission 1300 369 711
 TTY (6686’8A) 1800 620 241
Website (756è878CE 66ø %F9I.(E F8ø www.hreoc.gov.au

Anti Discrimination Board of New South Wales

Sydney (8°L 1à2A -Gì) (02) 9268 5555
Sydney (8°L ,18CE 2P/x3Ø-C 7:0 8A 2P/x3Ø) (02) 9268 5544
 TTY (66è -C =5 86’8A) (02) 9268 5522
Wollongong (02) 4224 9961
Newcastle (02) 4926 4300
 4 -C :88 NSW ,(hB8) 1800 670 812

-88 F88

-9F88 4P -E x 88-LF8E F%8p)• 8:0%L+8 GI-A” &d8. GI:07 8E +8
 1A8t GI:08CE+8 -E x :43LF6° F8 .-E88 -C GI:0 8d8CE 7!F”7 4F•
 9I.(E www.apmab.gov.au/pubs/PoliceGuide.html • -JIF8E47X8 P 6ø 48).
 +8° -E88° +F88è 8d8” -E88° F88E \$88” %T3L\$ø88x 9I.(°
 83LF• 8ä 6x(i)• 7\$(E” :04!47X

Crime Stoppers 1800 333 000

,1G95 G%8t d9” GI:0 -E x :43LF6° F8 .7E &+” :0 -C :4:072P8CE -E8t
 7 2e2ed9\$ -C 49I72P8CE E!)Y8x 88.

49I E)Y Gm849 8E)Y

A472P7t 84:8 A87 \$4F• E!)Y8t GI:072P 88-E+8 6x:0 4 5F8E \$6è
 ;8. 8” E!)Y8t 49I -C 8p !82P 49I Gm8498 E!)Y8p)• 88è :E E!)Y8x
 E F88. 49IE!)Y8t 8U=85 2e95Gm84 85 F\$4 -C 2A8 ,19P95 2e4ø ,19P95 8
 Gm88P95 /8%8x GF8E %,8F8E H28A 8E F%88 .

Violence Against Women (24 hr G F8(8-)) 1800 200 526

Violence Against Women website
(756è8780E 66) %F9I.(E F) www.australiasaysno.gov.au

Men's Line Australia (24 hr (8-)) 1300 789 978

Men's Line Australia website www.menslineaus.org.au

Domestic Violence Advocacy Service (Sydney Advice Line) (02) 8745 6999

48 7172P BGF4 7 1800 810 784

TTY (6688'8Ä) 1800 626 267

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

Kids Helpline (24 hour service) 1800 551 800

Immigration Advice and Rights Centre (02) 9281 8355

Immigrant Women's Speakout (02) 9635 8022

:5958- 6p888GE8xÄ ää **Police' 000 8p)** 98GF0E :ð! äd2P7 7\$(E02P
49IE!)Y \$(-\$47Ä \$78x 7E50E47XBè! :88" Fx7E• ää **131 450 8p)** TIS 7
7\$(E0E47X

-95 %8 7)m

-95 %80E7\$m) :½ A8880E 2e4ð %8E 3L8E Ä -E 89IFE È È GI:080E5
:0\$ \$ \$.%80E7\$m)-,+80E =2Ä0 2e4ð +.E 8t .E+ä 8" -E x 88-LF"
47E :EIG8" &d° 3L8E.

#7228%072P80E **-95 %8 7)m8t t** +Ü,, 16 218 2x =PÈ -E p)•
(GIF.

-95 %80E7\$m)7 \$4F" \$ 8ÄH16E 8F0E" 80E t \$4GF0E 2e.(A# Gm8t
49I 6Á A# 7\$(E0E47X

6x%80E

GI:0 6x%80EÄ (GI7 +8t)Y8x d7B+ä 8E 6x% 6ÄU0 4)F0E 8° ,IG95
430 \$° 3L8E. GI:0 -E 88-d%LE 8° 430t 9d 6p0 7 2e 2ed 9\$8x
E F5. DF• 6x8° \$! (!)• .(!è 19P 9d 6p Gm8f 2e 2ed 9\$8x 4A0
\$ 1(8p)• F0E< 8° :02TF0E FÈ \$ø .E. 8& 4F½ \$4F•90E ?F" 3L
8E d48" 8E.

6x%8t 49I72P! F72P 4=85, 2e95 ,ä 9I2P95F\$4 , -P0E -C E!)Y8p)•Bd -95
(GI° -O8p+D\$0 (GI° 88F" 959F• 90E 85016° F. =8t 8°L958p)•
E0E 4 5F• F° F" ää. =8t F72P F0%L:ô 63E.

4F8 6x%8! =2Ä7Ä F° 8HÄ F° 8HÄ 2Ä 8x ää 6x%.(GI2P/x30
(Child Protection Services)72P 6x%80E980 .):5 88F" 47 F" 3L\$ø8E. 50E Gm8t
50E 6E 8E 844 E!)Y -C F\$4)•Bd .(GI4 Fx7E• äääd8! 6x% .(GI
2P/x30 7\$(E6° F.

.(GI

Child Abuse Prevention Service (CAPS)

1800 688 009

(24 48 ,h* 88= (8-)

CAPS 8-18C

www.childabuseprevention.com.au

I9P 9d Gp

**International Social Service (ISS)
Australian Branch**

1300 657 843

ISS website

www.iss.org.au

7 2e 24d □ -C 8□

7 2e 24d 9\$ Gm8f 2e 24d° -50E T16 88T)• F7E 6E dAô 4F8E
GI:072P .10E. DF• 6x8° \$* !()• .(I6è 8° F7E \$* 1(0p)• F0E<
8° :02TF0E F0E \$0 .10E. GI:07 \$0F0E 7 2e -C 7 6x8E 8) F• 4F8p)• 8F"
T16 ,I9P° 4:ü 3L\$0830. 8&8x \$0i 3L8E Cíø d4&8" 830.

**Women's Information and
Referral Service (WIRS)**

1800 817 227

Website

www.women.nsw.gov.au/referral/wirs.htm

708

GI:072P 708F0E 88F2P0E 708+Fi0k 2A56° F0E 708F0E =(0" 9I.7
&%)' %L66° F0. +Fi0 8%=\ &%)'7 4F• \$^ 8AIF• 9I.(E 9P1 8U\$0] G0 F6°
F" 8° 8x =I9F0E47X

BÉ88-L47E 0:EF• -0x ,p0 708 +Fi0 ?2À, 4:6è z0 =F0E %T
3L4 830 . 708 :E Hh\$4E\$ 20t 'F:78a 'A0' 1A70E 6E F• 88-80 .

+Ü =(7E 2e8--C 2e8E• 6x%8x 88F• 6p8-Üi('restraint (.GI 8Ü)'(\$0 F0
830. 6â 6x% -C 8T6x° 88F2P0E 9I.4 38F• Cíø .(GI 8Ü 806° F0 .
-É 80E =(7 8E +Ü 10t 6p8-Üi Gm895FF• 6x% :04° 1A76° F0E
B0â !D 7ä :% ãd7 .(F6° F0.

8° :0I72P0E 6x% 6p8 .(GI8Ü 8\$4F" 3L830. 50E :0I72P80E ,) F• 2P/x30
40.° 66x .(d 88F2P0E 6x()• 7\$(E0E47X .

Kidsafe NSW

(02) 9845 0890

**Help in languages
other than English**

131 450

Website

www.kidsafe.com.au

BÉ CH¼02Á 807087 \$4F" 60E .6@7` F0\$E :0 Gm8t4:0\$
=84 80p+0 708+Fi0 &% =7 &d(° \$0. 708 :E 80E .10E . \$^ 8AIF•
9I.(° 88F• 7\$(=i

Alcohol Guidelines

www.alcohol.gov.au

**Metropolitan (6@7` Gm86p ,I9P
Fä :8)**

(02) 9361 8000

6± , H7□ -C 8i0

6□ 2Ä -C 177 4F• -E" +36. 6± 4)\Ebx 88-LF" nä :EG18" &d° 3L
836. GI:072P8CE 6± 4)\ -Ebt .1E 68x 177E 1(Ä 68x)=, 21ä Gm8t
DD+° BÉ• /x:80 FÉ 1(Ä8x .F6

GI:072P H7\$ô 8DÄ :NFCE 88± ô 8D)E \$4.8CE 9I. 4=a8CE A#
:68x E F6. \$4.8CE :07t B602PÉ)3E(Ä 30F. 2pBd72P\$øZ\$86.
Z\$ 7!8t 7Z4 816 \$4.8CE 'no smoking' E.DD8p)•):56.

-,2eX8Ä :1/18 2I -,+8CE 1(Ä 7Ä \$(-d° DD+FÉ 8t .1E+±-,2eX8ÄÄ \$(-d°
9\$ FÉ F88\$ø \$4.8CE :07t B602P :5CE 836

GI:072P 80E -E58p)• F7%L:6 C9IF• 480 C9IF• 8DÄ2P 4E6. 6&E•
1(Ä :0CE 18 2I -,+8CE 1(Ä -,2eX8Ä 7Ä DH# 9\$ FÉ 8t 88-E6. DF•
-,2eX8Ä P8- 49I0 M8t 1958- 2ÄT:6 9P7F• 8DÄ2P 80FÉ \$ø 88-L86
80E 8°)) 8DÄ2PÉ :66

Australian Drug Information Network
(756è878CE 66p %F9I.(E Fø

www.adin.com.au

G6E

E□ G6E -C 8Ä\$. (GIE GI:08&7Ä :E7E6 . F4 68" 6\$)d° -)XP
7X04A0 Ed,p8x =IFÉ 8t .1E+±62 % ,p ,pd, 9PCE -C 4,p8t -Ép)•
(GI%# F44 Fx7É• :ô 66x .(d 987E 1ä!Ä Gm84,p8I 9PCE =x;8x
F2PÉ 6%# . 1+ 6x# National Parks (P8) 8t H02Ä]6 88F" CfÉ
957%#.

Environment Line

(D@A9I.(-C 7X0 .()

Environment Line (7X0 4 -C :0=\ 9I.)

13 1555

TTY (66è -C =5 86')

(02) 9211 4723

28€

0E□ 28E2P GI:08&8x .(GIFÉ 8x -Ép)• 9IFCE 836. 4)\ 9I8t :0 -C
B60 &d(° \$1± F\$- :7!8" 16ü)6ü Gm8t0:647 &d(° \$6.
\$4=058p)• 87÷ :0-0&8t 4!^ -P2FÉ 2ÄEÉ 4\$4FCE 8Ä -P2FCE 0\$F" &E
Gm8687 -P2F" &E :7!=8I :0/B60 G6Ej Gm8äd7 4F" 3L\$ø
836. 28€ -C)F7 4F• \$ 8ÄIF• 9I.(E 6x(j)• 7\$(E0E47X

% ,p

GI:0□ % ,p8" 8EFOE \$6è :E %.(:ô 6~ !èX %E 72P -Ép)• .(GIFCE
836. 9I87 8E % ,p8x :18E 8t :6L6è 836. % ,p8I 90E F\$4FÉ
1(Ät -E18x -OH d2%T 3L836. 6&E• % ,p8x 49I72P d° 3L8E
:éE !Ä 836 . P7t M8t 49I 6"7x% ,p8t :é 8EÄ &%)'F6° F6. White
Pages 80Government' 2m202P 'Dog' 8(E F#8x =r6x .(4!47X

4:ü ñä 959F0E %.(+m8+α 50E 8T:5" =y88" 83\$. +8t
6"7x%,p8t 9ld958p)• 7-01ä +6x6° F0E 6x8F8# \$8x ñä 3L80E ?0E
F6° F0. Gl:072P# 6"7x%,p8x 2IF0E 8A)98x :08F" 3L80p+α 8# :0880E
=y88d\$ø F0. 0! 3L80E %,pF\$4 -□ 88F□6□ GEG(RSPCA)72P \$` +8t
9l.(° 6Bx 3L83\$.

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

(02) 9770 7555

RSPCA e-mail

mail@rspcansw.org.au

RSPCA website

www.rspca.org.au

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

(02) 9770 7556

(8= . 47+)

1)Ä +d7t 4G□

1(8x =B€ +!Ô ñä 1\$4-βCE 8x -H(?(+α 7X0p)• 1\$4-βCE 7XÄ 6y3LF#
108\$. 2P)• +# 188- ñ# +!Ô &€\$4=β A00 E 7m8xFOE 63\$.

+8t Gl:08&8t \$4G° F# 1(Ä80E 8x -H(?(#α 8# 9Ä 0 86d° & 8\$#
E48\$. FOE 6&0 1(Ä7# ,);Ä F# 8" .DF0E FOE \$-G80Ä F" 3L\$ø
83\$.

+8t Gl:08&8t =B€ +!# 1(ÄAP !B; 6p, 8Ä Gm8\$0 M8t :08x -O# 8x
.DF0E 25F#.

6&0 1(ÄCE 8(2e8x 9P7)+8p)• 2Ä -O:ô 6# F• Gm8t, 1(ÄCE 8(2e8x 9P7)8x
1ÄF0# 7E%T & 1\$4-βCE Gl?; -C 2e8x1ÄF# 8" 108\$. (7≤Mr 7%Ms
3030Mrs /@ (7èDr ä :88l ?• 18# :0)8" (2e9P7)8x 1ÄF0E #.

)2Ä• F%□

Gl:08&8t 2P/x30Gm8th68x 7E# &€\$4P "please"(° +FOE 84 \$0t :0#
,h684° :8 &€\$4P "thank you"(° F0. "please" 7t "thank you" +FOE 68x ñä
,h)tFOE .(8Ä %#.

Gl:08&8t 1(Ä80E :080E !EÄ F" &€\$4P "excuse me"(° FOE 43L)• 1(Ä0
. &HÄ ñ# "sorry"(° F0. Gl:08&8t DF•)) 80Ä \$* 1(ÄCE ;72P C8x
F# ñ#excuse me" Gm8t "pardon me"(° F0.

+88l 62Ä# 488x F1ö :A0# F6° F0. # %T# -;ä 7\$(E6° F0.
8# 98,1958- 7672P 6x:0 :E7E# . 8# -;ä 6# 6~ # %T#ä \$8x ,p66°
FOE , 768x 0E %Ld &# . F1ö # 1(Ät 4)2e8" 6# 1(Äp)• 8:0 %T
3L\$ø83\$.

2P4 #8x -O8xñä !0t F0RSVP' 4 E F06T 3L83\$. 8# 50E #5• 1(Ä"
580E =12Q7.° 6€ 46è F\$# 80B\$.)F• ñä F\$- !0 \$)-8x F#
8" 788# .

\$4.30E Gl:08&8t 2ÄL8l Hh:0 @° E+α .(\$ø -H\$8p)• E:ô 63\$. ?8x -βx
&# 4:88. 8æxd° F" &€+8t 1(Ä8" "bless you" (° +FOE 8# 9958-
80# 68# .

F%8t ,h)tF" 1+ 6x# 88-É58x :0:50É 8" :E7É€ .7% &+"
))8DÀ2P 7É€ 10€€€))G8Ù8! P8G8Ù8" 6x\$ 8DÀ2P 2À Gm8t
 \$4-8x .(É 8€.

.)8Ù

GI:0 □ \$6Á• 16À€ .16À8" 8€ .)88Ù€ \$6Áe8t 8) F• 16À€€ \$6Áe8x
 -L75F€. +8t 16À8" D5€ 16À5 16• Gm8t88d7 +À ?65€
 /x)4958- .)88x 8€ F8" 83€ .D +8t 16À8t CH¼Cfø F¼à &%7
 9958€ 43058- 98Bé80Bx 88Ä F" 8€.

.)8Ù \$4F•-É! ?8t 8€€ 6ú 8Ù G6€ C9IF• ;p72P C9IF• .)88x
 866° F€ 7É58" 83€. 7% &+;)18Ù2P 6981õ 88T)• 698 8G^ -C \$\$F•
 +8Ä 46€ F€ ãd, 8- -C 8:" /x:8Ù :6&8t 8T€08x =776° F€.

A)10 75G4 ,ã dAô 8DÀ2P€ Q&8" \$9IF€ € .)8Ù -C 959F• 4-P8x
 =77€ 7É" 3L\$ø83€.

8:" .)8Ù 3088t 8€ .@Á" 3L\$ø83€. 7% &6è 8:" 7 2e&8t 8" 4 F•
 .)88x F" 3L4 83€. 8&8x 898 48€ d:48p)• DD\$F€ +6x6° F€ .GI:072P€
 7 2e8€)88" 6&É8Eô 87 ,) F• .)88x \$8%3L:48" !&:ô 6x#" !Dè8€ 44 8x
 !€ 88F•8p)• F2QF€ +6x6° F€ .

81058- GI:04 □ EG8

7) 81058- GI:04 EG88! 26á GI:07 1) \$F€ 16À7À 22À" 3L83€
 6&Ø EG880BØ G%3€ 68t ñä 69P& ,1802\$ %€ .+»4:ô HF• 74 \$8€
 M3€.

- **Bring a plate** – 185 +8, Gm8t8Ù F1€ \$4-O6x "bring a plate"(° 7Éá -O8t
 ñä\$³ 16À F€ +m8x3L8€ 8€ F• 9E4° 4917€ 80B€ .
- **BYO** – 8" +8t :0€ :03Ø Gm88€! ,p8x E F€ "Bring Your Own"
 drink(58À€ 8€ :é!)° 8€F€. 8:")3D(8t BYO • F77€. P8-
 :0€ 4:ô &6è < 3L81€ \$4P 8T8€x 9P)F€ 2I=F€
 /x7('corkage' (° .) 8" .0%€ .
- **Fortnight** – 'fortnight'€ :088x 8€F€. +8t GI:08&8t 2:0 \$.==8x
 -O3€.

6. :0B□

4P ;p:0° \$450E 8FEE .%1ä 6üè BFE \$Sù :0B Gm87f0B4 6xD@Ci
(flat)° 8=F” 3L88p+α Gm8tp:0° BE” :0E 8=F” 3L\$0833. 8=¶ 88F• ;p8t
4,17 E%L+α CH¼3L780 B0E7 ‘To let (8\$4)’ ,āAccommodation vacant (%)
3M2A4# F+Y2P E%¶. %1ä 6üè 1ā2Ä -JIFE 4#• 8=\\ ;p +)Y8x
7E5” 3L\$0833. GI:072P8CE ρ:ô 8t 6X 3L88p+α 8=È /x44 3L833.

GI:072PÈ +Ü 918” 3Ä G%L\$# 8=80 8\$48- 187 02P° 8ÄeFEE 8x
2TGIF#. ‘lease (8\$4=)’ Gm8t ‘residential tenancy agreement (:0α 8\$4=\\ 02P)’È
8=80 8\$48- 188CE 02P8+α \$4P 6 P8 Gm8t 12P8)• 91%L:ô 2P+FOE 8987
8=\\ d87 \$4F” ;p:0 Gm8t%1ä 6üè GE8CE 3L833. 91%P d88” !!Ô &€
8=¶ e4F” 3L\$0833.

0± d88” !!d 8987 8\$4° F6E” ñä /x78x ,p66° %T3L\$08p,0 =6E d8
.\$ \$ h 8\$4 08x FCE 63# . ;p8x 1F□ ,12P8□ 918x 7x98H18FFd
98□ 2P+E□ 63□ . 67□ 2P+E” 7□ -958□ 2Y8□ 8□ %□ . \$ 8ÄIF•
91.(° 88F2PÈ 6x(8CE 8=88CE # # 8 =19FCE47X

8\$44 48%T &€8°L958p)• 8\$4 .(:Ñ Fœ F\$?8CE8\$4° :076° %¶.
.(;È ;p:07Ä :0%L+α :0)• F\$?8CE8\$4* .(\$ +:ô 63# ;p:0 Gm8t
. %1ä 6üè 8” .(:8k :0α 8\$4 .(:Ñ d4 (Residential Tenancies Bond Authority)7
9E3L4@P6F#.

81à 7X 987 ;p8CE 1B4 ‘condition report (1B .(2P)’(° FEE ,12P7 d)’%L+α 8È
8=80 ;p:0 Gm8tp:08CE \$488” 8ÄeF# . 8” ,12PÈ ;p)• 81E” &€8-; 8È
H02Ä1B° d)FOE 8% &€7 81ä !k &€18x FpF# \$76” %¶. 8\$4 :0B
Gm86xD@C72PC(F” &€.(;8k =r8x 3L88p 8\$44 -4# 66CE ;p8”
E• 1B)• H02%L:ô 668x &€8” 4#

8\$4 .(:Ñ -C=BF\$ 8\$4 2T.¼/x7Y \$4F• 89l :6 4=8x FCE 3L\$0833. DF•
8\$4 :0% \$76” %LE 8=\\ :8□ (Rent Assistance) 8X” %L4 3L\$0833. 8& /x7Y
:67 \$4F• 9l.(E Centrelink 72P 4#.

NSW7È Department of Housing (:0B=)72P 942Ä8Ä8” RentStart 7t M8t
8\$4:69P\$0 BE” P8958- ρ:ô 8\$4F6# :6F# . 8” 9PÈ .(:Ñ 2T.¼
84 ρ:ô -C 7\$=è &%8x68x F” 3L\$0833. 8°L958p)•Rentstart :88t 8\$4
.(;05% 6 :6F” 3L833.

4 5F• 89l -C:0B ,19P7 =F• 1Ä8t Rentstart Plus 7 F\$-%T 3L\$088p+α \$8€ M8t
GPB8x-O8x3L833.

- \$4 .(:Ñ 986•
- \$4 2 :08 8\$4 2T.¼ 4 /x 3M2Ä 88F2PÈ 3:08), ,ä
- \$4 4 :08 84 3M2Ä8\$4*

Rentstart Standard, Rentstart Plus ,Rentstart Tenancy Assistance 7 F\$-%Ld
88F2PÈ 6x(l 98” Fx7E#.

- F\$- C9l 8DÄ +l,p 86# 88p+α 8\$44 \$4 12 P8 %6| 8T:6T 4#8” 88€
- GI:0 4-0ÄÄ Gm875:0ÄÄGm8t Temporary Protection(84.(GI) /x8Ä 2ÄT8Ä Gm8t
75:0Äx 4=5• ++1 7918Ä
-)) :0B 2Ä d:48x +9¥
-)) :0B 8ää d:48x +9¥

- \$4P \$1000 -,+8CE 9PF%PG8< 2&T
- P8- :0B 8\$44802P 8\$4 8T:ô 4#

Rentstart Move ° 88F•4=8&8x 88F" 8& 8° d:47 774 838 . #2208:¼
 8° :0!72P# \$4..8CE Rentstart Standard -C Rentstart Plus 15&Rentstart by
 Phone 8x B# 4# . :½

- .(:Ñ 986•
- \$4 2 :08 2T.¼8\$4*(4 /x 3M2À 88F2P# 3:08)
- \$4 4 :08 8\$4* 7\$=è
- 84 3M2À 88F2P# \$4 3 8° -X 8\$4*

Rentstart by phone 9< 8# 1&4 88?CE 88F2P# www.housing.nsw.gov.au
 -JIF0E47X

Rentstart 7 4F• 9I.(° 88F2P# 6x()• 98GF0E47X

Department of Housing General Enquiries

1800 629 212

(F0E 48 , 8° :07 7 8)

Website

www.housing.nsw.gov.au/

:0! :0B=á 1&4 98G:0I# [White Pages](http://www.housing.nsw.gov.au/WhitePages) 98G:0I.8CE Housing Dept of F+Y
 d8%L6è 838. Gm8t :0B=á 8-1&Ciwwww.housing.nsw.gov.au ° -JIF0E47X

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17388:72P□ 2&T:0 Gm88&8CE .%1ä 6èè +0 1#7è 2188ÄÄ The
Renting Guide' (8\$4 6|è)'(° F#E **Office of Fair Trading** ()9I (2^/@)2°
 -d.F0# %L6è 838 . 8° /@)2# 8=88CE Ät =y87 \$4F" 2XFCE 8&p+± 7)
 P8CE66# 4#0. 7E#CE F•• 8F0E47X
 \$16ÄF• 9I.(# 6x()• 7\$(E0E47X .

Office of Fair Trading

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133 220

TTY (6606)8ÄY

1300 723 404

Tenants' Union Hotline

1800 251 101

:0B□Gm86xDC□ 8□

DD+□88F• :0B -C 6xD@C# \$4=# 4,17 E%L+± 8Bdk72P\$0 E%T 3L 838.
 DF• .%1ä 6è72P DD+° 88F•:0B +Y8x 9P)F" 3L 838. 50E GI:072P
 =86p)• :0B8x +F0\$+" GI:0 9I.72P 9P)F#E First Home Owner Grant (=ß :0B
 2&T8Ä :8<)Ä 4=50E 3L 838.

.%1&x +F08F" \$8x 8i8Ä" Fx7# 8&x #ä8tF0Ä \$± 8id47 7\$(E"
 .(4!47XGI:072P# .%1&x +4 \$4=# -G1ä Gm8t%1ä 6\$0 ?=88x 7F0E
 8äÄ 9<# B0CE ,12P=à \$(-F0E F# .&! 19± &# , 02P 78x
7x98H#8Eed 987□ 6&□ 62P7□ 2P+E22P□ 6%□ .

:0B +7t 4)%P 9<# Gm887Y 4# 9I.' :67 \$4F• 908x 88F" Home Purchase
Advisory Service4 :0B+, É -C 8&I GÄ0 M8t :0B8# ,19P7 4F" ,h)• 9I.(-C
 908x 9P)F0E 2R° F# 8" 2P/x3# The A-Z of Home Purchase(A-Z :0B8# 6|è)

Financing Your Home Purchase (0800 819888 (toll free) M8t 7) -PF 8x ,h) 9P)F.

:0B+ 9687t \$4G* 8F0E 1d -PF 8x 8F0E 8+8° Gm8t ,h98G88x 8770E 6jh 48 %67 7\$(E" :04!47X

Home Purchase Advisory Service

1800 806 653

NSW Housing website

www.housing.nsw.gov.au

)) :0B□

F4 Centrelink 3L-8x -O 4h 942887A 9l.' :0B8x 4=50E 3L838.
9l.' :0B8x 88F•\$4d 488t 0F0A F8E 82A, Ad -C Fx7Ee0 h=2e7 &d(° =84 838.

NSW 72P Department of Housing 8t 942887A /x7Y9a 8\$4° 95770E
)) :0B8x 8\$4 9P)F8 .8" :0B7E \$4= \$4d 488" l:6 6&0 1672P8 9' \$' /") :0B 8!04 488.

9)) :0B PG580BGP)2P)) :0B 88t 6x(i 157 :069D8x %8 8p)• -6L688.

- 8A 2G8x :8F" Fx7E 8E 943L88A :8
- -08 .,l 8\$4 4802P Fx7E +E 94)hF• :0B8x =r8a ,l9P4 8E 942A?i

8) F• -8t 94)hF• :0B8x =rd 88F• Fx7E; -C 4 1a E F6E 88F")) :0B8x 88F• :07E 8X d:48p)2P 3L88x 17E 8x 8" 8T.(F8E 8x 80F8.

Community housing(0116A :0B) 8t)):0B0 8T158 .8E :0B=22P.(\$ /x75a d47 8E 785%8. Office of Community Housing8t 942887A 94)hF• 8\$4 :0B8x 9P)F0E 88F" :0BGE GAGE%\$=e GA:0!9l.' -C dA0 /x9l.' :0!16A :0Bd48x 89l:8 F8 . \$4.8CE :0!16A :0B8t 4ø 3L8805 D2pC1 2l)• :07E 94288A 88F" 80 :0B8p)• 17%8.)):0B Gm8t0!16A :0B7 4F• 9l.(E 6x(i)• 7\$(E0E47X

Department of Housing General Enquiries

1800 629 212

Department of Housing80E0! 1a4 98G8/white Pages 98G^Gl.8CElousing Dept of F+8x =l9a F0E47X

h= :0B□2P/x3□

NSW :0B=8t \$d :0B 88d° E 1A7A)) Gm8tP8- :0B 0:0 P88 \$d8 9P)F0p)4ce 8&8x :8F" 3L838.

h= 84 0:8 6x(7 F\$-F8E 1A7A 488 .

-)):0B 4=a 8X F\$-F0E 68E
- \$d 84 0:8 4=H¼ Fx7Ece
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Department of Housing General Enquiries

1800 629 212

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d8%L6è 830.

The Supported Accommodation Assistance Program

10:□ .(9□ :8□ F8)(□

The Supported Accommodation Assistance Program (10:□ .(9□ :8□ F8)(□
SAAP)8t 3M8ÄÄ 3M8Ä %T8G7 =F• 1(Ä8x 88F" 84 0:ô -C 4)\ :8
2P/x3Ø 9P)F0. 8" F8)(8t \$6Ä• /x9I.' d47 8E 9P)%L+Department of
Community Services (:0!16Ä 2P/x3Ø , DoCS)4 :0ñ -C ñ =872P 89I:88x
F0. 3M8Ä 88F•SAAP 7 4F" \$^ 8ÄIF• 9I.(° 8F0E" 6x()• 7\$(E0E47X

Homeless Persons Information Centre (HPIC) 1800 234 566

72t□ -C 8ø &%h=:68" Fx7È• 49IE!)Y 88G7 =F• 1(Ä8x 88F2PÈ 6x(ì
7\$(=)•Department of Community Services 7 7\$(E0E47X

NSW Department of Community Services 24-Hour Domestic Violence Line

1800 656 463

TTY (6606)8ÄY

1800 671 442

The Youth Emergency Accommodation Line

The Youth Emergency Accommodation Line(=2Ä h= 0:ô 7\$(=ì)È 3M8Ä
=2Ä&7Ä 98G^9I.(-C 8ø 2P/x3Ø 9P)F0. DF• 87È72P 7È6 +8°
600C%LÈ4 48 h= ?64 30† 9P)F0. \$^ 8ÄIF• 9I.(° 88F2PÈ 6x(ì
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Youth Emergency Accommodation Line (4:0!) 1800 424 830

Youth Accommodation Association NSW (02) 9318 1531

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8□ F0& +° F0& ;p7 2X06° F" 7) 49I7Y 2P/x3Ø 830. 1ü ;p)•
81â 4d +@" 987 8) F• 2P/x3Ø9P)8ÄÄ -,â B(° F0E47X

49I7Y 2P/x3□67□ 2P+Fd 987□F\$- 2P/x3Ø 2G7 Fx7È• :ô G0506° F0.
6&Ø 1(Ä8t 84 :0B7 0F000 .F0E 3x 880E98d)= 0Z 2P+F• 7\$0
800. 49I7Y 2P/x3Ø 88F• 0&x F0E 2P+F0E 8987)=8Ät80E 0± 9I8x
8FFÈ 8" :E7È0

98d, 43□ -C 3L□

Energy Australia 13 1535

**(830h 4&# , 2pC)(@30i -C
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Integral Energy 13 1002

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AGL 13 1245

Sydney Water

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Hunter Water

1300 657 657

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Yellow Pages 98G^ - 61.807 mobile telephones and accessories (Hh\$4E\$C 6y2l2P), Telephone – long distance (98G^ 4798G) F+Y 3L)%L6è838 .

8& :E 6&0 2P/x30 7\$a 3L3L4 Fx7E' :\$0 +0. 02P7 2P+F0B 987 F\$- 2P/x306èè G8x F" .(4!47X 2P/x306èè 8A&8CE 2P/x30 7\$4%P/x78x 9l50E 9ld958p)• =2P* .(!ö 88. +8° dF• !è :07E 8" .48" ñä Gm88088CE 6• :2P.(\$ \$^ 958t 68L8CE88t :2P* 2TGIF0\$+" -H)• F\$- 2P/x306èè 7\$(E0E47X .9P98Gè 48" +7ä 8x 3L88p+q /x78t 42A0E 895%T3L838. 9P98Gè :080E +0d50E 1270E47XGm8t 2T.7&(50898C72P 848)• 1270E 3L\$0838.

GI:08E+8t 16A8" Hh\$4E\$8G° 4:ô 88q Hh\$4E\$24 6x:0 /x44 3L838. 8°L958p)• 98GB6è 9P98G^ Gm8(\$0)• 98GF" ñä E F50E .\$. Gm8t 30E- 488" +ü 3L838. Hh\$4E\$8x 8F4d 987 891 -C -95 8,h 08 1D (6x 7x98H 8FF) F26 F .

Telecommunications Industry Ombudsman (Bâ @,(04820E 16ù 7h.:4p) 8t \$6A• Q 83¼ 4F0E 756è-C \$^ 66p +8t 9l.(° 8F70438. \$^ 82IF• 9l.(° 88F2Pè 8-18C† -JlF0B 6x()• 7\$(E0E47X

Telecommunications Industry Ombudsman 1800 062 058

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

7. 7□

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GI:0 % 488t 88" 4 F" 3L 830. 1)7è 8:08Ä 60 /æ :88x F" 3L
888 8P95 7E- 8ÄN -C d3T, F8E :0' ,ä \$6Ä• !{72P8CE C0I 8TGI8CE
:07 75F8x -,?" 3L\$0888 C0I 16• &%7 &d(° \$8.

:88 4,18t CH¼B087 job vacancies (:ð(Gm8t 'Positions vacant') • EF8.
:8t 8Bdk72P\$0 =r8x 3L 830. Yellow Pages 98G²G1.7t 8Bdk 7Y ADD7
d)%P -08 7Y 6880 830.

GI:0 75:088t 8! :0 \$08x 88F" **Centrelink -C Job Network 7□&%)'8"**
488. 8\$ &%)'8x F0E" **Job Network**)□ 8%L8p,8t 78x :8F0E 88F"
GI:09l.7t 08x +.8t -08\$=è:0!168=e-C 9l.' \$=8 2e%L6è 830.

1) \$0F8E 16Ä 6 88 7Y ?72t) Gm8**Centrelink Career Information**
Centre 7□7\$(E0E 88CE :0 -jÉ 959E• :ð CH¼8Bd/\$° F8E 68x" 88x
78G8F0E 8" 99' G8+F• 4\$0 %T88.

Centrelink 7□□

Job Search Information Line	13 6268
756□878□ 66□ :8□	13 1202
P8□ -j	1,h2□ 88?CE
\$8 66□□ %F9l.(<u>Centrelink assistance – we speak your language</u>
8-18Cì	<u>www.centrelink.gov.au</u>

Job Network 2P/x3□

Job Network F0E 7) 7Y 2P/x30 488 .6x(ì 158" 87 E F08.

- **Job Search Support Services** (:0 :8 2P/x30 Centrelink Gm8t Job Network GÄ &%)':½ F\$- :8ÄÄ 4888 :8ÄÄ 488 /"4 48 !8 :88x =r\$8 :8F8.
- **Intensive Support Services** (:E :8 2P/x30 – 8Bd/\$ G)0 488 88 7:07Ä 8Ä8x 8ì 2RF8E -jÉ &%80P)F8 .
- **Intensive Support – Job Search Training** (:E:8 – :0 G)– F\$- :8ÄÄ P8958p)• +8 \$08x 9P)F0E Job Search (:ð d3T FÜ0 -C Job Search Networks (:0 88A) G88)Y2P -C:64=a d3T8x E F8E G%) &%8" 830.
- **Intensive Support – customised assistance** (:E:8 – +0l :8) – F\$- :8ÄÄ 8\$48° \$08x 9P)F0E :88CE 7Y 888x .2QF0E :88CE 7Y7 +8è :8F8.
- **New Enterprise Incentive Scheme** (416ù =>:0 F8);(Ü , NEIS) – 468Ä 8Ä8CE /x:80 48Ä88 %38 .=17 88NEIS :88x -08x 3L\$0888 88 /x:80 =ßF%6| 2ÄÜ 16ù G) 3L8¹ :8 -C 988x 9P)F8 .
- **Assessment Fee Subsidy for Overseas Trained Australian Residents** (F78U GI:0 888x 88F• D4* .(98– 4G -C D4 /x7Y :8

Job Network 9P)6ùz &%)'FÈ 8p)• :68" .(8ùLÈ 8t 6x\$8x :0:506° F# .
7ùGÀ :\$44A0 88F" 95-958p)• :6%8x F06° F#.

+ù :8À8t Centrelink 7 8ùJob Network Access ,h* 428x 17F" 3L83#.
7) Job Network Member d472PÈ 98Gd, .)1d, DÞØ , Bd?CB0à -C @(FBd(8Bdk
E F0P/x3Ø 9P)F# . 8À.* E F0E 2P/x3Ø \$4F•\$^ 8ÀIF• 9I.(° 88F•
7\$(=ì

Job Seeker Hotline

13 6268

Job Network website

www.jobnetwork.gov.au

Centrelink È F7→ d3T 89I7 \$4F2P\$0 2ÀF0È :0!72P 4#• 7Ý 2P/x3Ø \$4F•
908x 9P)F#.

Centrelink 1h48t :07È :q 2pBd1 6x# +8t \$0 :0!7 88?ÈÈ 83# 1h4
88?È White Pages 98G^-Gl.80C Centrelink' -C Centrelink 8-18C7 3L)' %L683#.

\$^ 82IF 9I.(

Australian Apprenticeships

13 38 73

8-180

www.australianapprenticeships.gov.au

Workplace website

www.workplace.gov.au

Australian Jobsearch website

www.jobsearch.gov.au

Skilled Migrant Job Seeker website

<https://skilledmigrant.gov.au>

Jobguide website

www.jobguide.deewr.gov.au

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E8 8À)4958p)• 89I -OÀ F0È 8" 93# .) +; 7ùGÀ -C 50È
3&F0È .67t M8t 98) .672P 0,hF" dGÀ :\$4%T 8# .

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)F,È 2Á 8Àù 98d Gm8t@48Bd0 :6ù 8À" 80p+" ,) F• 8À" Gl:072P
6&À 89I8" %LÈ° 6x(ì d472P 2XF" :8 3L83# . NSW 7 0F0È ñä 6x(ì•
7\$(E0E47X

Trades Recognition Australia

GPO Box 9879

MELBOURNE VIC 3001

Tel: (03) 9954 2537 or 1300 360 992

Fax: (03) 9954 2588

Web: www.workplace.gov.au/tra

Vocational Training Tribunal

Level 12

1 Oxford St

DARLINGHURST NSW 2010

Tel: (02) 9266 8450

Email: ARTCenquiries@deewr.gov.au

Web:

<http://apprenticeship.det.nsw.edu.au>

,1800 762 636 • 762 636

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Fax: +612 6121 7768
E-mail: traenquiries@dewr.gov.au
8-18C
www.workplace.gov.au/tra

NSW Department of Education and Training (NSW 8U.)8t 588E F7- ?& d3T8"
)8%T 3L8\$ 988x F" :A\$. Overseas Skills Advisory Officers (F7- d3T 8,4)4
98G^Gm8+\$(8p)• 988x F" &\$. 6x(j)• 7\$(E0E47X

ITC 4 887E :0!8t Wollongong, Wagga Wagga, Orange, Tamworth, Lismore, Newcastle,
Chatswood, Parramatta, Liverpool, Bankstown, -C Sydney • E F58

Industry Training Services Centres (ITSCs)

13 2811

Parramatta ITSC

Ground floor, 16-18 Wentworth St
PARRAMATTA 2150
98G: 13 2811

Bankstown ITSC

2nd floor, 41-45 Rickard Road
BANKSTOWN 2200
98G: 13 2811

=Gø F6 891

7) .8 772P ?&F0E d3T -C 888x TAFE NSW 72P @308F8x 88F" ,ã
83L0+Y 388x 88F" 89I-O8x 3L\$ø838. \$ 82IF• 9I.(° 8F0E" 6x(j)•
7\$(E0E47X

TAFE NSW Information Centre

13 1601

TTY (66è -C =5 86'8ÄY

(02) 8289 4703

88N ,l2P4 756p %L6810 68p+" -7 2P/x30 -O6x6° F8. 9P 2 8J 756è0 8
=IF0E47X

\$4F• F88

C9I :602P 88Ä =r 88Z ñä Gl:0 d3T 89I 9I.((Australian Skills Recognition
Information) 8-18C7 7(F• &%)'d4 ,884 Gm808,l6ù d47 7\$(E0E47X

:0 -C :4:0 **Overseas Qualifications Units (OQU)**72P 772P ?&F• d3T -C 888x
89I -O\$ø %38. \$ 82IF• 9I.(° 88F• 7\$(±1

Skills Recognition website

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

=I: AEI-NOOR 7 7\$(E0E 8987 Overseas Qualifications Unit (OQU)° G85" .(4!47X
Fx7E• ñä , OQU 72P 50E 80E" :8 88.

6&0 772E F772P 8U -O8t 98,l8&8" Gl:0 4-081 75:088° ñä F772P
3LF7 :6ù 8U8x Gl:072P 89I-Od 88F" Fx7E• 7\$ø F68x 88F• Fx 986• Gm8t
8:8x :0\$ø :0F8EE-HELP 7 F\$-88 88x 3L\$ø838.

FEE-HELP

1800 020 108

Going to Uni website

www.goingtouni.gov.au

ASDOT ☎ F8)☎(Ü F\$-8X d:48x 97E C9I :672P F7- 8U 98,188x 88F•8X
D4 -C 4G /x78x \$-F8E 89I :88x 9P)F8 .

ASDOT Hotline

1300 363 079

ASDOT website

aei.gov.au/AEI/Qualifications/RecognitionInformation/Asdot

56CE 8Xx 88F•,l2P4 756P %L6832 68p+ -718x F06° F8 .9P2 8Ü756è
8 8 =19F0E47X

58x 88F08 8

NSW 8CEAFE @308F• -C F)Y 89I8x 88F" F7- d3T -C 8X TAFE NSW)•Bd)8-
-O8x3L\$ø838. \$ 82IF• 9I.(° 88F2P8 6x()• 7\$(E0E47X

TAFE Information Centre

13 1601

TAFE NSW website

www.tafensw.edu.au/contact/

0,h 9(710/ 78 8)

GI:08 70)88t 957%L8 7\$-9I.' -C :0/:4:0 -É F02P 8 4:8x .(GI -O8x
8X 838 .88 -É 7Y 0)88CE 8- 94 8< -C 94 % 98 &%898x
+4F8.

**Workplace Authority (:8 70)8Ä -C 7:0 +Ü, 88F" GI:0 :8Ü 4ø 4387
\$4F•,h* 8Ä -C 9I.(° 9P)F8E F@ 7\$(±:0D88. Workplace Authority 8 DF• :8Ü
0± 9E3L° F0E ,) F• 08")9IF•0 D4F8. Workplace Authority 8 +Ü :0
3L\$ø 88?8CE 88p+ B8! -7 2P/x30 B8" 98G)• 7\$(E" 3L 838.**

:8Ü -É 68Ä 957%L8 4F" 7X58" 88x 8ä **Workplace Ombudsman**
(:8 7h.8p)8 84 Gm87\$-] :8ÜCE 88-d18; 7.* 948" 3L 838. DF•
:8Ü 7h.:4p8t 7\$-] :8Ü -É 88-d%T3L\$ø88 +Ü F% Gm86jh° 948CE 7\$-]
:8Ü -É 4F70E 88F" -É 2Ä0x 48Ä" 3L 88p+ Workplace Relations Act 1996
(8 /É 1996) F02P 2Ä0 \$-1888 \$-18Ä %T3L\$ø88 0)8Ä \$4-8" 3L\$ø
838.

GI:0 :8Ü 4)\ 4387 \$4F•\$ 82IF• 9I.(° 88F2P8Vorkplace Infoline (:8Ü
9I.(8) 7 7\$(E8E GI:0 9I.80Vorkplace 8-18C† -]IF0E 3L\$ø838.

Workplace Ombudsman website

www.wo.gov.au

756 878 66 8

13 14 50

Workplace Ombudsman Helpline

1300 724 200

Workplace Infoline

1300 363 264

NSW Federal Wage Line

1300 363 264

Workplace website

www.workplace.gov.au

:84)☎(Workplace Relations Act) 7 &d(° +Ü 70)8Ä8t %9F7 48F8E
48F8E 68x Ä 838. 7:0E 0)8Ä %9F7 48F8E Gm848F8E
68E 88T)• 0)8Ä FF" 3L 88. 10IF• 9I.(° 88F2P8 **Australian**
Council of Trade Unions (GI:0 9F 7EG , ACTU)) 7\$(E0E47X .

ACTU Helpline

1300 362 223

ACTU website

www.actu.asn.au

7\$< (Superannuation)

Superannuation (7\$)8t 9lX C(:õx \$4/xF0E C:õ¼ 6F• 8Ù C8Ä\$.7\$8t
982l058p)• 9lXC(:õ 94É Gm8t7\$< 3L8' 8p)• 6\$0 83% d8 %6ßCE 7\$<
C8Ä 9lX C(:õ G0CE(8Ä JFC\$ 6%L68\$.Gl:072P 8CE +Ü 7Ý
0)8Ä8t 7\$< D& GÄ8\$.

Gl:072P8CE7\$8t .(Bé '3LD'(Super)'(° F\$.

\$4..8CE ñä 7Ý0&8t -É &d(° 7Ý)8Ä 2Ä8CE% 7 F\$-FÉ 68L° 7Ý
0)8Ä 2TBF• 7\$< d8p)• 95F6° F\$. 7Ý 0)8Ä É 68x 95FÉ 8"
48\$ 7Ý04 68CE 7\$< 95F 959IF• 68x .É G85CE 88F2PÉ 68CE
7\$< D&° 48É 1ÄÄ 7\$(E0E 66x .(4!47X\$^ 8ÄIF• 9l.(É 6x(7t M3\$.

ATO Superannuation Infoline

13 1020

ATO website

www.ato.gov.au/super

Australian Securities & Investments Commission (ASIC)

1300 300 630

ASIC website

www.fido.asic.gov.au

2l<

Tax File Number (TFN, 2l< &%)'-G1)Australian Tax Office (ATO , Gl:0 2l,h2P)72P

P8- -C \$=è -PF7É 8T-G18+ã +Ü 98CE 2Ä7 Fx7ÉCE %\$. TFN 4=ä

72TÄx %4!47X 1ü 9l=]07Ä TFN8x 6É 48Ü /"4 -]É 8Bdk8x 87FÉ

8\$. 7(8-TFN &%)8t 8° :08°7 8° F0E4 48 48\$ Fx7É• 158t 7 Ä

8É 9l.(7t Gl:0 :02Ä\$.6±0 8° Gø 7D8p)•TFN 8x-OÄ %L4 8\$. 5É

TFN8x.(GIF0E° F0E :58! Hh\$4E\$8G^&%\$8F" 3L8É 7 948É2PÉ

6%\$.

4=2PÉ Centrelink 1än 4 72P 48CE ATO (2l,h2P) 8-18C72P F86F" 3L\$ø8¼

6x# TFN Helpline 8p)• 98GF0E 8F" 3L\$ø83\$. TFN -PF½=ä88t 28 88\$.

88x 48Ä0Ä %L+7Ý04 TFN Declaration(TFN 4) 6Ä8x 6\$\$ø F" 8+ã ,&€

68CEFN 8x 6Ä7 6\$4+" %\$. 6x:õ 50E TFN 8" 6É ñä 7Ý0ÉFN -PF½9=ä

488" :ü 98É 9l1058- 2l< 8'16CE 68L° 9PF"3L68\$.

-H¼ 77958- ñä 9P7FÉ GÄ \$d7 8 180 68 308° 18")7 3L88" 88p+" ,

F" 108 318\$ **Income Tax Return** (3L8' 2l< -LG0E 9E3L4@P6F\$. 088p)2P

5É Gl:0 -8CE 9578x -O8p+Income tax return 8x 8ÄeF" &€Gl:07t F772P ?&F• +Ü

3L88x -QH\$ø 7É%LÉ 8" .(B8\$.

Gl:0É \$4..8CE E¼72P 10 D2pC8- **Goods and Services Tax (GST, .4 4?0E) 4**

.7 %\$. GST É :0x FÉ 4Ý E F06L6è 83\$. d.,958- 4E¼, \$4..8CEU -C

8CE 2P/x3Ø(8U -C 6)7t M8t .6É GST 4 +9P%\$.

/x:80 75F" nã **Australian Taxation Office** (Gl:0 2l,h2P) -C \$*
 /x:808CE 88F" Gl:0 /x:80 -Gl (ABN)4 Fx7E. 10IF• 9l.(° 88F2P#
 Australian Taxation Office 7 7\$(E" .(4!47X

Australian Taxation Office (ATO) 7(□

Tax File Number Helpline	13 2861
Business and GST enquires	13 2866
Personal Tax Information Line	13 2861
Tax Office website	www.ato.gov.au
TFN online registration	www.ato.gov.au/individuals

F7□ 81□ C8□ -C 3L8□

GI:08□ 088t 982l02P -¼ 3L80 \$4F" 2l8x !Y0E 2l-LG0E (tax return) 7
 78p)•Bd8CE +8 3L88x 4F6° F. 50E 2l< +958x 88F• Gl:0 08 (resident
 of Australia)8:0CE 7 .E 5 167 &d(° 8l%L66° F. Gl:0 2l=a (ATO)8t 2l<
 80E7 \$4F• 8F° %d 88F" 8-18C7 9l.(° 9P)F.

ATO E 6x(7t M8t 3L8¹ ?=7 \$4F• 9l.(° 9P)F" 3L830 .

- :04 -C 8\$4 ;p0 M8t C8Ä
- 88Ä -C)7(D\$
- F772P8CE /x:80 G%
- F772P -OE 7\$<

F772P 02l \$4162Ä8" 88x nã 2Ä8" -P2F• 472P 2l8x .0F8x:00 2Ä8x
 4F6° F. .F7- 2Ä8" Gl:072P 02l \$416" %Tnã , ,ä , 2Ä7 \$4F" F7-
 2l8x !Y8x nã F7- 2l<)9P7 F\$-%T 3L\$0830 .)9P4 F7%LE 2l8x)9P
 2l<(creditable taxes) 8(° F.

Gl:0 2l72P +9P4 %LE F7- 2Ä8x 4F6° F. 8" F7- 2Ä8t Gl:0 -C F7)•Bd
 ?&F• D4 \$4163P3L87 \$4F" !Y6° F" 2l68x 0E" &(%)T 3L\$0830.

50CE 88l 168" .)8E nã 2l,h1ä 770E Gl:0 2l=0CE 8Ä8x -O8x3L
 830.

ATO International Tax Essentials

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

8. 1G□.(8□

GI:0 9l.ē ņ =F• 1ē8x :6FCE 8Ä58" %L)X ņFē 1ē8x :6Fē
2P/x3Ø 9P)Fē)4ce 1ē85 0P95 2e77 d7 FCE 83ē . 1ē88t :0)•
Centrelink (° Fē 9l. d48x Bē" 9P)%ē . **Famiy Assistance Office** □ 4988CE
:88x 9P)Fē.

:ø!White Pages 98G^-G1.72P Centrelink 1ā4 88?CEC Family Assistance Office 88?CE
=r8p4 3L83ē.

Centrelink 3L□

Centrelink 3L\$- GPB878t 56CE /x8Ä A(3Ø -C 3L80 8ā8x E Fē C9IF• 167 \$)X
83ē. GI:0 75:0ÄÄ %L26e F\$ø 3L\$- \$4d d88" 957%ē (6x(ĭ =I9)
756ē +FCE" Centrelink 72P Bē!48x :02TF" 3L83ē. 56CE +ē)Centrelink 7
6x(ĭ 98G)• 7\$(ECE 3L83ē.

Centrelink (multilingual services)

13 1202

Centrelink website

www.centrelink.gov.au

Centrelink 3L\$-8x 4=50E &ē 48Gē 2PCE Ä -C 7 F12P, 8tF1½ 9Ä !ē! -C 3M2Ä
4)\ 9l.(.) ° 9P)F26° Fē. 48Gē 97 4F• \$^ 8ÄIF• 9l.(ē 888098G^G1°
Bē" Gm86x(ĭ Centrelink 8-18C72P.Bd " Proving your identity to Centrelink"
(Centrelink7 48Gē 9P))° 7\$(ē.Fē)4ce Gm8t1d Ä° A56p)4ce
4ēē.

3L81 :8 3L\$-8x -Od 88F2Pē Tax File Number (TFN, 2I&%)' -G1) 4 866° Fē .
Centerlink 72Pē Australian Taxation Office 7 9E3L4AäTFN 4=äP° 9P)F" 3L83ē.

\$4d d8

8-L958p)□ 1j \$øF• 8-08ē GI:072P 2 x %6| 75:0ÄÄ :t6° FCE , Gø
\$4.8CE 1ē8U 3L\$-8x -O8x3L4 8ē 8ē 468L\$-, :iBL\$-, F23L\$- -C, 7-+8t
3L\$-8x E Fē. GI:072P 75:0ÄÄ .(ĭ d8+8" \$4dd88p)• ø%ē. 8- -C
86'8Ä 7\$8x -Od 88F2Pē GI:072P 10 x8 0F6° Fē .

\$4d d8 +9P

0 Gm88\$ø8CE ?Bē 2Ä• 8-08ē 2 x \$4d d872P +9P%ē . 8ē F\$-
8-08Ä GI:07 \$øF8x &€8", ,&08CE 4ø G12e%L688p+" ,&8CE -d78Ä -C
.6Ä 8Ä\$ø 7!4 , d872P +9P %ē.

GI:0 4-08CE D@Ck -C.6Ä9¥ ,ä 75:0ÄÄ 2Ä•2 x %6| :ē 1ē8\$ø
\$4dd872P 9P7%ē . dAô 957%Lē \$^ +9P4 88x 3L83ē.

\$4.8CE 3L\$-8t GI:072P 1ē 75:0 t F4° -O8t 1ē7Ä 4ēē. Fp?CE +F"
168CE -G)• 8F" ņ =F• ņä \$4d d8 %67 **Special Benefit** (Cíø 3L\$-)(°
.ē 3L\$-8" 4ēē . 8" 3L\$-8t +7ä 9PF%P7ä 4ēē. 88x =r:ô +FCE
8Ä" &60I\$ø Special Benefit 7 \$4F• ¥• 88T4 %T3L68ē. Gø .(:ņ
(Assurance of Support)8p)• 8-0 7x ņäē 56CE G08ē 50Ä :øP 68x
168E %T8ē.

8.F" ñä Carer Payment (8.8- 3L\$-) 8x 8x 3L\$08p+ \$4d d87
F\$-%L:ô 63\$. DF• :2058p)• 8.8x FCE 8x ñä \$4dd8 %67 8.8- 3L\$-7
F\$- 8x 8x 3L83\$.

GI:07 \$FCE Gø,+8,-86"8Ä Gm8Di+Ü %L26x ñä 3L\$- Gm87\$8x -O8p4
3L\$083\$. +6± 9P 16Ä .(8Ü 90Z F\$-%LË ñä GI:07 10x %6| :ñ Fx7É68"
7\$8x -O8p4 3L\$083\$. 2009 x 1 8 G88àGI:082 Pp 16Ä .(8Ü 08x =5•
1B8\$.

8\$08CE 88□ 88F□88d 3L□

2008 x 1 8 18°Bd **Crisis Payment (88d 3L□)** 8x 2008 x 1 8 1 87 Gm88Gø
GI:07 \$FCE 8\$08CE 8pÄ7Ä 7\$8ÜL68p+ 8&8t \$8€ M8t /x8Ä :E FCE
2/56° F\$.

- subclass 200 – Refugee (1D)
- subclass 201 – In-country Special Humanitarian (Iè CBL 8\$08CE)
- subclass 202 – Global Special Humanitarian (2Iø CBL 8\$08CE)
- subclass 203 – Emergency Rescue (h= 9P), ,ä
- subclass 204 – Woman at Risk (88d 7 2e)

8" 3L\$-80Bx %Ld 88F2P Centrelink 7\$< Gm83L\$- 8x 866° FCE 88195 (8x
P 866° FCE =5E !Ü GI:07 866° F\$. F\$-88t GI:07 □ G7 8□
87□ F□ \$ø] Gø 8° !è =á 88x 4: Centrelink 7 7\$(ECE 7\$(E• :ô
14 8° 87è =ä 9E3L4@P6F\$.

1j• \$F• 8\$08CE 8pÄ 88F• 88d 3L\$-8t 84.8+ 8È F\$- 8x %LË
168CE d 9I=] Fx7É :8FCE 88F•Ë 881 :88\$. 88d 3L\$- 68LË P88CE
Centrelink d., 3L\$-)@Ci.(9x Gm886E¼ 3L\$-0 M8t 8/xË 9P7-80B:08?CE
60 M3\$.

Family Assistance (49:8□) 3L□

.6□ 8Ä 8È ñä GI:0 9I.72PË :8Ü 4188x Fce F6° FË 4918x :8FCE
88F2P **Family Assistance Office** □ BË \$6Ä• 3L\$-8x 9P)F" 8\$. :07È 49%
3L\$-8p) Family Tax Benefit (49¥ 2I< GPB) -C Child Care Benefit (.8U 3L\$-), Child
Care Tax Rebate (.8U 2I< Gø, Baby Bonus (6xd .(3), Maternity Payment
(8ä 3L\$-) -C Maternity Immunisation Allowance (8ä 7-9E9' 3L\$-)4 83\$.

8°L958p)• 8x 7Èp)Ë GI:0 75:0Ä /x8Ä 866° FË +»4:ô 7Z4 83\$. 8"
3L\$-7È \$4d d88" 60\$. 49¥ :8 3L\$-8t 3L8' .(9x 7!F"8x F" 18:ô 2GF6Z
F• 68L4 6x\$8x 8F" FCE 8" :E7E\$. Family Assistance 3L\$-8t 3L8' B80'
FCE 8IF\$.

Family Assistance Offices (49¥ :8 1ñ4) Ë Centrelink, Medicare -C Australian Taxation
offices 7 83\$. 6&Ø 3L\$-7 4=8x 88 4F• \$^ 8ÄF• 9I.(° 88F2PË
Family Assistance Office 7 7\$(ECE47X

Family Assistance Office 7(□

98G□ 13 6150
756□878□ 66□ 13 1202
TTY (6686)877 1800 810 586
Family Assistance website www.familyassist.gov.au

=2A

16 2l 8180E 878 Youth Allowance Gm8t Austudy M8t 16A8U 3L\$- 878 %T3L
838. \$ 82F. 9l.(° 88F2P www.centrelink.gov.au -JIF0E47X

Youth and Student Services 13 2490
756□878□ 66□ 13 1202

Centrelink Gm8t Family Assistance Office7t 7(F' 48□

48x \$44F2P Centrelink -C/Gm8t Family Assistance Office7t 7\$(E'1A Gm8t\$=è
(nominee)'° :@F0E 3L838.

2t y8□

3L-8x -Od 88F2P :@P6° F" 988" 838 .:A0 68p4 7ä 3L\$- :é8" -ñ
Gm8tE:0T 3L838.

Centrelink

3L-8x -O8p4 7ä -0P 168x Centrelink 7 6XP 9IG% 68" :0%L\$0 F06°
F0. -ñ8t \$8€ M38.

- 3L86° -ñ
- :02A -ñ
- 6p Gm8t0 7.'
- F6ù 48A Gm8tE:0 7.'
- :8U 48A Gm8tE:0 7.'

DF•Centrelink 4 .(!E +Ü Di0 8± Fx7E• 7ä \$)-0x F06° F0 .

Centrelink E Q80E +7 0 d7B+α 8° BE" 2P/x30E:8x F0A0. ?=8I
9P6|Ej Gm8t44 158" 88x 7ä 6x(j)• 7\$(E0E47X

Centrelink's Customer Relations Unit

(,hB6) 1800 050 004

756□878□ 66□ 13 1202

P89l.(GI – 580E P89l.(E -E' F070E F4%P 7ä Centrelink Gm8t Family
Assistance Office 72P 89" 3L838.

Family Assistance Office

3L-8x -O8p4E 7ä 3L\$- 878 75F8x -,?" 3L8E 49¥ 16• -ñ \$4F2P Family
Assistance Office7 B506° F0 . 580E A -C=y8.7 \$4F•\$ 82F. 9l.(°
88F2P Family Assistance 8-18C† -JIF0E47X

Centrelink Multicultural Service Officers (Centrelink 13 2P/x3 114)

Multicultural Services Officers (MSOs) 8:08Ä -C 10 :0!16Ä 88F• Centrelink 80E
 7\$2P/x30. 872P Q -C :0!16Ä 88F• F8);(Ü -C 2P/x30 \$4F• 9I.(°
 9P)F Centrelink 4 2P/x30 FÜAà 3L8\$0 %E 8Ä 2P/x30 \$6ÄE
 9P)F.

10IF• 9I.(

Centrelink

Centrelink F\$- 2P/x30-C 3L\$-7 4F• +8t 9I.(° 9P)F . 1) \$F• 8:08Ä -C :0
 66ä 756ä 6x\$ 1ä8x 88F2P 'Welcome to Centrelink'7t M8t 8°L 6|e E F52P
 -74%P E-88F• 9I.(° 9P)F. ., 6|e 8Ä -74%P 9I.(° 8F0E" 13 1202 7
 7\$(E0E GD8:8- www.centrelink.gov.au ° -JIF02P ' We speak your language°
 2TBF0E47XCentrelink GD8:02P ' individuals° A50E Gø Moved to Australia°
 2TBF0E"Centrelink 3L\$- -C 2P/x30 4F• \$^ +8t 9I.(° =r6x.(4 3L4 830. 6x(Ì
 98G^-G!° 1ä70E" \$^ 9I.(° -O8p4 3L830.

Centrelink multilingual (756è8780E \$^ 66è :8)	13 1202
Appointments and opening hours	13 1021
Employment Services, Newstart, Special Benefit	13 2850
Age Pensions and Pensioner Concession Cards	13 2300
.F Gm8t(GI8	13 6150
Youth Allowance and Student Services	13 2490
86)' , :00 -C 8GI8	13 2717
Centrelink F7 2P/x3 (F7- 7\$)	13 1673
New Apprenticeship Line	13 3633
Q Fp&e	1800 050 004
Centrelink TTY (6680'8Ä)	1800 810 586
Customer feedback TTY	1800 000 567
F772P 98GF 7	+613 6222 3455

Family Assistance Office

Family Assistance Office DF• 2P/x30-C 3L\$-7 \$4F• 9I.(° 9P)F . 1) \$F•
 8:08Ä -C 756ä :0 66ä 6x\$ 1ä8x 88F2P E -74%P 49¥ :8 9I.(4 400 .
 -74%P Family Assistance 3L\$-7 \$4F• 2X2P 1ä8x -Od 8F0E" **13 1202**)
 7\$(E0E Family Assistance 8-18C† -JIF0E Multilingual Services° 2TBF0E47X

9. B

B 3L

17388:7 \$6 98E 3Q \$4:E-30, d=) B4 -C 7 Q2T 2P/x30 88p+
 Sydney Central Business District (4&# /x:80 :E4 :p 7E d=) 98=ÔC +
 2P/x30 88. 7E -C 2T ,â 48E* E F5e)) B447 4F• 9I.(° 6E
 -}E \$6A.

Transport Infoline(B 9I.(8)

3(2pC)(@30j -wF0j 7+¼ -C 8(7t(° E F5e Greater Sydney Region(G8t
 4&# :0!) !0CE +E d=) -30 -C 7 Q2T 2P/x30 48E• , 7 F½6Á , 7E:07E1â -C
 2T :60 9I.(° /* D50E 6d 88F2P 6x(j)• 98GF0E47X

Transport Infoline 13 1500
 (2P/x30 M8t 8: 9I.(+8° (+8° 798 6 4 - 7800 4)

24 48 :E\$ 4

TTY (B)A6F8(8Bd 2P/x30 1800 637 500
 (+8° 798 6 4 - 7800 4)

Transport website www.131500.com.au

48E•

99 -30 48E 7E50E 7083L4 9P)F0E , -30 GA 98GF0E -O8p4 3L
 830. -30 GA Yellow Pages98G^-G1.7 'Bus and coach scheduled services(-30
 -C 47-30 304: 2P/x30' F+Y 3L)'%L6è830. d=) , -30 -C 7 Q2T8x 88F•
 48E www.131500.com.au (Useful Links° A7 d8%L6è 830 .6&0 nãE
 :0! 2P/x30 88F•48E4 8898C72P 88" .40' 3L\$0830.

+8° 8Bdk 42x 4:ô 8½ 6~ G85%P 48E• 8F0E nãGreater Sydney
 Region(G8t 4&# :0!) 2P/x30 88F•CityRail 48E• =y8Á 5 CityRail 7! D\$@G
 1â472P 8F0E 3L88p+ +E 2T 48E4 400 .9I.4 7E5F5E 4&# -C
 #3â -30 4&# 7 Q2T 48E4 State Transit Sydney Buses(:0ñ 4&# 7 Q-30)
 9I.(2pBd,4&# -30 D\$@00Ù E4° .(8E -30 2T7 88?E D\$@0D+9D72P
 ,CBD(/x:80 :E4 :80E 2T9I%80898C72P 400 .-08 7 Q2T GA
 48E GA 98GF0E 8F0E 3L830. -08 7 Q2T8t Yellow Pages
 98G^-G1.7 'Ferries' F+Y F0E d8%L6è 830 .

-30 9I8 Gm8d7 F(E08x G8F (447 .

+8t 3L80E30 9I0Ù -C d=) 7! F@(E072P :0! 48E• 984F0.

4&# , 8 -C 7) 4 :7 -J8 2P/x3

:7 Bè 9I.(4 98G10p)• 6x:0 40E 6:6 9I.(8-10Ci
 (www.131500.com.au/countrytransport/)72P 4:0!80E -30 , 230 d=) -C F)2T7
 \$4F•9I.(° 9P)F0.

-08 -30 GA 48E• -C 7E 9I.(\$0 7083L7AP Gm8GA 98GF0E8p)4ce 8'
 400. -08 7 Q2T GA 48E• -C 7E 9I.(E F\$- GA 98GF0E8p)4ce 8'
 400. Countrylink(d=2P/x30 48E• -C 7E 9I.(° 88F•7\$(±)

Countrylink (48E• -C 76)

13 2232

TTY (66è -C =5 86'8ÄY

1800 637 500

Website

www.countrylink.info

-08 -30 -C 7 Q2T7 4F• 8ÄIF• 158t Yellow Pages 98G~G1.80Bus and Coach'
F+Y ,à 7 Q2T GÄE 'Ferries' F+Y d8%L6è 838 .

dAô 9I.(

4:E ßé 2P/x30 88F• dAô 8T7Y• 9I.(-C 7\$(=HMinistry of Transport(ßé
8-18Cì www.transport.nsw.gov.au72P 488 .

B4 2P/x3

B4 G1:08CE\$4.8CE 82Ä2P FCE 24 48 75F8. B48CE dDD 888CE,Bdd4
78x !Ä8. B4 GÄE Yellow Pages 98G~G1.80Taxi cabs' F+Y 3L)' %L6è
838. \$4.8CE \$8E HT=6è 17ÄE 1Ä8x 88F• CBL B44 488.
HT=6è 8E B4° 87YCE 6x(98G)• 7\$(E0E47X
4&72P HT=6è 87YCE B4° 88F2PE

Sydney

02 8332 0200 Gm8t 800 043 187

4& 74:0!72P8CE HT=6è 17ÄY B4° 88F2PE :0! B4 GÄZ 7\$(E0E 488
7.° G8F0E47X

P8- (

1 -C :E=È 4,17 DD+ E° FCE 1ä +8Ü -C :E=\ 984802P 8FCE 3L\$ø
838. =\ 8/xE &%)'/x, 8:0l -C 80E958- .(G8x E F6E 638 . 8) F• /x78t
\$4P 88Ä -8p :076° F8 .
NSW 72P 8%=? &%)'F8E -jE 4F• \$^ 8ÄIF• 9I.(È 6x()• 7\$(E0E47X

Roads and Traffic Authority (RTA)

13 2213

(8°L ,18CE

RTA website

www.rta.nsw.gov.au

Western Australia Gm8t Tasmania 9P7F• :0! B802P &%)'F• =(Y 98 :088"
-,!F• 68" 88 66x .(d 88F2PE 6x()• 7\$(E0E47X

Registrar of Encumbered Vehicles (REVS)

www.revs.nsw.gov.au

NSW Office of Fair Trading

13 3220

(REVS +# 7i20E2TB)

REVSÈ DF• =(0" \$E(0p)• ãd7 4%L6ÈB88-L -Ä -,!8p)• 8F"
&%)'?2Ä %L6ÈGm8t RTA7 3Lä .8 = (0p)• d)'%L6È Gm8t9I(888GÄ
8E :0F0)ø P8' 48p)• d)'%L6È \$4F" 9I.(° 9P)F" 3L 838. =(Y
87 \$4F• \$^ 8ÄIF• 9I.(° 88F2PE)9I(1Ä2ÄCE -PF)8- Car Buyers Handbook
(=(Y 8' 6|2P)° .(4!47X

8x 88F• 8i8Ä 9I.(È 58CE 8tF8l 8i GÄZ 7\$(E0E47X8i 48x 88F
68 6 +8 6 78x 8FFd 987 2P+8x F 447 .

+8 :0 -C B80È 8%=\ 7088Ä GEGÄ 88 8" 72PE :E=\ 88Ä 88F•
=(Y 1à 7 F½9I.(, .(G -C \$p 2P/x30 58CE =4 8Ü !D 7t M8t 2P/x30

. \$* +8t 2P/x30 GÀ 1 6x# /xGÀ7\$0 4#0E \$* :0 -C
B50 8E 8À GEGÀ BÈ" G88E GPB,.(GI -B8° G\$4F6.

NSW 72PÈ 6x()• 7\$(E0E47X6x()• 7\$(E0E47X

National Road Motorists' Association (NRMA) (enquiries)

13 2132

NRMA website

www.nrma.com.au

GI:072P 708F0E 88F2PÈ G8F1Z08 +FiB" Fx7E\$. **Driver's licence** □ ?&F0E

88F•9I.(È 9P1 8Ù \$e] G7 5° F 8 8 =19E0E47X

=19E0E47X: GI:0 B6t \$4\$H14686 . 9P5 8Ù GI:0 È C 8 8x =19E0E47X

10. 8U0 .(8U

.(8U

-,E□ 6x%&0 -DGOCE 488x 88F" 7) 8TGI8CEAθ, -CD@CAθ, .(8U 2P/x3θ
83θ. Yellow Pages8098G^-G1.72P \$6A• .(8U 2P/x3θ =r8x 3L83θ. ?F•
:4/x° 4Aθ **preschools** Gm8**kindergartens**, 8T6x&8x %.(E **child care** Gm8**day care**
2pBd, ,à 6x8&8CE .+Ût \$* .+Û 49θ" \$4)• %.(E **family day care** &%8"
83θ.

DF• 6x8&8" 2P)• 6zθ° -d7ä .+Û8" \$4GFθE 9l.(&%8xθ@ 3L8E .+Ût
8&8CE +Û , **playgroups** □ 83θ.

Playgroup NSW Inc

(02) 9604 5513 Gm8t 1800 171 882

AMEP 3L6Û =I2QFθE %6| -,F)m 6x%8x 88F•,h* .(8U8" 4θ' 3L83θ. AMEP
3L6ùF"\$- 488x θ• Gθ\$* F6ù F8),(θx F" θzθE .(8U/x4 :θ%L:ô 68p,θ
.(8U/x :4/x° BÉθE 8" :E7Éθ.

9l.4 9P)FθE 6x(i 1θ7 \$4F•9l.(° 88F2PθE :

- 5θCE :θ!7 8E .(8U 2P/x3θ
- 4θ• .(8U 8TGI-C 4θ• 8A
- .(8U /x7Y \$4F•9l.' :θ
- CθE• \$θθ" Fx7É• 6x%7 \$4F•9l.' 2P/x3θ
- \$6A• ,IG95 -dθx 4:θ 6x%&8x 88F•2P/x3θ

Child Care Access 9l.(2P/x3θ 7\$(EθE47X

Child Care Access Hotline (788 8 4 – 7θθ 4, 87θ72P zθ)

1800 670 305

TTY (66θθ'8A)Y

1800 639 327

Child Care Access website

www.facs.gov.au/internet/facsinternet.nsf/childcare/who-hotline.htm

.(8U -C \$* /x7θx :θFθE 88F•Child Care Benefit (.8U 3L\$-) -C Family Assistance (49
:θ) 3L\$-8x -O8p4 3L\$θ8θE d65θE47X(9P8 8U 1θA8U θθ)

F;

Preschool(8T?θ8t 4 2l 6x%& +Û,7A 4θθ. Preschool 8t 6x%&8" F7 &6è
4d 98 F7 8U=θ5 9l2P95,à 1θθ5 P-P8x FθE \$θt :Aθ.

6 2l72P 15 2l 1θ8CE 6x%8t 8θE958p)• F7 46° Fθ. 6x8&8t \$4P 4-5 2l72P
F; 48AθE \$4F•Gm8\$* =Gθ 8U8x :4/xFθE 88F" .(Bé 17-18 2lθ Fθx
θAθ. 8°L958p)• 12-13 2l 6x(θCE 6θE primary school (&%F;)7 \$θ ,
8Gθhigh school (Gm8t 'secondary school') 7 \$à %θ.

5θCE 8A)F; Gm8t1θ7 .(lθ 3L83θ. Fθ- :θ!8CE F; 6θx
.(4d 88F2PθE White Pages 98G^-G1.7 8E Schools F+θx .(4θ
8-1θCi www.education.gov.au)• -JlθE47X

Government school (IES) 8t ,h16 8U8x 9P)FCE \$4.80E F&8t F, 8U -C
 30 ?T F8),(8x 6ACE 88F" d.8x 7E58. :048t F+87 8EE
 9I%8. F+88" 9P)FCE F# 9P)FCE F+Ü :07" 3L88E E 8U
 8Ä 2P/x30 838 . F+88t 8Ä7Ä 7\$Fx, DE02P -C F, 8TE0 (F\$-%T
 78x 9P)F6° F" 7\$0 838 .
 =19: 84/x8Ä 2A• F2&8t Fx 9868x !F6° F" 3L\$0838. 8ÄF• !88t
 F\$- F72P G50E47X .

Non-government school (IES) 8t 3L6ü .0FCE 995 .2Ä d488 C9IF•
 8U=8x 4:0 88x 3L838. 1ä 8U7 4F• 9I.(4 Fx7E0E .+8 1ä 8U
 4)\ \$-8x =r8 2TBF• F7 :0E 7\$(8x ?F" 3L838.

after school care Gm8 school holiday programs 7□4F" F\$-
 F7 ,18EE .(4!47X

/x756Ä 8t

756 □ +F8E 8-0 88E 9P2 76è 756(ESL) 8U8x -O8x3L838. &%F7 1ü
 8FF• F2&8t 4&8t 8)¥ \$07 88?EIntensive English Centre(:E 756è2pBd)
 Gm8t Intensive English High School(:E 756è&%F, 7 &%)'F" 3L838. &%F;
 8&8t &%F, F8),(8CE 8G65)4ESL :88x -O8x3L838.

B8!4

756 □ 127CE 68 9PF%P756E F8E F+Ü -C.(GI8Ä8t F7 B8!48x 7E80E
 8&0 4)F• ,19P° 8EE 3L 838. DF• F7 7\$(EE 88F" **Translating and
 Interpreting Service (TIS, B7□ -7□ 2P/x3□)** □ 87F" 3L\$0838.

Translating and Interpreting Service (TIS)

13 1450

TIS website

www.immi.gov.au/tis

&%)'

8t □ F7 &%)'4A0 88F2P8E 98G^Gm8P8- +\$(8p)• F\$-F7 7\$(EE47X
 88E 7 Ä! GI:0 81 2P088CE 8 :N2PCE -C 898 8U7 4)VP F, d)'8x
 E F8 2P0E Fx7E" :60 +8. DF• 7ç 9E9'2P0E 9P4F" Fx7E 88x 3L838.

NSW 9I.F72P8E 84/x8Ä 2ÄTF• \$4.80E F2&8" 3L6ü !6° F8. 8°
 /x8Ä ?B8E 3L6ü +9P \$418+8 558CE +9P 7E8t 5 1817 &d(°)%8. \$
 8ÄF• 9I.(° 88F2P8E 6x(i)• 7\$(EE47X

Temporary Residents Unit

1300 300 229

NSW)F7 4F• \$^ 8ÄF• 9I.(° 88F2P8E 6x(i)• 7\$(EE47X

:6ù 8U

VET (Vocational Education and Training, :68U -C Gi) **-C TAFE** (Technical and Further
 Education, d3T -C 8% 8U) @30 :6ü d3T -C 16ù d3T8x 8F8E F2&8x 88F" +&6è
 988. \$6Ä• @30 1%L6è 888 9I.(d3T ,/x:80 2P/x306xCi -C -,&H6è, 4E
 -C GIB^ 4)\ 2P/x30E -C 72Ö, E1ä)F• &%8E F8CE 838 . VET -C TAFE
 College E 3L6ü .0FCE \$4=8 F2&8CE 8Ä)• 8ä 8F8 . 6&0 @30
 9(secondary school) 8CFY8x 7E8. 18IF• 9I.(° 88F• 7\$(=)

11. 8 9P

Medicare

GI:0 9I. Medicare (Medicare 9P\$8 BE 8CE /x7Y -C.8/x° :6F Medicare Medicare \$4.8CE 80a :x, x-)8; Fp1à)ñ .8 ?CE -C, 7-2P/x30 @-F

8X 7.° 66x .(Medicare 7 &%)'FCE 88F2P 7 À , 7 F½2PCE-C 75:0 /x8Ä 4:ô Medicare 1à2Ä -]IF6° F.

Medicare 6A)\$30 ?CE, p206ñ-P?CE , =E 90I 7E Gm8t 1ã .8 88 &%8t@-FCE 63 Medicare 7 4F• 12IF• 9I.(E 9P18] \$] Gø F6° F"8° 8x =I9FCE47X

Medicare website

www.medicareaustralia.gov.au

Centrelink Health Care Card

+8 Centrelink 3L-8x -O 4ñ 2Ä8" !ât ñä 9I.4 -PF7E Health Care Card ° -O8p4 3L\$830.8" ?&E 7) 4:ô F"8GPB8x .7 FCE 6E/¼ -C 8CE 2P/x30 (80a?CE -C 6A)\$30)° E FCE. Centrelink 7 4F• \$ 82IF• 9I.(E 9P88Ü 16Ä8Ü 8 =I9FCE47X .

Health Care Card ° 2ÄTFCE 8F\$8 8" ?&). 86è :E +Ü d.,958- .8 -C?CE Medicare ?&° 9P4FCE° F.

1ã 8 (G

+8t GI:08&8t 1ã 8CE .(G :0x 2TBF .8" .(G8t 1ã Gm8t)ñ .872P P8- G6P8CE ?CE 8: Gm89868x @-FCE Medicare 4 @-FCE 6E 2P/x30 :½CE -C \$4.8CE 45 2P/x30-C 6A)\$30 G2Ö &%8E FCE. @-FCE /x7Y 9CE \$6ÄCE 1ã 8CE .(G7 48FCE" 1987 7) D&° /x, FCE 82IF 78x BE .(4 8 :E7E .

8)y

9I. 0&8CE 1ã 8CE .(G 488x 8E 88F" 89195 8)xy8x 9P)F. 1ã 8CE .(G 488x)K" ñä 6x(1 1ã8x :0:50° F.

1. **30% G** – Medicare 8X F\$-%L+q, .8 ?CE @-, , 8°L ?CE (.9 (ancillary) Gm8t.4 (extras)) @-, Gm88" %,4:ô @-° +Ü,, 9P)FCE 95-É• 8CE .(G8x 4:ô 88x ñä , +Ü GI:08&8t 30%8CEGBx =E" 8X 830 (65-69218CE1Ä7E 35%8CEGE, 702I 8'18CE 1Ä7E 40%8CEGB" 957Y).
2. **Medicare 4 3L** – \$4.8CE GI:0 !X18Ä8t Medicare ;3L8" 2I< !Y E FCE . Medicare .4 ;3L8t E 1% .48p)2P , 959F• 1ã 8CE .8 @-7 48%L6è 8½ 6~ C9IF• 3L8' F\$8 68x 9FCE -E 1Ä7Ä .0% .3L8' F\$8 68t G88ä88\$- 7\$8 GI:0.¼ 70,0008+q @F@Gm8498° ñä 7\$8 GI:0.¼ 140,0008 .
3. **D2 8(G** – 8" 9P\$E 9d7 .8 @-7 48FCE 8)KCE 88F• 88 .8 @-° 31-¼ 288x :ö 78 18° 8Gø 48FCE 1Ät 31-¼ 288x :ö 78 18° 8987 48F• 1Ä\$ %8F• 3L:48CE@-° 88F" \$ +8t 68x :7CE % .8" /x78t .8 @-, 488x -, * 5 7\$8\$- 2 D2pC4 810% .

31-1/4 288x :07 8 1 8° Gø Gl:07 \$øFÈ 1j 7 8-08Ä8x 88F" Cio 9B"
957%# Medicare 88)2P &%)'8xF• !Q•Bd 12 P8 8Tø 1å 80EG
48FÈ ñä :ÄP%P /x78x :FCE 63#.

Medicare 7 &%)'8" %B8Gø =ßF7 .8@-, &%)'8x)K0È 8" :E7È#.
Medicare 7 &%)'8" %B8Gø 12 P8 8Gø .8@-7 48F0È;.8 @-, 488x
81F0È &80 214 :D +8 7\$\$ø\$-2 D2pC7 F\$-FÈ Dø 8CE .(G .48x
:F8# 7È%T 8# .

10IF• 9L(

8-18C□ www.health.gov.au -Cwww.phiac.gov.au° -JIF0# 6x(j)• 7\$(E0È" 1å
8CE .(G7 4F• \$` 10IF• 9L.(° 68p4 3L83#.

Private Health Insurance Ombudsman **1800 640 695**

Private Health Insurance Ombudsman website www.phio.org.au

Department of Health and Ageing (.(" -C 8-) **1800 020 103**

Commonwealth Carelink Centres (7\$-Pl.' .(GlÅ 2pBdÈ 8- -C 86'88x %.(È
1å7À 9L.(-C:88x 9P)F# .

Commonwealth Carelink Centres **1800 052 222**

Carelink Centres website www.commcarelink.health.gov.au

8CE :8□

84□

8□ 8° 8CE 2pBdGm8t88CE 8=472P -O8x3L83#.)ñ -C 1å
.88tWhite Pages 98G^-Gl.80Hospitals F+Y 3L)'%L6è83#. 6#)\$30 4F•
9L.(È 9P 38U8=. # * =19F0È47X

.87 44 &È .)7Y :E8-6E¼ -C Medicare ?& , 1å 8CE .(G ?& , Health Benefits
Gm8t Pension Concession Card 2#0È47X

8=. ?È)ñ .88CECasualty(8=4)' Gm8t 'Emergency(8=4)' 72P 24 48
4#.

168" 88=FCE 68x ñä general practitioner (8°L :8CE))•Bd 8CE \$76x -O8p26°
F#.

8°L :8□ (GP)

8□ 1B4 6x\$ ñäÈ +p94D\4å \$Bd ('general practitioner' Gm8tGP(□ F#Gm8t
8CE 2pBd7 426° F# .80È Gm88CE 2pBdÈ 50P 2TBF0È 3L83#.- [Yellow
Pages](#) 98G^6|è 'Medical practitioners' (7 3L)'%L6è83#.

:8 80È =2P° **bulk bill**(:x 9L.□ .(□))□ =È" 3L83#. 8&ÈÈÈ
Medicare 6Å7 2P+F0È %L 8" 6Å8" \$4 Medicare)• .(l0l 80ÈÅ :x4
:0%# .):ô 68p+" 80È 50È 7Èx .0F" 3L83#. 8)\$ ñäÈ
:80Medicare Gm8t1å 8CE .(GGÅ F\$-%T ñä 422P /x7Y 16CE=å F0È
3L\$ø83# . 6&ø ñ&& Medicare Card *(,Health Care Card 4 88x ñä Føe)
4:ô 426° F#.

81□ 8CE :ā %67 7AT3P88 98G2T8x 1ā7CE 5CE 88F" Bē!47À Bē!F6F F" 3L838. 8" 2P/x38 5CE 75:08À Gm8!Gl:04-08-ā ,ā :8 Medicare 7 8EE @-%T āā 5CE 808À /x7:\$(68" 88è ;8 . 8CE 98,188t DF• Fx7È• āā G8:ôBē!1ā 76E" 3L\$8838.

TIS National Doctors Priority Line (24 48)

1300 131 450

TIS National website

www.immi.gov.au/tis

98,18CE

GP* -JIF0E 8987È 98,18CE-J!8" .44F F8. 80È =Gø ?CE 88F" 5CE \$ā 80ā Gm8specialist (98,18CE) 85" 3L\$8838.

86E¼

81□ 5CE 868" Fx7ÈE 25F" āā **chemist (Gm8pharmacy)** 7 49!< =!p88x 4ce8 3L838. F29P* /x)E• 7) 6E8t =!p88" 868° F8. +8° Centrelink 72P 9P)F•Health Care Card Gm8t Pension Concession Card 4 88p+" C9IF• 86E¼ \$4F" F"88" %8 . 672P 86E8x 8FCE &€Medicare Card \$ø4:ô 426° F8 .

86E8CE :ô150)-8k :08CEÀ 86è .(G%2CE 68t 8" 88x āā ,18CE 8" :E7È8. 86E¼ 4F• 9I.(-C \$ø8" Fx7È• āā 61āÀ 86d F08 6x(! 7\$(±)• 98GF0E47X

Medicines Line

1300 888 763

(87872P 788am

72P 6pm)

Website

www.nps.org.au

Community Health Centres (:782pBd)

Community Health Centre □ +8 7\$m8CE!ā7À !8t /x78p)• 2P/x38 9P)F8. +8 2pBd4 \$ %8F• 2P/x38 9P)F8 638 .,) ! \$4=8 48• 2P/x38 8GI, .(" 8U -C :8p,2CE0E0CE 8GI , ?72t8 -C 16À .):8 E F88 . 8" 2pBd8White Pages98G~Gl.8CECommunity Health Centres' 7 3L)'%L6è838.

914 □

914□T ,!9P -C 914 :G8 88F" \$ø8" Fx7È• 168x 88F" 7) 4:ô 2P/x38 1%L6è 838. \$4..8CE āā 914 18CE 68x -.)F8 \$ø8" Fx7È• 168t general practitioner (8°L :8CE Gm8t Community Health Centre (:8! 8CE 2pBd7 7\$(E6° F8 .

,!G95 , 66958p) □ 6E □ -d □ 4 □ 8-08 □ 88F □ 2P/x3 □

3L8 □ .8 -C \$4GI8CE 2pBd7È :8! 8°08À 16À 88F• 2P/x38 9P)F8 8CE 98,14 D48" 838 . 8" 2P/x38 ?72t8 , 98j 7\$ø 2P/x38 8CE 9I.(° E F88. 56CE 66è ,8x 88F• **Multicultural Health Worker 4** 88CE 7. È8! .8 Gm8t Community Health Centre 7 98GF" .(4!47X

698 -C 1 7

GI:0 6x%174 GEGÀ- Kidsafe /x9l.' d48p)2P 6x% 6p8 -C 1à 7d 9l.(7t
2P/x30 .4Ü -C :0!16À 9P)F# .8: -74%P 6|ð8" Kidsafe 8-18C8CE
830h7X0)86x -C /yB6x 2m202P 400.

Help in languages other than
English

131 450

Website

www.kidsafe.com.au

7-9E9'

7-9E98t 68& (68)8x F)7è D7072P .(GIF# .7-9E98t 806958p)•
44F# 8t 6x# +Ü 88&8x 88F" 8Ü. +» +» :07t :4:0 (NSW, VIC, TAS,
ACT)72P# A6x42X F7 &6è < &€7-9E9' d)'8x 7È. 8° BÈ"
A6x42X F# 68Ø 684 7-9E98x 44F# 66È :ô 6À %8. 7-9E98t
D\4à \$Bd4 Gm8t0! Community Health Centre 72P 44F" 3L 830.

:0! Community Health Centre Gm8t0!80A2P 7-9E9' 2P/x30 8F" ñä ,&7À
7\$(E0E 68Ø 7-9E98" 40CE 60P 44%T 3L 830 66x .(6x° F# .

.(8U GPB8x-Od 88F2P# 874 06 7-9E98x -O# 7-9E9' +9P4 %L66°
F#.

National Immunisation Infoline

1800 671 811

Australian Childhood Immunisation Register

1800 653 809

National Immunisation website

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

?0E 2P/x3

F8 :0!7 \$4P 2P/x3078x .0F# 1â ?0B08" 830. ?0E :x°
.(9F0E 88F2P# 1â 80E .(G7 48F0E 3L 830.

:09l.' -C B80 9l.# DF•Centrelink F"8-?& 207À 9PF%P-88 !02P ,h*
?0E ?0E 9P)F# 9P)%L# 2P/x30 :0)• :Bé -C d.,958- ?0E ?0E C#0
E F# F\$- :0! !0CE 8ÄF• 2P/x30 80E 2pBdGm8t87 7\$(E" .(4 F"8-
2P/x30 F\$-F# 66x .(4)*Centrelink 7 7\$(E0E47X (9P8 8Ü 16Ä8Ü 07

8- 8GI 2P/x3 87

0: 8- 76À 8GI# 49I72P \$` 8'0 1è3L6# 88x 88F•2P/x30+ 49I7 # 3L
6# 88T# .8! 86' , 1à88=F• 16, 8GI80E Fx7È, 49¥ Gm8t?• &%880p+ Gm8t
\$:ô \$06" 68# 49I 2G8" H&d &#° 3L\$0830. 8- 76À (care home)72P
9P)F# 8GI.(\$ 958t \$06" Fx7È• 88t \$ü 8T0i :0B Gm88tC(/#)R"
3L\$088x 8#.

Aged Care Assessment Teams (ACATs, 8- 8GI D4 D48t 88" 49I72P 0Á
2GF0E 88F2P# 6&É• 8TGI809l.' :8 2P/x30 Fx7È•ô Gm88- 76À
48Ä6+ F# \$4F2P 908x 9P)F#.

8- 76À 7bdd° 8F" ñä 6x(7t M8t 5 P8CE\$0 830.

- 8X 7.' D4
- 76À =rd

- /x7Ý 1D
- 957Ý
- 81à -C 9I=] .

8- 8GI ,I9P7 \$4F•\$78" Fx7ÈE ñä 6x()• 7\$(E0E47X .

Aged and Community Care InfoLine

1800 500 853

Seniors 8-180

www.seniors.gov.au

Commonwealth Carelink Centre # 8- -C 86"88x %.(E 1(Ex :8FCE 9I.(°
9P)F\$. \$^ 8ÄIF• 9I.(° 88F• 7\$(±) :

Commonwealth Carelink Centres

1800 052 222

Carelink Centres website

www.commcarelink.health.gov.au

18IF• 9I.(

,7 18IF• 8CE 2P/x30-C 9I.(° 8FCE" :0! 80a 8CE 2pBd, Community Health Centre,
.8 Gm867 ,I8E0E47X

12.)A7820

-,&H6

67 G%

GI:0 7 F½ .48A(bushwalking), ?Ê...-C 30 ?T7t M8" 67G%7 958- !!(88.
,) ! 6772P d6E6° F" +»4:ô 6p8 3L?8" 838.

6772P d6E6° F" +»4:ô 6p8 3L?8" 838 .

- F=72P# F1ô 9\$48&8" D4F#E :7!72P+ 3L75F0E47X69P! w-P
1872P+ 3L75F0E° F#. +Û F=72P 9\$488" 3P=dF0E 638.
- Gp8AP 3L75F0E !4F#E 8x FpF0E47X
- F»7 A# Fp.68x 7-F0E 88F" +8A 6\$4!47X8E CH¼687A
:E7E• 158\$¤ +8t F72P# 7* d8 %67 F8x 4# +8A 6\$\$8
I9#CE 838.
- B6AGI A8x -H4!47X .6p! 3D@G72P F" 3L 838.
- **total fire ban** (G)Y 7x98 d8 %67E .8x Fp7# +\$¼ -H/xA#
%8. G)Y 7x98:ô !Û \$4F•9I.(° 88F2P# 6x()• 7\$(E0E47X .

Weather forecasts

1196

Bureau of Meteorology

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

6x(7 8T77• 98G~G14 838.

NSW Department of Environment and Climate Change

1300 361 967

The National Parks and Wildlife Service website

www2.nationalparks.nsw.gov.au/parks.nsf/WebMgmt/HTMLPages+Homepage

Department of Primary Industries

(02) 9527 8411 or 1300 550 474

Primary Industries website

www.dpi.nsw.gov.au/fisheries

6)" +=è

:07 30F2pBd!è \$4.8CE newsagency 72P# \$6A• 66# %P4,18x ?=F#. 50E
8F0E C9I 4,18" 68p+" :0,18" 488.

Special Broadcasting Service (SBS) B/x98 -C (&H7X -2# \$6A• :7! 66# %P

+8t F8)•(8" 838 . :08 F8)•(8" \$4\$4 4,17 3L)'%L6è838. 2AL -09¥
-2Û +)78t National Ethnic and Multicultural Broadcasters' Council (NEMBC, ñ 2AL
-09¥ -C \$,IG^ -2Û 888G)8CE 8-18C72P =r8x 3L 838. :7! \$:E 66è (&H7X
-2Û

(&H7X -2

:0D8L

SBS (Sydney)

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 (Sydney)	98.5 MHz (FM)
2BFM/2BCR (Sydney)	100.9 MHz(FM)
2MFM Muslim Community Radio (Sydney)	92.1MHz (FM)

@, 4820E 2P/x3 67 2P+44 987 F\$- 2P/x3 2G7 Fx7E :6 G506°
 F. 6&Ø 1(À8t ,h* 4=á 2P/x3Ø Fx7E" 8p)• 25F0E 8T*TV 4=ã 48F0E
 2P+8x F• 7\$ø 860\$.

8Bdk

8Bdk 1ã8" 7 80E 68t 1(À7À ,h* Gm894)hF• /x780E 8Bdk 1ã8" ßU8x
 9P)F0E F8),(Ø" +8" 83\$. \$^ 8ÄIF• 9l.(E 580E :ø!=a!l :ø! F;
 (4:ø! -C :ø7 7\$(E0E47X)ñ \$2P48t 8Bdk 1ã8x ,h)• 9P)F" 3L\$ø
 83\$.

Australian Library Gateway www.nla.gov.au/libraries
Australian Internet Cafes www.gnomon.com.au/publications/netaccess/

13. Department of Immigration and Citizenship (8-04-0.)

Department of Immigration and Citizenship (8-04-0. , DIAC) + /x8Ä 9P-L 1ñj -C
 GI:0 4-0Äx 88F•7\$(±8\$. DF• DIAC 80Living in Australia 8- DB:0ñ GI:0
 9I=ßx E F6E 7) 4:ô 8°L 9I.(4 83\$.

DIAC ,18 **131 881**

DIAC 8-180 www.immi.gov.au

Living in Australia 8-D8 www.immi.gov.au/living-in-australia

DIAC :0! 1ñ48t /x8Ä -C Fä:Ñ ,ä 84 Gm875:0Ä 4=á &%\$6Ä• 8-0 2P/x3Ø
 6ñ° ?=F\$.

DIAC
 Ground Floor
 9 Wentworth Street
 PARRAMATTA NSW 2150

DIAC
 Ground Floor
 26 Lee Street
 SYDNEY NSW 2000

GI:0 4-0

4-0

4.18 75:0ÄÄ7Ä GI:0 4-0ÄÄ %Lñ=ß-¼ \$ñ 4-0Ä B607 F7ñ
 8\$. B607 :4/xF0x 6x(B0E 8-18C72P F" 3L 8ñ 4-0Ä 8Ä =y8Ä
 88p26° F\$.

B607 F7ñ GI:0 4-0Äx 88F•dAô 7È ,:½GI:07 C9I d8 %6| =674
 88CE 1ñ8" 6ñ &%80Eñ 97" ñä GI:0 4-0Äx 88F•4=2P* 8ÄeF0E
 %ß. 4=2P4 2e)958+ 4-0Ä 3L7 47 ñäOÄ %T8ñ. 4-0Ä 3L7 472P
 \$4.ßCE 2e8-4=8Ä8t GI:0 4-08" %Ld7 6'2P G4 2P68x F\$ 7ÈäOÄ %T
 8ñ. 8Ä 7. -C 4=2P* E F6E \$ 8ÄIF• 1ñ8x 88F2Pñ 6x(† =I9F0E47X

Citizenship Information Line (GI:0 !) **131 880**

Citizenship website www.citizenship.gov.au/

GI:0 4-08" %L4 G7ñ GI:0 7 Äx 4=50E 3L 83\$. GI:0 4-0Ä 0 \$* 48CE
4-0Äx %47 2ÄTF0E 77ñGI:0 8ñ GI:0 7 Äx 17ñ06° F\$.

GI:0 4-08p)2P 18 2I 818" %L+"2Tñ &%)Fñ 8" Fx3L8ñ. GI:0 4-0Ä 3L7 4 &€
&%)F" dGÄ 83\$. DF•18 2I4 %L+"CEF" 3L 83\$ 17 2I7 &%)F" 3L 83\$.

&%)6Ä8t 7äp Australian Electoral Commission (GI:0 2T4888G , AEC) -C AEC
8-18C72P F" 3L 83\$. 4=2P F0E 8ÄeF0E" 7\$-9I. 2Tñ ,:0/:4:0 2Tñ -C
\$4.ßCE :0!9I. 2Tñ &%)F0Ä %ß. :02Ä 7bd495 \$ 17è &%)6Ä8x
8ÄeF06° F\$. (756è878CE 66ñ %F8x E F6E) \$ 8ÄIF• 9I.(ñ 8-18C72P
4ñ. Gm8t ,180ñ8" 88x ñä AEC 7 98GF0E47X

Australian Electoral Commission (AEC) **13 23 26**

AEC website www.aec.gov.au

Resident return visas (88□ /x8□)

+8□ GI:0 75:088+2P 801958p)• GI:0° &034 88F" 6Áx J 4\$+"
Resident Return Visa 4 Fx7E" :\$ø +0. GI:0)• 8817 Fx7E"/x88
DIAC 7 7\$(E" .(4!47X .

GI:0)• 49□ -!l

-!l

-!lQ8t GI:0 =6E 98=èd88x @-FEE /x8Ä 4=56° F0 . -!lQ /x8ACE 90E
&d(° Cí0• 9PF•15&8" =9%T 3L830. 10IF• 9I.(E 48Ü 47è **Australian**
Overseas Immigration Office(6x(! =197 7\$(E047X

Electronic Travel Authority (ETA) 4388t)8%P 307 P80E 7 F12 F)122P ,
Gm8t \$4.30E GI:0 7, 1h472P 7 2A87Ä -P=%L 830 . ETAE GI:07
7E +8t \$d -!lQ&8" 7 F½8918x 76E0E F0E %47 GI:0 7 F0 GÁF0E
F0. ETA E /x8Ä 4=2P° 82eF0E Fx7E 600. \$^ 82IF• 9I.(E 8-18Ci
www.eta.immi.gov.au72P 400

8-0

GI:0 8-0 F8)(ÜE 6x(7t M8" 2l 4:ô :07E F+8" 830.

- **Family migration** (49¥ 8-0). 4=88 8Ä&8x G0F0E 88F• ?eB" GI:07 806° F0 .
- **Skilled migration** (d3T 8-0). 4=88 GI:080E0P! 2G• .67 d7 F" d3T8! CBLF• 878" 806° F0 .
- **Refugee (!E) , Humanitarian (8\$080E) Special Humanitarian (Cíø 8\$080E) -C Special Assistance (Cíø :8) F8)(Ü**

5 8-0 ?B#E 60E ?eB" 8-0F0E 88F2P J66° F" 60• 7E 9F8"
830. 8-0 918t .)8E0E 8Ä -08p)• 50Ä 95FF• 9I.(° 88F" -L&4
DIAC 7 7\$(E047X \$^ 82IF• 9I.(E 6x(! =1970E47X .

Migrating to Australia

www.immi.gov.au/immigration.htm

Australian Overseas Immigration Offices (GI:0 F7- 8-0 1h2Ä)E 8-18Ci
www.immi.gov.au/contacts/overseas/index.htm7 +4%L6è 830

14. :7 9I. -C :71G 2P/x3

GI:0 2l 4:ô 98CE 9l.4 8\$7\$-] 9l. :0 Gm8B50 9l. ,â :õ!
9l.8\$:õ!=ât 50E 1è 0E :õ!8x %.(+â :õ! 16À +Û 16À7À
\$4.80E :E7E• 2P/x3 9P)F . :õ!=ât \$4=õ :õ! :0B 2ÀTÀ7 8E !Y
%Lè 2l8p)• 8À 9\$ 8x F. 8) F• 2P/x3 9P)-Od 88F2P ;p8x 2ÀTF" Fx7E
60\$.

:õ!16À 2P/x3

:78t 99' :õ! \$=ð 1ãf" 30?T,)A3820E -C ,IG428x 9P)F.
:õ!=ât DF• 8T6x.(2pBd, .(8U2pBd, =2À 4)\ 91âÀ , 6)À -C 86"8À 2P/x3 0&%
E-88F• -888CE :0 2P/x3 9P)F.

\$,IG^ 2P/x3

F4 GI:07 9l=F0E 88F• EF• \$7ô -C 908x 9P)F" \$,IG^ -C :õ! 16À 4)\
91âÀ8" 7) :õ!=ã 83\$. 6&0 :õ!=ât ,IG95 66058p)• \$6À• -dñ 88CE
)m8À8CE Cif• 7E +9¥ 4Aà 3L8\$ -d)%L6è 83\$.

\$2P4

4.18 :õ!=ât ,h)• =y8x\$4D F" 3L8E GÀ9P \$2P48x 7è5FCE 83\$.
\$2P48t /x756ÀCE =y8x2ÀE 8¼ D :0,I\$ø 4E . \$4.80E \$2P472P
8Bdk 1ãf" 4E .

dAô 2P/x3

:78t :õ! \$ 8T:ô,)) G848x 9P) , 10D0)30À F\$-F• .(" d:48x
:43LFCE 8E 9DF . :õ!=ât DF• ;p P-P8x 48E . +8° 50E .%18x
-50x" :õ!=ã ,l802P F4° -O8p26° F.
:õ!=ât 7) 3L -C 8678x \$(F-CE 83\$. 3L 487 \$4F2P :õ!=á Gm8t
877À ,l8CE F0E -H(À.

10IF• 9I.(

F8 :õ!72P 4E 2P/x3 4F• 10IF• 9I.(E F\$- :õ!=á Gm8\$2P48x
-]IF0E47X:õ!=á 98G~G1 -C :02White Pages 98G~G1.805cal district(7
3L)%L6è83\$. :õ!9l.7 4F• 9I.(E 8-18Cìwww.gov.au 72P\$ø 4E .