

o|s@t|l |y`@v|j W@wyk~a`rm|x k@rWh

New South Wales

@vw s`qr@yn~pL@gn@n

Sinhalese
s@hl

2009 j nv`r@

pth

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h#[0vth

ošetl|y'v sh v0X; @yn-n0|sviv-evl| s-evw ob s'qr@yn-pl0gn0f

ošetl|y'v|p'rnw, snwk p0qX, sh pl'w-p'l n a'ywn sh r'j & @n'vn a'ywn ekv ošetl|y'v n'iv#s0yn-ht
@sv' r'f'sk-l b'@q; @mm @p'w-p'lc mg0h; l b'@qn @sv' sh l b' gw h#k0upk'r sh up@qX l b' g#n0h s[h' y
yiv@w-k' @vwq ynn sm0n-{@yn-m0 k aqhs-k-l b'@q-

@mm @p'w-p'lc armNEkr a#w@w-@mm rtt p#m0N0ht a@p] ` krn sh aUw0h-p#m0N a#w0sAK0hN0kyn-ht vn awr
v0X; 0v av{ny @y'mkr a#w@w-s}0r sAK0hN0kyn-sm m'nv h0v'q0l@s rtt a#w0vnn0n-@mm ovh-ht an0ghy
qkvn ayt @mm @sv' spyn0n-@vwy. srN' gwyn-sh m'nv h0v'q0l0qnm mw rtt a#w0vnn0n-v0h-
Department of Immigration and Citizenship (DIAC) mg0h-v0X; 0v ovh-s[h' l b'@qn @w'rw0# b#l|y
yiv0y.

@mm @p'w-p'lc armNEkr a#w@w-@mm rtt p#m0N0ht a@p] ` krn sh aUw0h-p#m0N a#w0sAK0hN0kyn-ht vn awr
v0X; 0v av{ny @y'mkr a#w@w-s}0r sAK0hN0kyn-@vwy. @my k0yv n s0yUm p'0kyn-ht s0yUm @w'rw0# aq'l
@l s s#ksth q0 kry. s}0r @l s p#m0N0n smhr sAK0hN0kyn-sh @b'@h'w'vk'l k v0s' bl pw0l'x0h-s0yUm @sv'
s[h' s0s0km|@n l bnfa#w.

kr#N'kr @mm @p'w-p'lc kl pn'k'r0v k0yv0ht @v|'v @y'q'gn0. ošetl|y'v|nv j'W0vyk-arBn obt @my
p0y'j nvw-vn bv ap@q-v0k'v syy0 ob v0h-vd'wm aUw-sAskrNy k0yv0y yiv0awr, @b'@h'p0q0c0k0r0m|@sv'
spyn0n-@v0h-sh 'Living in Australia' @vb|aV0y vn www.immi.gov.au/living-in-australia mg0h
@my l b' gw h#k. ob v0h-p0m@yn-pr0c0q 1-4 qkv' k0yv0h s0s0bv ap0y'j n' krm0 obt p0m sw0hwr w0
a#w0y h#k0g#tU @mm pr0c0q mg0h-s'kc0' @k@r-

ob@q-j'W0vy ošetl|y'v p0l'a'rmx k0r0m0q0b0t m0hN q0ht vn g#tU sAK0hN vn awr ev' @vnsev| ob i q0y-
ax0y'gyn-a#w0awr obt pW0'xq l #@b| avs'neyq0lob@q-s'r}kwy w0N0y vn@n-ob@q-uws'hyn-@mm obt
upk'r k0r0t k#m#w@wn-s0h ay@q @h [h0v mwy. obv s'qr@yn-pl0gn0 awrm ap0b0t s0x pwml

1. ob @mh0p#mN0v0s kl ylv0q~

0setl y'vt p#mN0v0s ob v0h-kl ylv0v#qgw-kr#NE8 k-a#w0 w-l #y0sw0k-phw q#k0v. ob 0m'v' s0k'rn awrm sLkNEkr gnn.

- hr0v#r0b#l #m|@l KNy
- A. Tax File Number s[h' ayq0n] krnn
- B. Medicare smM0h-l y'pq0c0vnn
- C. b#k0gN0nk-v0'w krnn
- D. Centrelink smM0h-l y'pq0c0vnn
- E. Health Undertaking Service h' sm0n{ vnn
- F. i Ag00pAw0s[h' l y'pq0c0vnn
- G. ob0g-qr#vn-p's#l kt a#w0 w-krnn
- H. r0y0f# bl pwykt ayq0n] krnn

x';` pr0rwn 0sv' sh l y'k0v0 0pr0rwny k0h sm0n{ 0w'rw0# s[h' 2 vn pr0c0q0y; i Ag00s[h' upk'r bl nn.

ob ht s'`pnyv0ht aq'l g#tU sm0n{0yn-upk'r kl h#k0sAv0'n sm0n{ 0w'rw0# s[h' 4 vn pr0c0q0y; upk'r s[h' y'y0v0w#n-bl nn.

A. Tax File Number s[h' ayq0n] k0h

0my ml 0m krnn. 0setl y'0v| a'q'ymk-l #b0ht obht **Tax File Number (TFN)** w0h avX&0v. a'q'ym ynf rfk'y'vl 0h-l #0bn v#tp-0h'-0v|wn, rj 0yn-l #0bn q0h'n, sh i w0k0k0m|gN0m|vl 0h-l #0bn 0p'Ll0a#w0v a'0y'j n vl 0h-l #0bn m0l q a#w0 w0v.

Tax file number s[h' ayq0n] krn a'k'ry

0setl y'0v| **Australian Taxation Office (ATO)** 0vw q'rk}n0yn-k} kr ob 0vw ayq0n] pwk-0gnv` gw h#k. 00s-n#w0h|ATO 0vb|aVv0y 0vw 0g's-q0hkt p#y 24 pr'q, sw0ykt q0h 7 pr'q TFN s[h' ayq0n] kl h#k. ATO 0h'-Centrelink k'r&l vl 0h-ayq0n] pw0l b' gw h#k. White Pages q'rk}n n'm vl 0yn-q'rk}n aAk l b' gw h#k.

Australian Taxation Office (ATO) h' sm0n{ vn a'k'ry

- | | |
|-----------------------------|---|
| q'rk}n | 13 2861 |
| TFN s[h' online ayq0n] krnn | <u>Online individual TFN registration</u> |
| p0g kv ayq0n] k0h s[h' | <u>ATO shopfront locations</u> |
| | <u>Centrelink shopfront locations</u> |
| ATO 0vb aVv0y | <u>www.ato.gov.au</u> |

bq'sm0n{ v#d0v0swr s[h' 7 vn pr0c0q0y; rfk'y' bl nn.

B. Medicare smMh-l y' pqlcvl pql k @s_K&y r] N l b' g#nht sl k' bl n

ošetl y' n' rj y v' s' Medicare n#m#v#dsthkn-os@s-@vq& v' y' qm' p' y' v' g#nht s[h' upk' r l b' eq: rj y mgh-Pharmaceutical Benefits Scheme (PBS) yt@w-@behw-smpn{-yn-vn v' y' qm' s[h' q shn' {r l b' eq: Medicare sh PBS pr' l ny krnl bn-en-Medicare Australia mgh

obt Medicare h' smpn{-v' s' K&y rfkvrN @sv' sh v#dsthnl p' w' x] Nkv l b' g#nht s[skm] w' b' y' h#k. @mm p' w' x awr @n'm' l-l b' gw h#k' rj @y-@r' hl -rfkvrN, @r' hl vl th-ptw l b' g#nht rfkvrN s[h' sh' y' sh shn' {r p' qnm yt@w-l #bn @behwq a#v' wy. s' y' Um sAk' h' Nkyn-Medicare sh' y' l b' g#nht h' h' k' m' @n' k' yn bv v' q' gw-vn awr ob s[skm] l by' q' ynn @s' y' b#l h' t Medicare h' smpn{- v' y' y' v' y'.

Medicare sw' **Information Kit** a#v' l' awr @my x'; ' 19 kt pr' v' rwny kr a#v. wvq @my i Ag' s' Q @b' l -sh s' w' w' sh k' st' l' a' k' r' @ynq a#v. @mh' Medicare sh @vnw-rj @y-@s_K&y @sv' v' s' wr kr a#v' l' awr p' w' x' sh q' h' n' s[h' s[skm] l #b' h' t a#v' l' avX&w' q' p#h' q' l' l' kr eq: ob@-g-p' l' @w-Medicare k' r' & l' y @h' -Migrant Resource Centre @vw g' y' vt @my i l' t' s' t' h' n, n#v' h' m' l' @vb' l' a' v' v' y' @vw ynn.

Medicare smMh-l y' pqlcvl n a' k' r' y

Medicare smMh-l y' pqlcvl s[h' ob ošetl y' vt p#mN qh 7 st 10 kt pmN ps' Medicare k' r' & l' yk-@vw ob@-gmn-bl pwly, gmn-l y' k' y' v' l' sh s' }' r' v' s' bl pwly r' f' @gn y' y' v' y' y' . s' y' Um l' y' pqlcvl m' l' avX&w' v' yn- smp' r' N kr a#v' h' m' l' , ob@-Medicare k' d' pw sw' l' 3 k' h' -pmN obt w' p' s' @ l' n-l #bn @wk-x' v' l' k' t' h' t ob@- Medicare k' d' pw-a' k' y' obt l' b' q' y' h#k. awr ob@-k' d' pw sw' l' 3 kt pmN ps' l' obt w' p' s' l' -kr evn' f' a' #v. ' @b' @h' -avs' }' v' l' ob@-@vq& v' y' qm' s[h' ob v' s' h' -@gv' h' l' k' l' y' w' l' awr @gvn l' q' m' q' l' th-@k' tsk-obt n#v' l' b' @qn' f' a' #v. **obt hq' s' y' -@vq& v' r' y' k' o' h' m' l' h' t avX&nm**, obt qh 7 st 10 @wk-bl' @n' s' t Medicare smMh-l y' pqlcvl y' h#k' l' awr w' v' k' i' l' k' a' k' y' k' -i l' t' s' t' y' h#k.

rj @y-@r' hl vl 'Casualty' sh 'Emergency' a' X' v' l' q' v' s' k' t' p' y' 24 p' q' n' m' h' -h' q' s' l' p' w' k' r' l' b' gw h#k.

Medicare h' smpn{- v' y' h#k' l' a' k' r'

q' r' k') n

13 2011

p' q' l' k' v

Medicare offices

Medicare Information Kit

Information Kit

(i Ag' s' Q h' r @vnw-x'; ' vl th-l b' gw h#k)

Medicare @vb' l' a' v' v' y'

www.medicareaustralia.gov.au

Medicare vl t' amwrv, Medicare mgh-a' v' r' Ny @n' vn qw; a' s' -sh g' l' n- r' }' p' l' h' ny v' n' l' @sv' a' v' r' Ny k' t' h' s[h' v' l' p' q' l' k' @s_K&y r] N arm' q' l' -a#v.

p' q' l' k' @s_K&y r] Ny smpn{- v' d' l' r' v' s' wr s[h' 11 pr' t' p' C' @y; @s_K&y k' h' y' bl n.

C. b#Ak' l' g' N' h' k' -v' l' w' kr n

ošetl y' @v' l' m' h' s' h' -m' q' l' -w#npw-kr n' @n- b#Ak' l' k' , @g' d' n' g' l' @sm' v' l' (building society) @h' -Ny sm' l' y' ky (credit union). v' #t' p' -sh @v' l' n' sh rj @y- p' w' l' x' a#v' l' @b' @h' myk- i py' h' l' @k' l' h' m' g' N' h' k' t' @gvn' l' #b' l' @b' @h' -k' ty' v' l' smpn{-yn-ošetl y' n' l' n- up' @y' g' l' k' r' g' n' @n- b#Ak' l' k' d' pw- (bankcards) @h' -@k' b' t' l' k' d' pw' y' (credit cards).

ob r' t' t' p#mN sw' l' 6 k- a' v' l' w' b#Ak' l' g' d' n' g' l' @sm' v' l' @h' -Ny sm' l' y' g' N' h' k' -v' l' w' k' t' h' t' v' d' s' q' s' l' v' n' @n- s' i' m' n' @yn- @mm k' l' y' a#v' l' w' obv h[h' g' n' h' t' s[h' avX& v' n' @n- gmn-bl pwly pmNk- b' v' h' l' sw' l' 6 kt ps' l' g' N' h' k' -a' r' m' x' k' t' h' t' amwr h[h' g' n' h' m' l' y' k' y' v' l' l' avX& v' n' awr, ob sw' l' p' h' N' v' -l' y' k' y' v' l' @n' m' w' h' m' l' obt q' f' k' r' w' vl t' m' h' N' q' h' t' s' q' l' y' h#k. ob up' yn @p' l' l' smpn{-yn- v' d' i' h' l' an' p' w' v' l' th- b' q' f' @gv' h' m' n- v' l' k' h' t' ob@- b#Ak' l' @vw ob@- Tax File Number (TFN) l' b' @qn.

b#Ak' l' g' N' h' k' -v' l' w' k' t' h' t' smpn{- v' d' l' r' v' s' wr s[h' phw @vb' l' a' v' v' y' @vw ynn.

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D. Centrelink smMh-l y'pqAcOvnk

Centrelink el sh-h# [h'evn r'j & a'ywny mgh-rfkly' es'y'g#nht upk'r k'rh, sm'j a'r] N@gvth|k'rh sh evnw-upk'r l b'eq: rfkly' es'y' g#nht, v'eqXynh0l b'gw-k'el w'vyn-emrtq'p'ly'g#nht l kkr g#nht sh ay'g&p'Tm'l' es'y' g#nht sm'pn{ upk'r l b' g#nht aUw'n-emrtt p#mN0ayht Centrelink smMh-l y'pqAcO vly h#k. wvq Centrelink h0Tax File Number ayq'hpw'q a#w'lawr Tax Office evw obeg-ayq'hpw'ly ay'mk'rh'q upk'r l b' g#nht mgh-ob ht l b' gw h#k'lym|q'rh'n' a#w'w-p'h'qykh-aw'rv l b'gw h#k'lvnfa#w. ob Centrelink evw g'ly q'h'ey-s't q'rh'n' l b' gw h#k'lvnfa#w. ob o'set'l y'vt p#mN0q'rh s't q'rh'n' l b' g#nht nm|, eq'hm Centrelink h' sm'pn{vly y'lv'lawr q'rh 14 k-a#w'0 w obeg-i l t'rh ay'm'k'l y'lvly.

m'nv h'lv'q'lpqnm ytaw-rtt a#w'lvn'n-ht Centrelink evw'n-Crisis Payment l b' g#nht s'q'skm| l by0 emv'n0ay o'set'l y'vt a#w'lv'ly'q'rh 7 k-a#w'0 w i l t'rh i q'rh'pw-kl y'lvly n#w'hm|emrtt p#mN0 q'rh 7 k-a#w'0 w i l t'rh k-i q'rh'pw-kl'rh'm|armN'h-Centrelink h' sm'pn{v'ly'q'rh 14 k-a#w'0 w i l t'rh i q'rh'pw-kl y'lvly. v'd'q'r v'swr s[h' 8 vn pr'c'p'eqey; sm'j a'r] N bl nn.

obt q'r#vn-s't'hm|, ov'h-hq'vd' g#nht s[h' r'j y v's'h-arm'q'l -l b'eqn Family Assistance @gvth|s[h' ob s'q'skm| l b'ly h#k.

v'd'q'r v'swr s[h' 2 vn pr'c'p'eqey; i Ag'ly's[h' upk'r; 3 vn pr'c'p'eqey; rfkly'; sh 8 vn pr'c'p'eqey; sm'j a'r] N bl nn.

Centrelink h' sm'pn{ vly h#k'la'k'r

q'r'k'n	13 1021
i Ag'ly's h'r evnw-x'; v'l h-upk'r s[h'	13 1202
p'q'g'l kv	<u>Centrelink offices</u>
Centrelink evb aVvly	<u>www.centrelink.gov.au</u>
aUw'n-p#mN0s'akhN'kyn-ht	<u>Have you recently moved to Australia to settle?</u>
evnw-x'; v'l h-aw'r w'rh'	<u>Centrelink assistance – we speak your language</u>

E. Health Undertaking Service smMh-sm'pn{ vnk

Department of Immigration and Citizenship (DIAC) v'eqX k'r & l yk i l t'rh mw ob **Health Undertaking** (ep' fm 815) s[h' awsn-k'el -nm|, ob o'set'l y'vt p#mN0ps'f Health Undertaking Service a#mw'ly y'lvly.

ob Health Undertaking Service a#mw'hm'n-ps'f; obeg-@evq& pr'ly N ps'lv'p'rm|s[h' obt y' h#k'0LMm a#w'0 Health Authority Clinic sm'pn{eyn-obt up@qs-l b' eqnfa#w.

Health Undertaking Service **1800 811 334**
(s[t'q' s't sk'0'q' qkv' ep.v. 9 s't p.v. 4 qkv')

F. i Ag'ly'p'Aw'ls[h' l y'pqAcOvnk

i Ag'ly'n-k' k'rh i w' v'agw-vn awr obeg-s'r'j kwv'yt emy meh'p'k'r'w'v|. obt i Ag'ly'k' k'rh't en'h#k'0 nm|, ob em'h'0p#mN0v'g's i Ag'ly'0i @gn'ht ap'lobv q'd'0'el s unneq'krmf

o'set'l y'vt aUw'n-p#mN0n ay evn'evn-**Adult Migrant English Program (AMEP)** ytaw-i Ag'ly'0x'; p'Tm'l' l b'eq: aUw'n-p#mN0aeyk'0vX'eyn; p'y 510 @wk-i Ag'ly'0x'; upk'r'k p'Aw'ls[h' obt h'nk'm|w'by h#k. AMEP mgh-i @gn'ht a'k'r gNn'vk-l b'eqn b'v'h-obeg-r'j k'r'q' p'v'el -eh' -evnw-vgk'rh|w'0Nq, i Ag'ly'0i @gn'gw h#k. v'd'q'r v'swr s[h' 2 vn pr'c'p'eqey; i Ag'ly's[h' upk'r bl nn.

G. ob@g-qr#vn-p's#l kt a#w w-krnn

ošetl y n'nwly yt@w-vys avr#qE5 sh 15 awr Lmh-anv'r&eyn-p's#l -y ylvly. ob@g-qr#vnv h#k0vgs p's#l kt a#w w-kl ylvly. v#dqf v#swr s[h 10 vn prc@Cqey; a{&pry sh Lm rfkvrN bl nn.

H. rlyqr# bl pwlykt ayqnl krnn

obt n0v& v'slv# bl pwlyk-a#wthm|sh i Ag#eyn-eh-i Ag#0x; ;@vn-pr0rvw0v@vnw-rtk q#nt vl Ag0ryqr# bl pwlyk-a#wthm|, @mrtt p#m0N0qth st m's 3 k-yn@w-k-rlyqr# p#qvly h#k. i n-pslv obt rly p#qvth avX& nml, ob swlv n#0ošetl y n'nwly rlyqr# bl pwlyk-wbly ylvly. @m|s[h q#n# prll Nyk-(knowledge test), pl'ey'gk rly p#qvthm|prll Nyk-(practical driving test) sh a#s-prll Nyk-smw-vly ylvly. ošetl y @v| rlyqr# bl pwlnk0v-krnn-p'lnw sh snwk p#qX mgth0

obt @vnw-rtk0n-nk0v-kl rlyqr# bl pwlyk-n#wthm|phNlv#m| bl pwlyk-(learner's permit) l b' g#n# s[h Driver Knowledge Test smw-vly ylvly.

slyUm v'hn p#qvthm| bl pwla#w0lay phw @q-kl ylvly:

- v#qX v'hn p#qvthm| bl pwlyk-a#wthm|, **Road Traffic Authority (RTA)** @vw @ny i q#p#wkrnn (Community Relations Commission @h-Department of Immigration and Citizenship @vwh-l b'gw-n0 pr0rvwnyk-smMth)
- RTA avX&w spr'l tht h[h' g#n# sn'} k#tht l yklyv0i q#p#w-krnn
- NSW h0@nv'sk l p#nyk-i q#p#w-krnn
- Driver Knowledge Test smw-vnn (obv b#h#r kr n#wthm)
- rly p#qvthm|@h'-@m'tr-sykl -p#qvthm| pl'ey'gk prll Ny smw-vnn (obv b#h#r kr n#wthm)
- a#s-prll `vk-smwvnn
- n#0g'sw0 @gvnn (obv b#h#r kr n#wthm)

pl0gw-rtvl ~

NSW h0sm'n pAwyk rlyqr# bl pwlyk-s[h' ayqnl k0m|q|phw q#k@vn rtk0n-nk0v-kl rlyqr# bl pwlyk-qrN ay knowledge test @h'-practical driving test k0m|n-n0qhsy:

ošetly'v	l ks#m prg-
@bl j'ym	@m't't'v (2004 j nv'r02 t psEnk0v-kl bl pw)
k#nd'v	@nqr't nwy
@kle; y'v	nvsll nwy (v#d0lv#swr)
@dnm'rky	@n'r@v
f#h't nwy	p^w0j'ly
p#Xy	s#ggppk'v
j rmn0y	sp'z z y
g#ly	sv#lly
grh@s-	sv't'sr't nwy
ayr't nwy	eksw-r'j {'n0y
ay0 -of-m#n-(1991 ap#yl -1 t psEnk0v-kl bl pw)	a#mrk' eksw-j npqy
i w'l y	
j p'ny	
j r@s-	

RTA k'r&l yk-mgth-l b' gw h#k0**How to prove who you are to the RTA** @p'w-p#lc mgth-h#[h' sn'} k0m| smbn{ avX&w vyn-v#swr @k@r-

rlyqr# bl pw|smbn{ v#d0lv#swr s[h' **Roads and Traffic Authority (RTA)** @vbl aVvly www.rta.nsw.gov.au/licensing/index.html os@s-@h'-phw a'k'ryt amwnn:

RTA qf'k}n @sv' m{&s}'ny (s'm'n& v0s#th)

13 2213

RTA @vbl aVvly

www.rta.nsw.gov.au/

kr#N'evn-si knn: oset| y'v|r}v'hn sh mwv rly p#qvth smbn{ q#d0nW0a#w0awr ev't ob ankS vy ylvly.
v#dqf vswr s[h` 5 vn prcpcqey; oset| y'nfcr'v'sh nWbl nn.
ryqf# bl pwyk-n0 vX@yn-prv'rwny kr g#nth s[h` 2 vn prcpcqey; i Ag#0s[h` upk'r bl nn.

2. i Agwols [h` upk`r

v#dntyn-s [h` i Agwoli egnth

Adult Migrant English Program (AMEP)

ošetl y`av|eh [h-s} pny vth sh obeg-armNēi tkrgrnht ob veth-pj)meynm sh v#qgwm vXeyn-kl yw0 vnēn-i Agwoli egnthyl ob s[skm|l bythm, AMEP veth-ob ht eqēnq` s`m`j wvvynt mhN qht sh r`j k`rW ktyw0kr g#nht avX& ml k i Agwox;` i egnht upk`r l b`eq-

ob AMEP s [h` hnkml| by0nm, obt p#y 510 k-eh`-obt kly k`rwi Agw0mt|tmt p#mNn awk-yn eqēkn-ekk- l b` gnn` awk-obt i Agwoli egn gw h#k. ob ošetl y` vt p#mNht epr v{hAs`vl t pwwlšt qf; krw`vl t mhN qh-m`nv h0v`qllpqn ytew-p#mN0aeyk0nm|eh`-i w`m sth sh0v v[0hw-p`s#l -a{& pnyk-l #b0v|nm, obt vd` v#dli Agw0p`dm|vl t shx`g0v#m|avs} v a#w.

ob AMEP s [h` s[skm|l by0 ynn q#n w#Ny k0ht, obeg-i Agw0k0vth, k} k0th, l0th sh svnqth prll` kr b#l y` ywly. obeg-sakthN ayqnpwēy-ek`tsk-vXeyn-v0qXeyell obeg-i Agw0x;` v prll` k0l -n#wthm, ob ošetl y`av|AMEP pAwls [h` l y` p0d0lvn vt ey prll` kr bl nfa#w.

ob ošetl y` vt p#mN eh`-n0v& v`sy l #b0m`s 3 k-a#w0 w AMEP pAwls [h` l y` p0d0lvly ywly. ob avr`q#1 k-a#w0 w pAw0a`rmx kl ywly, n#wthm|AMEP smMth-i Agwoli egnht eh`h`k0vly h#k. obt pv0l -ktyw0vl t shx`g0vth eh`-r`j k`r0eh`-evnw-vgkth|a#w0n0s` pAw0vl t shx`g0vth aphs0nm, l y` p0d0lv#mn-pslv pAw0ptn-g#nht phiq kl h#k.

AMEP veth-i egnht v0[a`k`rey-avs} vn-l b` eqnfa#w. obt pr`N k`l thv eh`-ar[k`l thv, q0` k`l ey, hvs-k`l ey-eh`-swlanwēy-pAw0vl t shx`g0vly h#k. pAw0 ngrēy-sh gmpq p0qXvl p#v#wēv, obt n0es-st qrs} a`k`ryt eh`-n0st p#mNn g0#vreyk0mgth-eh`-i Agwoli egnly h#k. obt p`s#l -yn vyst adfvyes-Lmh-stthm, ob eg-esv` spynn` veth-ob pAwēy-stth awrwt` en`m0L-Lm` rfkvrN p0eyl kr qly h#k.

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

ob AMEP s [h` s[skm|l by0 ynn es`y` b#l tht eh`-l y` p0d0lvth k#mwthm, obt l Mm a#w0esv` spynn` h` smpn{ vnn (phw qkv` a#w).

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

Burwood, Hornsby, Newcastle and Rural NSW region of NSW

NSW AMES

29-31 Belmore Street

BURWOOD NSW 2134

Tel: (02) 9749 3300 or 1300 798 111
Fax: (02) 9749 3310

Tel: (02) 9744 3885
Fax: (02) 9744 3815

Email: amepenquiry@acl.edu.au
Web: www.acl.edu.au

Email: burwood@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

AMEP sh ob@g-i Agl@qyNEkr gw h#k@v#w-a`k`r smpn{`@yn-@w`rw# Migrant Resource Centres/Migrant Service Agencies (4 vn pr@Cq@y; upk`r s[h`y`y#w#w#n-bl nn) sh Centrelink (7 vn pr@Cq@y; rfk@y` bl nn) sw@q a#w.

i Agl@i @gn#w|@v#w-a`k`r

Department of Education, Employment and Workplace Relations (DEEWR) sh p`nw/snwk p@qX mgth-pvwvn, armNEkr gw-v#dsthn-mgthq i Agl@x;` pAw@l b`@q- DEEWR sw@ v#d krn vy@s-(vys avr#q#15 - 64) v#dnt@yn-s[h`vn rfk@y` smpn{`x;` v#dsthn-2 k-a#w.

pLmV#n@ nml **Language, Literacy and Numeracy Program (LLNP)** vn awr @m|mgth-adf l@w#m|kyv#w#m|@h`-i Agl@x;` n@Nw`vy @hw@v#w-rfk@y` @s`y` g#n#w#m|aphs#w`vy a#w@lay ht p#y 800 qk`v`v`x;` , l@w#m|kyv#w#m| sh gN@vmy h#k@y`v smpn{` phN@v l b`@q-

ob q#ntmw-AMEP p`Tm l`vk-hq`r` av#n nml@h`-ob AMEP s[h` s@skm|@n`l bn avs`v`l ob LLNP s[h` s@skm|l`b@y` h#k. LLNP h@a#w@w-obt rfk@y`vk-@s`y` g#n#w#m|t upk`r`l`vn i Agl@l @w#h, k`y` k@w#h, svnq#h, k@y`v#h, gN@vmy sh v`w#w@y` i @gn#w#m| a`q#wkr#N@y. @m|s[h` s@skm|l`b@w#h, ob Centrelink h@Job Seeker @l s l@y`pq@C@v@y` y@v@y.

Centrelink **13 1021**

ob i Agl@k`y` @n`kry@nml **13 1202**

LLNP @v|p@t@ www.centrelink.gov.au/internet/internet.nsf/services/literacy_numeracy.htm

@qv#n@ nml **Workplace English Language and Literacy (WELL)** v#dsthn vn awr @m|mgth-Xh#kynv i Agl@x;`v, l@w#m|kyv#w#m| sh gN@v n@Nw`vyn-smpn{`@yn-phNEkr`h krn sAv@`nvl t arm@l`-s#p@y-

WELL v#dsthn **1300 363 079**

@v|avv@y www.deewr.gov.au

DEEWR mgth-**English as a Second Language for New Arrivals (ESL-NA)** v#dsthn yt@w-s@skm|a#w@aUw#h-p#m@N@v@r#q#18 t adfvy@s-X@&yn-ht kd@hml i Agl@x;` pAw@l b`@q- @mm v#dsthn mgth-armNEkrn@n-i Agl@k`y` @n`krn psb@h|vl th-aUw#h-p#m@Nn s@h@g-a{&pnk avs`v`vn-v#d@qyNEkr`h-w-ov#n@g-i Agl@x;` n@Nw`vy vr{ny k@w#h sh ml`k` a{&pn`kly`k`rkml|v`l t shx`g@w#h phs@k@w#h mgth-ov#n@gn-vd`@h` [p@y`p@l l b` g#n#w#m|v@y.

ESL-NA v#dsthn **1300 363 079**

@v|avv@y www.deewr.gov.au

avnw-a{&pnk a'ywn sh pj` m{&s}n mgthq i Agl0pTm'l l b'eq- 7 vn pr0pCqey; rfk0y` sh 10 vn pr0pCqey; a{&pony sh Lm` rfkvrNytw-v'wv0y a{&pony bl n0.

Translating and interpreting services

x` ;` pr0rwny

Translating and Interpreting Service (TIS National) mgth-x` ;` sh pl'eqX0y x` ;` (dialects)120 k-s[h` qrk}n mgth-x` ;` pr0rwkyn-l b` q0y h#k. pl'eqX0y qrk}n aAk g'sw0t (j Agm qrk}nyk0h-k} k0m0q0 g'sw00vns-v0y h#k) obt TIS National 0vw k} kl h#k. q0hkt p0y 24 k-pr'q, sw0ykt q0h 7 k-pr'q TIS National 0sv`v l b` gw h#k0lawr hq00wvyn-h00000set0 y'0v00h0m w#nk st upk'r kl h#k.

obt rj 0y-a'ywnykt k} k0h0t avX& v0q i Agl0k} k0h0t 0h`-av0b`{ kr g#n0h0t 0n'h#k0nm|rj 0y-a'ywny v0h-TIS-National h` sm0n{v00bt em a'ywny smM k} k0h0t upk'r krn 0l s i l t` st0h. s'm'n&0yn; qrk}n x` ;` pr0rwk0y0g-sh'y l b` 0qn awr, avX&w'vy an0v p0gl 0kv p#m0Nn x` ;` pr0rwk0y0g-sh'y pl0yl kr q0h0t rj 0y-a'ywnykt h#k0y. x` ;` pr0rwk0g-v0q0m rj 0y-a'ywny v0h-q#r0y y0v0y. k} k0h0t 0pr rj 0y-a'ywny-k'r&l 0v0`vn-0s'y g#n0h0t vg bl` gn0.

rj 0y-a'ywny-pt0gw kr a#w0svyAk0y qrk}n k0hy av0b`{ kr g#n0m|aphs0v` a#w0h0m, 0kL0h0m TIS National amw0n. 0v0h-obt upk'r krn0a#w0

0b0g-00vq&vry` hm0vn v0t obt x` ;` pr0rwk0y0g-sh'y avX& nm0, qrk}n x` ;` pr0rwk0y0k0st0 nm0 kr g#n0h0t Doctor's Priority Line 0s0s-TIS National h` sm0n{ kr 0qn 0l s obt i l t` st0y h#k. avX& nm0, 00vq&vry` ht aq'l s0`nyt p#m0Nn x` ;` pr0rwk0y0k0 pl0yl kl h#k.

Translating and Interpreting Service (TIS National) 131 450
TIS National 0vb|aVv0y www.immi.gov.au/tis

obt Centrelink h` k} k0h0t avX&nm0sh x` ;` pr0rwn sh'y avX&nm0, ob ht Centrelink 0vw phw aAk 0s0s-0kL0h0m k} kl h#k:

Centrelink (x` ;` pr0rwn sh'y smM0h) 13 1202
Centrelink 0vb|aVv0y www.centrelink.gov.au

i Agl0x` ;` v h#r 0v0w-x` ;` k} krn 0set0 y'n0p0y 0v0`s'm'j k0yn-h0t x` ;` pr0rwn 0sv`vn-spyn, 0k0n0w0w-p0nm yt0w-x` ;` pr0rwkyn-0l s kty0w0k0h0t unneq0v-k-a#w000set0 y'n0n0v&v#s0yn-sh 0set0 y'n0 pr'v#s0yn0g-v0h0h0 TIS National v0h-p00g#0n- obt i Agl0a#w00v avm vX0yn-0v0w-ek x` ;` vk-sm0n{v m'n` k0l w'vyn-a#w0h0m, TIS National smM0h-0k`n0w0w-k0hyt v#d krn x` ;` pr0rwk0y0k0v0h0t sl k` b#l 0h0t ay0q0h kl h#k. x` ;` pr0rwkyn-b[v` g#n0h0t sh r'j k'r00k`n0q0s0sm0n{ v#d00r v00wr s[h` aAk 1300 132 621 0s0s-TIS National Contract Manager h` sm0n{ v0y h#k.

'mt x` ;` pr0rwk0y0k0avX&y0 k'dpw

i Agl0x` ;` v k} 0n`krn x` ;` pr0rwkyn0g-sh'y avX& ay0g-x'v0v0y s[h` 'mt x` ;` pr0rwk0y0k0avX&y0 k'dpw TIS National mgth-sks-kr a#w. j`w0k x` ;` pr0rwkyn0g-sA0kwy a#w0 s'kk0v0q0m0y h#k0p0h0 N0y-0mm k'dpw pl0yl kr a#w0w-i Agl0k} 0n`krn ay rj 0y-a'ywn, p0j` kN0d'yml sh v&p'r smM sm0n{v0h0t x` ;` pr0rwk0y0g-sh'y i l t` st0h v0t upk'r0w0h0ty. i Agl0k} 0n`krn ay v0h0-wm` ht x` ;` pr0rwk0y0k0 avX& bv k0h0t, 0mm k'dpw 0pnv0h0 pmNk-p0h0 Nv0w0v0.

k'dpw-i q000s a#w00p0t0y0k i Agl0k} 0n`krn ay0g-x` ;` v l0v0h0t i d sl s` a#w00lawr ps0ps TIS National h` sm0n{ v0y h#k00w0 r0w0# a#w. k'dpw 0set0 y'0v0 i Agl00h#r 0vn x` ;` vk-k} krn, snn00v0pny k0h0t x` ;` pr0rwk0y0g-sh'y l b` g#n0h0t avX& krn 0h`-aqhs-krn 0p0sm a0y0k0ht x'v0v` kl h#k0y.

TIS National mgth-0mm k'dpw p0j` mt0em0s0y i Agl0k} 0n`krn 0sv` q'ykyn-h0t 0n`m0L-0bq` q0h0t v000 rj 0y-a'ywnv0l t, p0j` kN0d'yml t sh l`x 0n`l bn a'ywnv0l t l b'eq- 0mm k'dpw TIS National 0sv`q0y0k sm0n{0krN sh pl'r0n kN0d'y0m (TIS Client Liaison and Promotions team) 0vw tispromo@immi.gov.au l 00h0y l 0m0l -k0h0t mgth-a#Nv0h0 kl h#k.

sthn: s`m`n&@yn-TIS National kly`wmk vn@n-@sv` s[h` aykrn pqnmkth-vn awr prvrwn g`sw0aq`l vly h#k.

ob@g-v#qgw-l yklyvl qprvrwny kr g#n#h

Department of Immigration and Citizenship (DIAC) mgth-obt osetlly`@v|pqbcly s[h` avX& smhr l yklyvl vl s`r`AX/uf{^w i AgBQx;`vt prvrwny @n`m@l -kr qly h#k. @mm l yklyvl qawr upp#n sh v0`h shwk, rlyqr# bl pwf a{& pnk sbksh rfy` kl bvt s[hn-l ytmly h#k.

ob ht prvrwnyn-@n`m@l -l b` g#n#h avX&nm, ob s}t pqbc#vk0eh`-o`setlly` n`prv#s0yk0vly yw0awr ob rtt a#w0v#mn-eh`-ob@g-s}t @nv`skwvy pl`ny k0mn-vsr 2 k-a#w0 w @ml s[h` ayqm kl ywly. prvrwny s[h`vlob@-i l t#h **Adult Migrant English Program (AMEP)** @sv` spynenk0mgh-(phw bl n) i q0pw-kl ywly.

@vnw-l yklyvl qprvrwny, g`sw0@gv#m|pqnm yt@-pLlgw-prvrwk@yk0mgh-krv` gw h#k. ob@g-x;`v s[h` pLlgw-prvrwkyn@g-l #y0w0k-s[h` **National Accreditation Authority for Translators and Interpreters (NAATI)** @vb|aVvly @vw ynn.

NAATI Hotline

1300 557 470

NAATI @vb|aVvly

www.naati.com.au/

Poisons Information Centre

(p#y 24 p#r` a#w0qrk}n aAky)

13 1126

Child Abuse Prevention Services (CAPS)

(p#y 24 p#r` @n`m@L-k}` kI h#k0a`pq` qrk}n aAky)

1800 688 009

4. upk`r s[h`y`y#w0w#n~

aUwh-p#mN0sAkhnNkyn-ht s} `pny v#m|@sv`

m\$wkqWm`nv h0vv`qWpqrn yt@w-rtt p#mN0ay htq, adEi AgW0npNw vy a#w0pvl -sAkhnNkyn-htq
Settlement Grants Program (SGP) mgh-s} pnyv#m|@sv` spyn awr Department of Immigration
and Citizenship (DIAC) mgh-@m|s[h` armq| -spyy0

v#h v#h a@p] `@vn-p#m0Nn k`l`wly` sh sml Agk sb[w yt@w-p#m0Nn w`vk`l`k v#` bl pwl`x#h-a#w0
k\$li w` sAkhnNkyn@-y#p#n#n-sh pl@qXy pL`wvl sth adEi AgW0npNw vyk-a#w0ay htq @mm @sv` l b` gw
h#k.

SGP yt@w, aUwh-p#m0Nn ay ht @mh0p#mN0v0s svXkw@yn-kyW0krg#n#ht upk`r krn sh oset| y`nE
smj@y-kyW0l t sm`nv shx`g0#ht upk`r krn v&p`w0spyn sAvE`nvl t armq| -spyy0 v&p`w0l @] wly-n
nm|, oset| y`nEj W0vyt h#d g`s#h, p] `vn-sAvr{ny sh oset| y`nEsmj y w0 t anwrghNyv#h a`qy@v|

SGP mgh-armq| -spyn sAvE`nvl v\$wr a#w0v SGP smbn{ v#d0v\$wr phw @l s l b` gw h#k:

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 sh Migrant Service Agencies

ob oset| y`vt p#mN0ps{ v0X; @yn-ob i AgW0k} `@n`krn rtk st p#m0Nn@n-nm|, **Migrant Resource Centres (MRCs) sh Migrant Service Agencies (MSAs)** sw0 @w`rw0# sh upk`r l b` q#ht k`r& mNdl a#w. ovh-v\$0-obv @vnw-p#y`j nvw-@sv` @vw @ymEkt#q kl h#k0. obt l Mm a#w0MRC/MSA s[h` phw a#w0l #y\$w0 bl n#n. ob oset| y`vt p#mN0v0s yn p]m s} `nvl h-ekk-@my vn bvt vg bl` gnn. phw a`ywn h` smbn{ vnn:

**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

Fairfield MRC
Cabramatta Community Centre
Cnr Railway Pde & McBurney Rd
CABRAMATTA NSW 2166
Tel: **(02) 9727 0477**

2500
Tel: **(02) 4229 6855**
Fax: (02) 4226 3634
Web: www.ims.org.au

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

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

Level

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.qmlc@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)

obeg-AMEP g#vr#n-obht i Agl#i g#nv#h krnv` emnm, osetl# y#n#v#eg-j#vn rt#v sh b#Ak0ktyw0k0#h, s#pp#sv#rly#m, r#fkly# s[h# ayq#m#k0#h sh pj` ktyw#l t shx#g0v#h v#n0q#hpw# krn ktyw#lav#b# { kr g#n#ht upk#r l b#eq# obeg-p#Aw#y#st#h an#v#ayq obt sm#n wvvyk st#h b#v#h; ob h# @bq#hq# g#n#ht p#y#j#nvw#w#r#w# w#bly#h#k. AMEP sm#n# { v#d#l#r# v#swr# s[h# 2 vn pr#b#C#q#y#; i Agl#ls[h# up#qs#-bl#n#n.

Settlement Services Locator

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

v#rgk sh pj` s#v#l#n

obt upk#r k0#ht #h#-obt mM# #pnvly# h#k0ay #vw# #y#m#k#l# h#k0#b#h#-v#rgk sh pj` s#v#l#n a#w. wvq# ob sm#n# {v#ht k#m#wk-q#k#vly# h#k0s#Agm#, sm#g#m#sh a#g#k# s#v#l#n w#bly#h#k. #m#v# [Yellow Pages](#) q#r#k#n n#m#v#l#y#-Clubs# sh Organisations# yt#w#-l# #y#s#w#y#w# kr a#w. obeg-avX#w#vyn#t# sh obeg-unn#q#l#t# sr#l#n s#Agm#sh s#v#l#n l# #y#s#w#l#k#-l# b#q#ht obeg-Migrant Resource Centre #h#-Migrant Service Agency sw#t#h#-i# q#r#p#w#-vn#a#w.

m#nv h#v#v# q#l#p#q#n#m# yt#w#-p#m#N#n#n#-ht# ml# k# s#}#pnyv#m#sh#y

#q#p#r#w#m#h#w#v# **Integrated Humanitarian Settlement Strategy (IHSS)** mg#h#-m#nv h#v#v# q#l#p#q#n#m#-mw aUw#h#-p#m#N#n# ay ht a#r#m#x#y#-q#d#l#v# {r#N#yn#-l# b#eq# s#}#pnyv#m#sh#y s#m#n#&#yn#-m#s# 6 kt pm#N l# b#eq# #k#s#v#l#q#, amwr ax#y#gynt# mh#N# #qn# ay ht #mm# k#l#y# q#k#k#l# h#k.

IHSS arm#N#E#kr#n#n#-m#nv h#v#v# q#l#p#q#n#m#-mw p#m#N#n# ay ht avX#w#v#y# mw p#q#n#m#v#v#X#; Uv#R#sh#y# l# b#q#ht mg#h#-h#k#l#v#s# ov#v# svy#A#p#; U# k#r#h#y#. kr#N#E#k#L#m#N#kr#N# (case management) p#v#X#y#k#-mg#h#; m#nv h#v#v# q#l#p#q#n#m#-mw p#m#N#n# ay#g#-avX#w#v#yn#-h#h# #gn# sh#y# l# b#q#ht s[h# s#l# #sm#k#-sm#p#q#ny# #k#r#.

IHSS mg#h#-arm#q#l#-spyn# s#v#l#n# a#w#U#v# IHSS sm#n# { v#d#l#v#swr# phw# #l# s# l# b# gw# h#k#:

Integrated Humanitarian Settlement Strategy (IHSS)

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

wr#N# ay s[h# #sv#

wr#N# #sv#kyn#-(Youth workers) ht wr#N# ay sm#M# ekv# ktyw#k0#ht# s#b#s#k#m# a#w#l#awr# aw#q#k#h#q# a#w. ov#h#-v#d# kr#n#n#-Youth Centres, Migrant Resource Centres sh p#L#w#-p#l#n# a#ywn#v#l# vn awr wr#N# ay ht a#r#]# k#r#l#p#r#s#ryk# #w#r#w#h#, upk#r# sh kly#k#r#k#m#spyy#l#

The Source yn#E#k#m#n#v#l# w#-r#j# #y#wr#N#yn#-s[h# vn #vb#l#v#vly# vn awr #m#mg#h#wr#N# ay ht #w#r#w#h# r#X#y#k#-l# b#eq#.

Kids Helpline (p#y# 24 p#r#)

1800 551 800

Kids Help #vb#l#v#vly#

www.kidshelp.com.au

The Source

www.thesource.gov.au

wr#N# #sv#kyn#-sm#n# { v#d#l#v#swr# s[h# phw# a#k#ryt# sm#n# { vnn#:

Youth Action Policy Association (YAPA)

(02) 9319 1100

NSW n#vs#-a#k# s[h# g#sw#lay# #n# #k#r#l#

1800 627 323

l#-#m#l# -

info@yapa.org.au

#vb#l#v#vly#

www.yapa.org.au

Legal aid

Legal aid services are available to help people who are unable to pay for legal services. They can help with a range of legal issues, including family law, consumer law, and tenancy law.

LawAccess NSW **1300 888 529**

TTY (for people with hearing or vision impairment) **1300 889 529**

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

Legal aid services are available in the following locations:

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

Legal aid services are also available at:

Immigration Advice and Rights Centre

Level 5, 362 Kent St
SYDNEY NSW 2000
Tel (admin): (02) 9279 4300
Telephone Advice Line:
(02) 9262 3833
Hours: Tuesday & Thursday 2-4pm
Fax: (02) 9299 8467
Email: iarc@iarc.asn.au
Website: www.iarc.asn.au

Domestic violence

Domestic violence is a form of violence that occurs between people who are intimate partners or family members. It can include physical, sexual, emotional, and financial abuse. If you are experiencing domestic violence, you can seek help from the following services:

Child Abuse Prevention Services (CAPS) **1800 688 009**

(p#y 24 pr` @n`m@L-a#w@Crisis Line)

CAPS @vb|aVv|y www.childabuseprevention.com.au

Violence Against Women (p#y 24 pr` a#w@Helpline) **1800 200 526**

Violence Against Women @vb|aVv|y
(i Ag@h#r @vnw-x` ;`vl h-v\$wr) www.australiasaysno.gov.au

<u>Domestic Violence Advocacy Service</u> (Sydney Advice Line)	(02) 8745 6999
Rural Free Call Line	1800 810 784
TTY (for hearing and speech impaired)	1800 626 267
<u>Immigrant Women's Speakout</u>	(02) 9635 8022
NSW Department of Community Services 24-Hour Domestic Violence Line	1800 656 463

p`r`e`x`g`k` a`y`w`h`-

rj`e`y`-a`y`w`n, p`g`l`k` s`m`g`m`|`s`h` s`m`h`r` k`r`m`i`n`w` s`m`p`n`{` p`#`m`N`Q` Q`v`h`r`X`N`y` k`e`h`h`t` **Ombudsman** k`i`r`&`l` a`#`v`.
o`v`h`-v`e`h`-n`w`o`v`e`r` {`w` a`s` {`r`N` e`h`-e`v`n`s`k`t` l` k`k`r`n` a`k`i`r`y`t` k`r`n` s`#`l` k`Q` Q`n`#`v`#`w`v`h`h`t` p`y`v`r` g`w` h`#`k,` n`#`w`h`m`|`
o`b`t` v`d` s` {`r`N` p`j`P`l` y`k`-l` b`q`h`h`t` u`w`s`h` k`e`h`h`t` m`#`q`h`w`-v`y` h`#`k.

Australian Communications and Media Authority (ACMA) m`g`h`-r`\$`p`v`h`N`y,` g`v`n`-v`q`l` y` s`h`
i`n`t`e`n`t`|`v`#`n`Q`p`e`r`k` e`sv`v`l` e`y`g`&` e`n`v`n`e`q`-p`L`k`e`h`h`t` s`m`p`n`{` p`#`m`N`Q` Q`v`h`r`X`N`y` e`k`e`r`-` p`L`m`e`v`n`-p`#`m`N`Q` +` k`l`
y`w`e`w`-e`sv`e`v`|`h`h`k`r`#` e`v`w`y. p`#`m`N`Q` +` s`m`y`k`t` p`w`-e`n`v`N`Q`n`m`|,` o`b`e`g`-p`#`m`N`Q` +` ACMA` e`v`w` e`y`m`e`k`l` h`#`k. v`#`d`Q`
v`e`w`r` s`[`h` p`h`w` b`l` n`n`:

Australian Communications and Media Authority (e`n`m`e`l`-a`k`)	1800 226 667
TTY (a`#`s`h` s`h` k`j` k`e`h`h`t` a`b` {`w` a`y` s`[`h`)	(03) 9963 6948
ACMA e`v`b` `a`v`v`y`	www.acma.gov.au

Australian Competition and Consumer Commission (ACCC) m`g`h`-m`L,` w`r`M`k`i`r`l`l`e`n`v`n` s`h`
a`s` {`r`N` e`v`L`[`p`l` k`y`k`i`r`k`m`|`s`h` n`Q`p`q`n`v`l` a`r`]` \`v`y`n`e`]` w`v`l` a`s` {`r`N` v`&`p`i`r` p`r`#`q`v`l` t` e`e`r`h`v`
p`r`e`x`g`k`y`n`-h`t` y`m`|`a`r`]` \`v`k`-l` b`e`q`-

a`#`m`w`y` h`#`k`Q`sm`h`r` a`k` n`m`|`

<u>Australian Competition & Consumer Commission</u>	1300 302 502
<u>Commonwealth Ombudsman</u>	1300 362 072
<u>Advertising Standards Bureau</u>	(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> (general enquiries)	(02) 9286 1000
n`#`w`h`m` `o`b` s`h`h`n`g`r`y`t` p`t`w` s`t` a`m`w`n`e`n`-n`m` `	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

**Energy and Water
Ombudsman (NSW EWON)**

1800 246 545

pL`w-p`l n a`ywny

ob pL`w-a`w@sv` smpn{ @w`rw@# s[h` ob@g-ngr X`l`v @h`-ngr sx` k`r&`l y smMq smpn{ vly h#k.
White Pages qf`k)n n`m`vl @y-`Local councils' yt@w-@mly` l #y@wlgw kr a#w (14 vn pr@p@C@y; pL`w-
p`l n a`ywn bl n@).

The Australian Government Regional Information Service (AGRIS)

Australian Government Regional Information Service ynfo@setl y`nirj @y-@sv` sh pL`w-sh
p`l@Xly @setl y` v@dsth@-smpn{ @w`rw@# @sv`vkl e-mgth-`**Australian Government Regional
Information Directory**', pL krn awr phw a`k`ryt ey l b`gw h#k:

Australian Government Regional Information Service

1800 026 222

AGRIS Regional Entry Point website

www.regionalaustralia.gov.au

hq@lshn

obt hq@y-a`h`r, a#[m], n@'s @h`-g`hx`Nd avX& nmly phw a`k`r@y-rj @y-@n`v sAv@`nvl th-upk`r i l f`
stly h#k:

St Vincent de Paul Society

(02) 9560 8666

St Vincent de Paul @vb|aVvly

www.vinnies.org.au

The Salvation Army (mq| -a`{`r, Salvos
Stores, Employment Plus, sh s`m`n&
v`hs`th)

13 72 58

Salvo Care Line

1300 363 622

Salvation Army website

www.salvos.org.au

The Smith Family (Home Tutor
Scheme sh Each-One-Teach-One)

(02) 9744 3188

Smith Family website

www.thesmithfamily.com.au

upk`r i l f` st`th by @n`v`n. s@f`skm| l #b`th spr`l y yw@avX&w` wby h#k@lawr v@q` wwwynh@st`th ay ht
upk`r k`th a`ywn @b`@h`myk-a#w. ob@g-p@q@y-a#w@sAv@`n @s`y` g`n`th MRC @h`-pL`w-p`l n a`ywny
h` smpn{ vly h#k.

Z`w`h-@s`y` g`n`th

y@{y, s@l -@k`f`h`l sh sv`x`v`k v&`sn @hw@vn-@vnvNEZ w`h-@s`y` q`thw-ov`h-ht pN@`d y#v`thw-yn @sv`
spyn @sv`vk-**Australian Red Cross** mgth-l b`@q-

Australian Red Cross (NSW Office
International Tracing Service)

(02) 9229 4143

Red Cross @vb|aVvly

www.redcross.org.au

qf'k}n a`pq` up@qXk @sv`

qf'kt p#y 24 pfr` sh swykt qf' 7 pfr` @n`m@l -a`pq` up@qXk @sv` I b`@qn **Lifeline** a#wU vU(qf'k}n up@qXk @sv` a#w. obt bl`ep`@r`ww@shvRh#Mhk-w@y h#k@awr k@n aeyk@t eh`-k} k@M|avX&w`vy w@y h#k n#w@m|, ovh@g-v@X; Z ml &, sbf`eh`-wr#N up@qXk @sv` p`v@p@k@h@t avX& v@y h#k.

Lifeline (24 Hour Crisis Line)

13 1114

Lifeline @v|aVv@y

www.lifeline.org.au

vU`h sh @vnw-smpn{w`

Relationships Australia mgth-wn@p@gl yn; y|l; sh pvl -s[h` up@qXk @sv`, a{&`pny sh m#q@hvw@m| @sv` I b`@q; ob@g-a`q`ym|mt|tm an| ovh-g`sw@aykrn awr, avX& nm|, x`;` pr@rwkyn-p@y| kr qy h#k.

Relationships Australia

1300 364 277

Relationships Australia website

www.relationships.com.au

Men's Line Australia mgth-sy pvl -j W@y eh`-sy ml k smpn{w` h` smpn{ g#tU a#w@p@h@h`-ht up@qXk @sv`, @w`rw@# I b`q@h sh @y`m@k@h@h` s@kry@ @m|mgth-sy shkr#vn; sv`m@p@r#; yn`eh`-p@yvr#n-g#n kNssl @l n-st@h k`nw`vn-sh pvl -ay htq sh`y sh @w`rw@# I b`@q; v@d@v@swr s[h` phw @w`rw@# bl n@:

Men's Line Australia (p#y 24 pfr` qf'k}n @sv`v)

1300 789 978

Men's Line Australia @v|aVv@y

www.menslineaus.org.au

X`r@k v{ h@s` sh c@w@v@ up@qXk @sv`

NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS) yn@srN`gwyn-h` e-h` sm`n psb@|vl h`-p#m@Nn ay s[h` up@qs-sh upk`r I b` @qn p@hwy pfr` a#w@sv`vk@

STARTTS @sv` awr m`nsk wk@sr# k@h, up@qXk @sv`, @x`w c@k@v`s, m@n`@k@vsk sh`y, a{&`pnk sh s@s`qn kN@yml, wr#N k[vr#, p]` sAvr{-n sh @set| @y`n@j Wn k@h@t h#r# pfr`q@v@h@t pvl -vl t avX& upk`r I b` @qn v@d sth-a`q@y a#w@ w@v. ml@ amwrv, s@h@n@gr`X@w p@qXy, n@|k`sl -sh @v`@l`A@g`n-yn p@qXvl t p#m@N@srN`gwyn-ht pLm@s @q`Lh a#w@ w s}pny v@h@t upk`r sh up@qXk @sv` I b` q@h@t STARTTS @w v@X; @v m@| -upk`r I b`@q;

STARTTS mgth`-sv`q`y`kyn-ht avX& vn a`k`ryt up@qXk s#s@r sAv(ny s[h` up@qXkvr#n; vU(x`;` k} krn v&`p`w@n@ {`r@h-sh x`;` pr@rwkyn-phN@kr a#w. STARTTS @sv` a`gm@k @n`vn awr @qXp`l nyt smpn{ @n`v@, wvq rhs&x`vy rfk@q; v@d@r v@swr @v|aVv@y eh`-phw a`k`ryt qf'k}n@yn-I b` gw h#k:

Carramar (@y`m@k@h@h|i l t @|p@t@w@h-a#w@s})`n smpn{ v@h@s@h@)

(02) 9794 1900

Auburn (X`K`k`r@ly)

(02) 9646 6666

Liverpool (X`K`k`r@ly)

(02) 8778 2000

Coffs Harbour (X`K`k`r@ly)

(02) 6650 9195

Newcastle (branch office)

(02) 4924 6286

STARTTS website

www.startts.org.au

ml & @sv`

@set| @y`v@vU(a`k`rvl b#Ak@r] N, superannuation sh a`y`j n @sv` obt q#k@y h#k@vn@a#w. ml & @sv` a@L@v@kl h#k@k-rjy mgth-bl yl w-v&`p`r ht pmN@ bl pwlyk`-@n`m#w@ ml & @sv` a@L@v@k@h@h`n@y@t pth#n@y.

wm` ht mql -egvn @l s ob rvt` ob@gn-mql -@s`rkm| klt`ht uws`h krn ay stly h#k. mql -w#npw-klt`ht, v&p`r Ny, r] Ny, superannuation, a`ey j ny @h`-ml & up@qs-sm@n{-@yn-p#m00 t k-a#wthm| @h`- a`ey j nyk-sm@n{-@yn-obt vkv`syk-n#wthm| @h`-s#k shlv nm| **Australian Securities and Investments Commission (ASIC)** h` sm@n{-vnn.

ASIC Infoline

1300 300 630

ASIC [australian](#)

www.fido.asic.gov.au

b#Ak0ktyw0

b#Ak0ktyw0spyn@n-b#Ak0 building societies sh credit unions mgth0 mql -l b` g#nht obt b#Ak0kt y` h#k, n#wthm| **ATM** (Automatic Teller Machine) mgth-mql -l b` g#nht ob@g-b#Ak0k`dpw sh ob@g-**PIN** (Personal Identification Number) up@y`gWkr gw h#k. ob@g-PIN aAky ob@g-b#Ak0k`dpw-l 0#wmn-vLkthn. ob@g-b#Ak0k`dpw kvr`h-@h`-@s`r` gw@h`w-@h`-n#wthm| @h`-h#k0vgs b#Ak0t q#n|@qnn.

Ny sh Ny mql -

Loan or credit ynfob mql -Nyt @gn psf@hkkqll@p`Ly nmh-h#[th@vn amwr @gvthk-smM @gvtht ekMvthyl vlt` a`k`rvl Ny vrg nm|p@gl k Ny (personal loans), n@s Ny (home loans) @klt|k`dpw-sh Ny ay`vn-(overdrafts) y. Nyk mU vlyqm wth Ny vn@n-Ny vrgy, Ny l b` @qnn`, Ny @gvtht gwvn k`l y, @p`Llanp`wy sh g`sw0p`h Nyn-mvy. obt a`psf@gvtht @n`h#k0Nyk-g#nht @h`-@klt|k`dpwk-x`vW klt`mn-vLklt`th v#qgw@v.

obt asn@vth @h`-ob@g-rfkly`v ahthvth n@s` ob@g-Ny @gvtht aphshml, ob Ny n#w @gvn khy @vns-klt`ht i l` stly h#k. obt sh`y avX& nm|, phw aAky amwnn:

Centrelink's Financial Information Service

13 2300

Financial counsellors v@h-rhs0jwv @n`m0L-up@qs-l b`@q- obt sm@v stth financial counsellor vr@yko @s`y` g#nht s[h` Australian Securities and Investments Commission (ASIC) h` sm@n{-vnn n#wthm|ASIC [australian](#) bl nn.

r] Ny

Insurance yn@ym|@qyk-ob s0vn a`k`ryt @n`vth@h`w-s0lvn mql -h`n0yn-obv a`r] `kr g#nht s[h` v`r; kv ob v@h-mql k-@gvth@v| @b`@h`-sl b a`k`r@y-r] Nyn-nm|n@s r] Ny, n@s w0 a#w0x`Nd r] Ny (home contents insurance) sh v`hn r] Ny@v|, obt v`hnyk-aylv0nm|, ob @vnw-a@ykoht hq@lanw0kqll w0l s0kl @h`w-em ayv a`vrNy klt`ht wthvn p`rXv@y-r] Nyk-(third party insurance) l b` g#nht aw&vX&@v| vd` pU l -r] N a`vrNy sl sn p`rN v`hn r] Nyk-(comprehensive car insurance) l b` g#nht obt mn`pyk-w0by h#k.

bqfupk`r

0pset| y` nfbqfvr`y (@h`-financial year) a#w@w-j ll 01 qth st j h030 qkv`y. 0pset| y` nfnwly ytaw-@b`@h`-ay sly tax returns sm vsrkm j h030 sh ok@w`br-31 awr k`l y w0 Australian Tax Office smM @gnlkl ylvly.

Tax Help adfa`q`ym| l bnann, @j & ; Fyn-(seniors), sAsk`wK sh x` ; `my vX@yn-v0l@ psbth|v l th-en ay, Aboriginal @h`-Torres Strait Islander yn ay@gn-p#w@wnnn-@h`-a`b`{-@yn-s[h` l b` gw h#k. Tax Help yn@n`m0l -l b`@q @sv`vk-vn awr j ll 01 st ok@w`br-31 qkv` l b` gw h#k. obt h0kml a#w0q sh LMm a#w0l **Tax Help Centre** @s`y` g#nht s[h` amwnn:

Tax Help

13 2861

5. osetl y`nfc`rwlsh nwl

osetl y`nfc`rwlsh nwlq#ng#nht sh av@b`{kr g#nht mgth-osetl y`nej wlvyt hir#vht upk`r#v|

osetl y`v, v@l sAsk`wk sh v`rgk psbthvl th-p#m@Nn ay@gn-smnvlv i vs@lvnw, v@l`k`r smjyk@
osetl y`nlv-n-el`v qs @qstn-p#m@Nyl osetl y`nlv/egn-slyt 45 k-pmN ovh-eh`-ovh@q-qm`plyn-pftrtvl
i pqla#w. i Ag#oj`wk x` ;`v vlvq, osetl y`v w@ @xly x` ;` a#wlv x` ;` 300 k-pmN k}` kry@ osetl y`nlv-n-
v@l`a`k`r@y-a`gm|aqhw@

osetl y`@v, nwl@y-sht`vn-w@ sly sAsk`wk sh a`gmk smpt`yn-pk`X k@htw-pvwv` @gn y`mtw-s\$
@k@nk@tm nqhs a#wlawrm osetl y`nlv-n-vX@yn-s@htq av\$`v a#w. ml qllob ht @mm v@l`wvy npr`q#vly
h#k. @k@svlvq, ob v@`w nm|sh @vnw-mthsh-sh ovh@q-aqhs-sh smpt`ynt gr# kry@nm|, ob smj`yt hir#v@
ob@q-nv j`wlv s`r`kvn@a#w.

vgkth|sh vtth`km|

ap osetl y`@v|xkwlv`th nqhs sh sm`nwvy, wm wmn-v@h-sly ylvkm|i t@k@ht mw r[` pvw@ ob osetl y`vt
p] p`wlvn bvtw; ap@q-pj`wnwlv`qly`wn rt`vt sh eh@a#w@s`r`{rmvl t sh`y @qn bvtw; osetl y`@v|
p@qgn`bv, smj`y w@ s@th bv sh s#n@qnt s`{`rNbv yn smpt`yn-pvwv` g#nht upk`r vn bvtw-ap@
bl`@p`er`wv@vml

osetl y`@v|nqhs-sh pj`wnwlv`qly`smj`yt pqnm sl sn@n-ap@q-vtth`km|mgth@ @m|`awr:

- sm`n vtth`km|vl t, @g_rvny bvt sh ek-ek-ay@q-nqhtst gr# k@ht
- k}` k@ht|nqhs
- a`gmk-a`qht|nqhs sh
- sm`gm|p#v#wv#w|nqhs
- p`r`l`@m|hw@pj`wnwlv`qyt sh`y qth sh nwl@y-a`{p#w&y
- nwl@y i q@y-sm`nw`vy
- p@th@q-sh k`nw`vn@q-sm`nw`vy
- av\$` l b` g#n#w|a#w@sm`nw`vy
- s`mk`m#wvy
- avX& ayt i vs#w|h#kly`v, aen&n& @l s gr# k@ht sh ankmp`v v#L[g#nht p@b[sm`nw`vy

sm`nw`vy sh @vnskt l k-en`k@ht

obht gr#sr# l #b#w|aylvly a#wlawr a@nk-slyUm ay@q-avX&w` @mm ob@q-avX&w q s`{`rN @l s #l k@t t
g#n#w|aylvly a#w. e@sm, obq a@nk-ay ht ovh-osetl y`@v|i p@hq ob @mn-sAkhtNy kl q gr# kl ylvly.

@fdrl`-sh p`nw/snwk p@xvl @vnskt l k-en`k@ht|nwl(anti-discrimination laws) yt@w-ym|a@ykg-
vys, j`wly, upn-rt, g#n#Nl@p@th@bv anlv, v@`hk av@`hk wvvy anlv, grxNwlv anlv, @qXp`l n eh`-a`gmk
v@v`s anlv, a`b`{lv bv eh`-g#n#Nl@eh`-p@th@ay ht a#w@mn`py anlv @vnw-a@ykt vd` ad@s#l k@t kt l k-
en`kl ylvly. @my rfkly, a`{&pn, v`ss`n, bdlmlt g#nht, @vq&vr#n; b#Ak@sh eh`tl`-v#n@s}`nvl @sv` l b`
g#nht a#w@ @b`eh`-@] wlynt aq`l @v| g#n#Nl-sh p@th@n-wly i q@y-@mm @vnw-s\$ k r#Nk-smptn`{@ynn
sm`ny.

osetl y`@v|nqhs-k}` k@ht smptn`{ smpt`yk-a#w. @k@svlvq, ym|p@gl @ykg-eh`-kNd`ymk j`wly, g#n#Nl
p@th@bv, v@`hk av@`hk wvvy, grxNwlv eh`-@qXp`l n eh`-a`gmk v@v`syn-mw n@q` k@ht, l j`j`vt pw-
k@ht, v#r@k r#v@k@k@ht, eh`-wrj`ny k@ht nwl@v@r`{#v|

osetl y`nej @y-Living in Harmony (s`mk`m#w j`wvwt) v#dsthn mgth-i hwth-s[hn-kl osetl y`ne
s`r`{rm vn aen&n& vgkth sh v@l` psbthvl th-p#m@Nn@n-awr av@b`{y v#dlqyNl@k@er- @m|mgth-en`r#ssn
bv smptn`{@yn-kylv@kry@ @my krn@n-phw @q-mgth@

- pL`w-pj` v&p^w0
- j`wk sAV(`n smM hvll k`r0vy
- mhj ny` q#nfw-k0m|up`yn; s\$ m vsrkm m`rw021 qh pvwvn Harmony Day @myt a#v0 wy.

v#d0v\$wr s[h` phw v\$wr bl n0:

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

Human Rights Commission mgh-m`nv h0k0m|, @vnskt l k-@n`k0th sh smj ykw0 yn @] wlynh0
 @k`mn@vl w-n0vy pr0| ny kry0

Australian Human Rights Commission **1300 369 711**
TTY (for hearing and speech impaired) **1800 620 241**
Website (including information in languages other than English) www.hreoc.gov.au

Anti Discrimination Board of New South Wales

Sydney (s`m`n&k`r0l aky) **(02) 9268 5555**
Sydney (s`m`n&v0s0h|@sv`v sh @sv`q`yk up@qXk @sv`v) **(02) 9268 5544**
TTY (k)`v sh a#s0h a`b`{0v ay ht) **(02) 9268 5522**
Wollongong **(02) 4224 9961**
Newcastle **(02) 4926 4300**
Rural and Regional NSW (Tollfree) **1800 670 812**

apr`{ v#rq0

apr`{y s`m`n&vX@yn-h[fnv@n-n0vyt pth#n0qV0m| l #0y h#k0h#s0thk-@h`-k0y vk-vX@yn0 0set| y`@v|s0th syUm @q`n syUm 0set| y`n0n0v0 l t an0v kty0v0k| yiv0bvt bl `@p`@r wv0v|, apr`{ v#rq0smpn{ v#d0v\$wr s[h` sh 0set| y`@v|@p l \$0y-k`r&x`ry s[h`, www.apmab.gov.au/pubs/PoliceGuide.html @v w ynn (x`;` 8 k0h-a#w).

ob apr`{yk-a#s0h-qt0v|nm|@h`-@p l \$0y v\$0h-ym|apr`{yk-v\$[0t avX& @w`rw0# ob qn@n-nm|, phw aAky amwn0:

Crime Stoppers **1800 333 000**

a`gm0k sh sAsk`wk phN0eq#nt pvw0h 0set| y`n0n0v0t ankS v0y yiv0y. uq`hrN vX@yn; p`nw sh snwk p0qX n0v0mgh-l 0gk avyv kp` q#m0h sh n0vsvl s0k0rn h0sny whnm|kr a#w.

g`hs} @h`-pvll -h0sny

@vnw-rtvl @mn0 0set| y`@v| @vnw-ayt @0rh0 krn h0s` n0v0v0r`{0vn awr i w` qr#N0@l s sl ky0 @m| awr n0vs w0 sh v0`h smpn{w w0 s0v0n, g`hs} @h`-pvll -h0sny a#w0 w0v|, p0gl @y00g-@mm h#s0th mgh-h`ny0t pvwn0 X`r0k, l 0gk @h`-m`nsk h0th#r sh h`ny aw0k0h @h`-e-smpn{ b0yn-s0th, b0l n-l 0gk k0y`vl n0v0v0h, b0l n-wnkr w0th @h`-a`r}k vX@yn-ah0k0th s0f0k0r-.

Violence Against Women (p#y 24 p#r` Helpline)	1800 200 526
Violence Against Women evb aVv y (i Ag#h#r @vnw-x';`vl th-@w`rw#s[h])	www.australiasaysno.gov.au
Men's Line Australia (p#y 24 p#r` q#r{k}n)	1300 789 978
Men's Line Australia evb aVv y	www.menslineaus.org.au
<u>Domestic Violence Advocacy Service</u> (Sydney Advice Line)	(02) 8745 6999
If you are calling from outside Sydney	1800 810 784
TTY (for hearing and speech impaired)	1800 626 267
NSW Department of Community Services 24-Hour Domestic Violence Line	1800 656 463
Kids Helpline (24 hour service)	1800 551 800
<u>Immigration Advice and Rights Centre</u> (Advice Line)	(02) 9262 3833
<u>Immigrant Women's Speakout</u>	(02) 9635 8022

obt] Nk byk-a#w#m|, q#r{k}n aAk 000 os@s-'**Police**' amwnn, n#w#m|pL`@w-@p`l@s-s} ny amw` Domestic Violence Liaison Officer i l t` sthn. obt x';` pr#rwn sh'y avX& nm|, aAk 131 450 os@s-TIS National amwnn.

k#m#w w q#m| nW& nkS vys

k#m#w q#m| vys, enm|, nW|y v#h-ob ht wv p#gl @yk0smMh-l Agk k|y`vl @yq#ht k#m#w w q#m| h#k|y0nW|y sl kn vys, o#et| y`@v|p#nw@yn-p#nwyt @vnsevl. k#m#w q#m| vyst ad#aeyk0smM l Agk k|y`vl @yq#ht nW|y t pth#n0vn awr @mm nW|y kdn ayht q#d0qd#m|p#mNv|y h#k.

New South Wales w| g#h#N#p#h#@q#rXvytm k#m#w w q#m| vys av#q#16 k0 @m|mg#h-ad#vys-ay v#rql k|y`vl @y`q#v` g#n#h sm#n{#yn-nW#y-a#r} `v l b`@q-

k#m#w w q#m| vys sm#n{ v#d0v#wr l Agk @s_K&y c#k0vs` @h`-pvl -s#l st#l c#k0vs` h` sm#n{v#h mg#h-@s`y} gw h#k.

Lm#h@g-ay0w`skm|

Lm#h@g-m`nv h0k#m|a#r} `k#h sm#n{#yn-o#et| y`@v|q#d0k#pk#h#k-a#w0awr @my @vnw-sAsk`w#h0Lm#h-hq`vd` g#n#m|k#hvl t vd` @vns-v|y h#k. o#et| y`n#nW|y yt@w-nW0v#r`-#0#l s qr#vn-hq`vd` g#n#m|k#h awr kl th-qr#vn-ht v#h v#ht bl k#h sh k`nw`vneg-l @agn#y kp` q#m#h a#w0 w#v| kl th-qr#vn-ht v#h v#ht bl k#h s[h` @h`-k`nw`vneg-l @agn#y kp` q#m#h s[h` qr#vkl0v#qXykt y#v#h @h`-e-sm#n{#yn-@vnw-aeyk0v sAv#ny k#h#q nW0v#r`-#0#v|. @mm p#r#q#v l t p#v#r` q#k#v#ht @sv`vn-a#w.

n0#sq#sh p`s#@l q#Lm#h v`k`y#k, l Agkv sh m`n#skv apv`qyt l k-k#h, @n`sl k` h#r#h sh h#s` k#h#t l k-k#h#m-nW|y mg#h-a#r} `krn#l bn awr ov#v a{#} Ny k#h#t sh r#kbl` g#n#h#t s`{rN @l s p#w#q#n s#l s#y y#y. k`y#k @l sh-Lm#h v#ny gr#k k#h#t s`m`n& vX#yn-unnet`@n`krn awr, @m|mg#h-s#h#n h`nyk-s#q#v#n#n#m|ey nW0v#r`-#0#y. @my p`s#@l q#Lm#h#t i d`@n`m#w.

ym|p#hN#v#k-mg#h-Lm#y#k0h`-wr#N aeyk0ht h`n0s#q#v#n @h`-h`n0s#q#v#ht h#k0avs}vk, ov#h@g-s#k#s#t{y sm#n{#yn-Lm`a#r} N @sv` m#q#h#w-v|y h#k. obt @h`-ob q#n# @vnw-aeyk0ht h#s#n @h`-ap#r#yn#egn-a#r} `v avX& nm|, ob v#h-@p`l@s#y @h`-Lm`a#r} N @sv` h` sm#n{ v|y y#y.

Lm#h-a#r} `k#h

Child Abuse Prevention Service

1800 688 009

(CAPS) (24 Hour Freecall Crisis Line)

CAPS website

www.childabuseprevention.com.au

Department of Community Services (DoCS)

13 2111

Helpline (p#y 24 p#r` a#w0Lm` a`r] N`sv`v)

kl`h-gr#vn-ht v#h v#ht bl` k#h

International Social Service (ISS)
Australian Branch

1300 657 843

ISS website

www.iss.org.au

k`nw`vneg-p] nn` s_K&y sh ay#v`skm]

k`nw`vneg-l` agnq#yn-kp` q#m#m|phN#v` eh`-k`nw`vneg-l` agnq#yn-@vns-krn` a`k`rey-oh\$#m` k#y` vk-
o#set]` y`@v|n#w0v#r` {#v|` wvq` Lm#ykv` emy` s0#k#h#t` @vnw-rtkt` y#v#h` eh`-@vnw-a#y#k0l` v` emy` s#v#(ny
k#h` n#w0v#r` {#v|` @mm` phN#v` n#s` o#set]` y` vt` p#m#Nn` k`nw`vn-sh` g#h#N#Lm#h-ht` s_K&y` p#Xn` w0y` h#k.
@mm` ayt` upk`r` k#h#t` v#X;` @sv`vn-a#w.

Women's Information and Referral
Service (WIRS)

1800 817 227

Website

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

r#y` p#qv#h

o#set]` y`@v|v`hnyk-p#qv#ht,` obt` r#y#qr#` bl` pw#y#k-w0y` y#v0awr` ob` p#qv#n` v`hny` rj` @y-l` y` p#q#l#v#w0y` y#v#y.
r#y#qr#` bl` pw#sh` @m`tr-v`hn` l` y` p#q#l#v` s#m#n`{#yn-1` vn` p#r#e#C#q#y;` @mh0p#m#N#v#y#s` k/` y#v0#q-bl` n#.

m`rg` n#w0v|` t` gr#`@n`k#h#t` eh`-k#d#h` v#X` l` qdynt` yt#w#h#t` eh#w0vn` awr` ob#eg-r#y#qr#` bl` pw#y` ah#h#h#t` eh`-s#t`
q#v#m|` l` #b#h` eh`-s#h#y` h#k. r#y` p#qv#n` vt` 'handsfree'` kt#l` y#k-@n`m#w0v` j` Agm` q#r#k` }n` p#v#e#y` n#w0y#t` p#h#n#y.

s#y#Um` k`rv#l` v#d#h#t#yn-sh` v#y#h-v#d#l#m#h-ht` a`sn#pt0('restraints'` @l` s#h#q` h#(h#ev)` a#w. k0l` Lm#h-sh` b#l#(h-
ht` rj` y` mg#h-an#fw` v#X;` a`sn` av#X&@v|. n#w0y#t` an#v` k`ry` w0` s#t#h` s#m` a#y#k#h` a`sn` p#t#y#k-(seatbelt)` eh`-
n#s#l#m` a`sn#y#k-(child restraint)` x`v0v` kl` y#v0awr,` ob` m`rg` an#w#r#kt` l` kv#v#eh`w-h#k#l#v#y#s` @p` l` #y#t` q#n#m|`
q#y` y#v#y.

sm#r` p#q#X#v|` Lm#h-ht` a`sn` p#t#k#l` y#t` l` b` g#n#h#t` h#k. ob#eg-p#q#X#y-@mm` @sv`v` w#b#q` y#n#n` @s`y` b#l` h#t` s[h`
p#hw` a#k` h` s#m#n`{` v#y` h#k:

Kidsafe NSW

(02) 9845 0890

Help in languages
other than English

131 450

Website

www.kidsafe.com.au

@v#g` s#h` sh` m#w#p#n-p`n#yn-ps#r#y` p#qv#h` s#m#n`{` n#w0y` v#X;` @yn#m` q#d#y. r#{`@y-p#v#w0y` h#k#l#m#w#p#n-m#t#l#m`
p#n#wy` eh`-s#n#w#k` p#q#X#y` an#v` sh` q#r#N` r#y#qr#` bl` pw#y-p#A#w#y` an#v` @vns#v|. r#y` p#qv#n` awr` m#w#p#n-p`ny` n#w0v`
v#r` {#v|` v#d#l#v#s#w#r` s[h` p#hw` v#s#w#r` bl` n#.

Alcohol Guidelines

www.alcohol.gov.au

Metropolitan (m#w#p#n-@h`-m#w#q#v&` s[h`
g#t#Uv#kt` upk`r` l` b` g#n#h#t)

(02) 9361 8000

Country (m#w#p#n-@h`-m#w#q#v&` s[h` g#t#Uv#kt`
upk`r` l` b` g#n#h#t)

1800 422 599

mw-qv&, qfb`ny sh mwp#n-p`ny

mw-qv& I M wb` g#n#h sh x`v`v` k`th smbn{ nWqNn`vk-a#w. mw-qv& nWqV k`th q#dQVvm| vl t`hwv| oset| y`v|mw-qv& nWq mw-qv& x`v`v` krn ay sh mw-qv& s#py#h, n`p`v`h sh v`k`N`h v&`p`ryk-kr`egn st`th ay`vnr h[h` gny`

rj@y-k`r&l, @s_K&y c`k`vs` sh rfk`y` s`j`n` a`q`loset| y`v|`b`eh`-s`j`nvl qfb`ny whnm|kr a#w. `b`eh`-p`nw sh snwk p`q`xvl `x`j`n` X`l` sh s`p`p`e`S`A`K`#`N`vl qfb`h whnmly. qfb`h whnm|s`j`nvl `b`eh`-v`l`'no smoking' sLk`N` a#w`lawr h`m`v`t`m` ees`-en`v|.

s`l`tr`kdvl` b`l` vys-kr`#`v`k`f` (enm|vys avr`#`q`f`18 kt adf`a`y`k`f` qfb`k`L` n`p`y`m|v`k`N`h` vrq`k`l` `b`eh`-p`nw sh snwk p`q`xvl` b`l` vys-kr`#`v`k`f` qfb`v`#`t`l`s`#`py`h` whnmly.

o`set| y`v|`mwp#n-p`ny` nW&`nk`S` vn` awr` emy` smhr` s`j`nvl` sh` smhr` v|`v|` q`l`p`m`N`l` o`h`\$`m` a`y`k`l`v`S`h`-vys` avr`#`q`f`18` t` adf`a`y`k`f` (b`l` vys`k`r`e`y`k`f` mwp#n-v`k`N`h` `h`-s`#`py`h` nW`y`t` p`th`#`ny. p`q`g`l`k` n`v`sk`-v`#`n`l` p`q`g`l`k` s`j`nyk` h`r` `evn` k`S`h` s`j`nyk` b`l` vys`kr`#`v`k`l`mwp#n-p`ny`q` nW`y`t` p`th`#`ny. smhr` `p``q`f`e`s`j`nvl` mwp#n-g`#`n`h` whnm|v|.

Australian Drug Information Network
(i Ag`B`l`h`r` `v`n`w`-x` ; `v`l` h`-`w`r`w`#`s`[h`)

www.adin.com.au

pr`B`ry

p`r`B`r`y`sh` svx`v` {rmy` r`f`k`g`#`n`h` o`set| y`n`v`n`-ht` v`q`g`w`v|` avsr` n`w`v` ap`r`B`r`y`k`th, pr`B`ry` q`f` Ny` k`th` `eh`-k`N`E`k`S`L` aw`h`r` q`#`m`h` nW`v`r`-`{`#`v|. rtt` a`v`N`k` sw`h` ; mws`&`yn` ; kt`v` sh`v` mws`&`yn`-(shellfish) sh` gsv`#`l` -nW`l`mg`h`-a`r`] `kr` a#w. obt` avsr` p`w`y`k`-`e`n`m`w`v` mws`&`yn`-a`#`l` #`h` , gsv`#`l` -`eh`-kt`v` sh`v` mws`&`yn`-r`f`s`-k`th` `e`n`kr`n`n. mlt` amwrv, National Parks (j`w`k` v`e`n`q`&`n) v`#`n`S`#`m`n`-a`r`] `k`th` s`[h` v`e`X` ; nW`l` a#w.

Environment Line

13 1555

(uq`&`n` smbn{ `w`r`w`#` sh` pr`B`r` q`f` Ny` q`#`n`v`h`h`t`)

TTY (k`j`v` sh` a`#`s`h` a`b`{`v` ay` s`[h`)

(02) 9211 4723

Xb`q`y

o`set| y`n`v`n`v` a`{`k` Xb`q`y`n`-a`r`] `k`th` nW`l`a`#`w. `e`m` `e`rg`l` `s`l`p`y`n`w` sh` snwk p`q`X` an`v`q, aq`l` p`q`X`y` v`N`j` , k`r`m`k` `eh`-`e`n`v`sk` `e`l` s`k`N`d` kr` a`w`q` y`n`n` an`v` `e`v`n`S`v|. s`m`i`n`&` v`X`y`n`-a`sl` v`S`h`-i` [h`t` a`w`v`n` Xb`q` i`vsn` awr` n`v`r` s`q`l`v`eh`-w`-eh`-e`e`sw`-n`w`h`m`l`r`w`y`q`l`S`q`l`v`eh`-w` ; pL`w`-p`l`n, p`y`n`w` `eh`-snwk p`q`X` pr`B`r` a`{`k`r`y`t` `eh`-`e`p`l`S`y`t` p`#`m`N`l`Q`k`l` h`#`k.

sw`h`~

o`set| y`v|`sw`h`-ht` v`{`h`a`s` k`th` `eh`-`e`n`S`l`k` h`r`h` smbn`{`y`n`-a`r`] `k`th` nW`l`a`#`w. s`y` p`sp`s` `e`g`v`w`-sw`h`-m`r`h` whnmly. sw`h`-sh` k`th` #`l`n`-ht` v`#`r`q`l`e`l` s`l`kn` ay`ht` qd` n`y`m` k`th` `eh`-s`t`g`w` k`th` k`l` h`#`k. k`h`n` sw`h`-n`v`e`s`-a`#`v`l`k`l` h`#`k`q` y`n`n` smbn`{`v` pL`-w`-nW`l`a`#`w. bl` #`n`-v`#`n`l`n`v`e`s`-a`#`v`l`kr`n` s`r`w`l`-sw`h`-pL`w`-p`l`n` a`y`w`n`e`y`h`l` y`p`q`l`c`l`k`l` y`l`v`y. ob`e`g`-White Pages q`r`k`j`n` n`m`v`l` `e`y`-'Government' `e`k`'tes`-'Dog' y`t`a`w`-bl`n`n.

s`r`w`l` t` a`#`w`k`r`n` s`e`w`k`-obt` s`t`h`m`l` , k`\$`m` l`b`i`q`h` sh` p`r`B`r`y`t` w`b` g`#`n`h` a`w`v`n` n`S`l`e`l` s`r`f`k`b`l` `g`#`n`h` ob`e`g`-v`g`k`h`v|. `e`b` `eh`-s`r`w`l`-sw`h`-ht` n`v`p`w`i` `e`n`f`w`-l`b`i`q`h` av`X`&` vn` awr` as`h`p` `eh`-w`v`l`v`l`avs`j`v`l` p`X`l` `e`v`q`&`v`r`e`y`k`l`v`w`h`-p`w`k`r`l`b`i`gw` y`l`v`y. s`r`w`l`-sw`h`-de`-sex` (n`e`t`l`Ag) k`th` `eh`-micro`-chip` q`#`m`h` o`set| y`v|`p`l`l`a`e`p`] `kr`n` awr` `e`m`v`l` s`r`w`l`-sw`h`e`g`-ay`v`l`kr`#`v`n`e`g`-v`g`k`h`v|. ob`e`g`-pL`-w`-p`X`l`e`v`q`&`v`r`y` `eh`-**Royal Society for the Prevention of Cruelty to Animals (RSPCA)** `e`v`w`h`-v`#`d`l`v`S`w`r` l`b`i`gw` h`#`k.

Royal Society for the Prevention of
Cruelty to Animals (RSPCA) NSW
(vñsñh| sh swñt krñ v{ hñs' v'rw s[h')

(02) 9770 7555

RSPCA NSW e-mail
(s'm'n& vñsñh|)

mail@rspcansw.org.au

RSPCA website

www.rspca.org.au

Royal Society for the Prevention of
Cruelty to Animals (RSPCA) NSW
(hñsñlavs} vl qñpmñl)

(02) 97707556

mñsñh-hmñh sh k}bh

ym| aeykòpLmñvñ vt hmñn vñ, òset| ò nñkñyt anñ aenk-ayeg-qkññawt sñ qkññaw qñòkr a'c'ñ kññh s'm'n& kñyev| ekñk' h[hñnñ-nñwñlavs} vl hmñhñkqñs'm'n&eyñ-sñ vñL[gññh sññññkryò

eb'eh'-òset| ò nñvñ-an-ay smM k} krñ vt a#s-qs bl'egn k} krñ awr, emy ovñt gr# kññk-el sw-wm' an-ayt svñ-eqn bvt krñ i Mòk-el sw-sñ ek: ekesvñq smhr ay em|mgñ-aphsñvñ vyñ pwvñy hñk.

aUwñ-pñgl eaykòhmñvñt wñeg-vys, vñhy, Lmñ-eh'-mñl -smññ{ pXñ asvñt eb'eh'-òset| ò nñvñ-akmñwñy.

wm'v ym| aeykò pLmñmñh-h[hñv' qñññmñwñlavs} vk eh'-wm'ñt pLmñmñh-k} krñ ò s i l t' st avs}vk hñr, s'm'n&eyñ-pñgl y'eg-pqvññmy sh v'sgmñh-añmññ e'y'g&ev|(uq'. Mr Wong, Ms Smith, Mrs Brown, Dr Lee). rñkñy' s}ñvñ sh mñvññ-awer-s'm'n&eyñ-òset| ò nñvñ-ekñk' t k} krññ-mñl -nñññl

a'c'ñXWñh#stñh

òset| ò nñvñ-s'm'n&eyñ-ym| aeykò-eh'-esv'vk-i l t' stñh vt "please" yññ s[hñ-krñ awr ym| aeykò upk'ñ krñ vt eh'-ymk-l b' qñ-vñt "thank you" yññ s[hñ-kryò Please eh'-thank you yññ s[hñ-eh'ñkññ ac'ñXWññvñ hñstñh-k-el s qkñyò

òset| ò nñvñ-s'm'n&eyñ-ym| aeykòg-av{ny l b' gñññt "excuse me" yññ x'vñv' krñ awr hñsñy-an-aeykòg-añm-hñpññvñt "sorry" yññ x'vñv' kryò òset| ò nñvñ-ep'qñwñkqññh'-evñw-aeykòg-nñskqññr'm ewl-arth vt (burp or belch) "excuse me" eh'-"pardon me" yññ s[hñ-kryò

sñm vñtm rñsvññh'eh'-hmñh| vl t yñvñt ev| vt y' yñvñy. ob pññq vñ bv obt hññm-nm| aq'l pñgl y' h' smñññ{vñe-bv em pñgl y't qñññl eqññ uws'h gññ. v'wvñy hmñh| vl qññob pññq vñv'eh'w-eh'-aq'l pñgl y't kl ñ-qññññl eñ qññhmñh| t eñ gñy'eh'w; ob g'swòegvññt ytw-vñy hñkòb#vññ-emy vñqgwev|. sñm vñtm pññq vñ pñgl eaykòvñv's wñbñy eñ hñkòaeykòel s sñ kñy hñk.

obt 'RSVP' yñ akññ sh qñy shñvñ l kñv a'ñ {n'vk-l #bñy hñk. emyñ-aqñs-vññ-òbt a'ñ {n'v evñ ay ob em avs} vt pññññ eñ-ññpññññ bv qññ gñññt kñmñwòbvñyò emvññlavs} vk, qkv' añwòqññt epr pññññ#yñvññ a'c'ñXWññvñ.

eb'eh'-òset| ò nñvñ-nhy sññññ-el nñsñkt eh'-tò kñdq'sñykt mñs pñk evñk' vt eñ'ev|. ekL g'sññ smñññ{eyññv-emy sw&y. ob kòñññl yññ vt eb'eh'-ay "bless you" yññ s[hñ-kryò- emñòa'gmñk aqñsk-nñw.

smhr hñstñh| a'c'ñXWñññvñvñ pññk-ññvñ nñwñy tq pññññbv qññ gñññt vñqgwev|. pñññ{ey-prñ; vcn kññ, ep'ñññl wñ t'ekññ, pñññ{ eh'-pñgl k vñskñl yk-ññvñ wññk mñv' eh'-mñl ph kñññ a'qñy uq'hrñevñ.

a#[ññ]p#L[ññ]

òset| ò vñv' {k'ñ sm'j ykò emm vñv' wvñy mñsñh-a[ññ a#[ññ]vl ñ-nñsñpñyev|. eb'eh'-ay sm'j wvñy eh'-k'l gññy anñ nññs-eh'-avññw-a'k'ryt a#[ññ]a#[ññt n#Bñvñk-añw. eb'eh'-ay vñX; avs}vl qñññgmñk eh'-c'ñvññkñs vñ smñññy k a#[ññ]p#Lqññt ew'f' gññ

rfkly` avsj` sh smhr s3`nvl nlym0v a#[fn]a#[#m]avX&w`vy w0Nq, a#[fn]smjpn{eyn-a#w0nW0sh rWth-sW0vy. uq`hrN @l s i qk0t0th|krn s3`nvl a`r] k @hw0nS` a`r] k p`vhn-(safety boots) sh Xkw0hw-hsvst0th| (hard hats) p#Lqly ylv0lawr @p`l S; hm0j` sh smhr v&`p`rvl k`r& mNdl vS0h-n0 a#[fn]p#L[ly ylvly. kW` smj (Clubs), s0hm` X`I` sh @vnr-smhr s3`nvl t p#m0Nn ay kth`nkS, p0t00fa#[fn]sh nS0p`vhn-p#L[ly ylvly.

smhr a#[fn]v0`sv` mwexqyt w0l0qn @h`-aph`s`wmk @l s obt s0wnfa#w. uq`hrN vX@yn; smhr k`nw`vn-sly s0r`r @b`eh`es-n0`vrNy kr a#[fn]pLqW ob kl 0h-p#m0N0r@th0smjnynt anlv ovhv v0Xey @n`kl ylvly. osetlly` @v|k`nw`vk@g-a#[fn]v0`sv`v k0k-vlvq, ovh-ht adfsqc`r`wmk vt0`km|a#w0lvbt @h`-p0t00h@g-av{ny l kkr g#n0t uws`h krn bvt @h`-ar} n0spNy @n`kl ylvly.

@p`qf0setlly` n0eyqfn|

ojetlly` vt aUw0h-p#m0Nn ay ht @b`eh`-@p`qf0setlly` n0eyqfn| @h`-v&v`r (slang) amlv0@l s q#kly h#k. yml pk`Xyk ar3y obt @n`@w0r-nml, k00vk0gn-@h`-a#sly h#k. smhr @p`qf0uq`hrN nm;

- **Bring a plate** – obt smj` @h`-rfkly` uwsv avsj`vkt a`r`{n` kr, "bring a plate" ynn s[hn-kl vt, @my0h-aqhs-vn0n-an0v-ay smM @bq`hq`egn k\$mt a`h`r a#w0 w-q0lyk-rf0gn en @l syl
- **BYO** – @my0h-aqhs-vn0n-'**Bring Your Own**' drink n#w0thm|ob@g-p`ny rf0gn enn ynnay. @myt mwp#n; yf` vrg, s00`-b0h vrg @h`-vwt a#w0 w-vly h#k. smhr a`pnX`I` **BYO** @v| v0r# s#py0h sh p0t00k0t0th 'corkage' @l s0h-nml krn g`sw0k-w0Nq, ob@g-@b`wl vl a#w0lv0h-rf0gn y` h#k.
- **Fortnight** – 'Fortnight' yn0sw0qkk k`l yk0 @b`eh`-ojetlly` n0v0n-ht v#tp`-@h`-@vwn l #bn0n-sw0qkk0t vrky.

Rentstart Move s[h'vlayqf]kr#vn-ht i hw smhr avX&w'vl th-nqhs-vy h#k. New South Wales h0 smhr p6qXvl , @b'eh'myk-Rentstart Standard sh Rentstart Plus @sv' Rentstart os@s-qrk}n@yn-l b' gw h#k:

- smpr-N k0 Wb#[f]kry qkv ;
- sw02 qkv' i q0yt k0 y (g'h x'Nd sh0v v'ss}nvl t sw03 @wk);
- sw04 qkv' hM k0 y sh
- w'vk'l k v'ss}n s[h' qth 3 qkv' k0 W

Rentstart ayqf]pwlsmprn{ @yn-qrk}n@yn-ktyw0krn k'r&l s[h' www.housing.nsw.gov.au @vb| aVvly @vw ynn.

Rentstart smprn{ @w'rw0# s[h' phw v6wr bl n#n:

Department of Housing General Enquiries **1800 629 212**
(qthkt p#y 24 pr' sh swykt qth 7 pr')

vb|aVvly www.housing.nsw.gov.au/

Department of Housing h0pL-w-k'r&l aAk s[h' qrk}n n'm'vl by White Pages yt@w-'Housing, Dept of' bl n#. n#wthm|, @q'r w@mh w0v| @vb| aVvly vn www.housing.nsw.gov.au @vw ynn.

k0 Wn0vskr#eg-ay0v' skm| sh vgkth|

New South Wales h0n0vs-h0kr#vn-eh'-ovh@eg-@qPL n0y j'0yn-v6h-syUm aUw-k0 Wn0vs-kr#vn-ht **Office of Fair Trading** h0'The Renting Guide' n#m#w0p'w-p0ec|ptpwk-l b' qy y'wly. @p'w-p0c mgth-k0 Wn0vskr#vn@eg-ay0v' skm| sh vgkth| v6wr kr @qn awr x'; gNn'vkth-l b' gw h#k. ovh-v6h-obt @mh0 p0pwk-l b' @qn bvt vg bl' gnn. v#d0v6wr s[h' phw v6wr bl n#n:

Office of Fair Trading **133 220**
(fair trading enquiries)

TTY (a#s0h sh k}' k0th a'b' {0w ay ht) **1300 723 404**

Tenants' Union Hotline **1800 251 101**

n0vsk-eh'-wt|t|n0vsk-m0t g#n0h

v6kN0h0t a#w0n0v's sh wt|t|n0v's smprn{ q#nvth| s'm'n@yn-p0w-pwvl pLkrn awr anwrj' l'0y@ pLkrn0 a#w. Real estate ageny mgth-v6kN0h0t a#w0n0v's smprn{ @yn-l #y6w0ovh@gnq l b' gw h#k. ob 0p0et| y' @v0p|n0vsk-p0m vw'vt m0t gn0n-nm|, 'First Home Owner Grant' yn 0p0et| y' n0rj y mgth-l b' @qn p0j'nykt h0krm| k0v h#k.

obt n0vsk-m0t g#n0h0t m0q| -Nyt l b' g#n0h0t avX& nm|, ob@eg-b#Ak0v eh'-@v nw-m0l & a'ywny h' smprn{vnn. 0p0et| y' @v0p|n0vsk-m0t gnn' vt, opp0pr0l ' kr g#n0h0t sh l y'v0 0pL0y| kr g#n0h0t s'm'n@yn-@s' l 6trvryk|eh'-@n'w'r6vryk|(conveyancer) @g-sh'y l b' gn0w syUm @k'n0qsl0h [th-av0b' { kr 0n'0gn k6h g06h0kt awsn-0n'krnn.

n0vsk-m0t g#n0h0m0p0a#w0p0yvr smprn{v up@qs-sh New South Wales h0a#w0rj @y-upk'r v#d sthn-smprn{ @yn-q#n g#n0h0t obt avX& nm|, Home Purchase Advisory Service mgth-0n'm0L-@w'rw0#, m0t g#n0h0t, @g dn#g0h sh n0v's Ny l b' g#n0h0t a'qWn0vs-m0t g#n0h0t smprn{ g#tU smprn{ up@qs-sh @y'm0k0h0h| l b' gw h#k. @mm @sv'v mgth-0n'm0L-l b' @qn pK'Xn pL krn awr @m|v' awr The A-Z of Home Purchase and Financing Your Home Purchase a#w.

n0vs-m0t g#n0h0m| up@qXk0y k0ht k}' k0th0t eh'-i hw pK'Xnyk-l b' g#n0h0t, aq'l @sv'v @vw k'r&l @v| v'l qW 0n'm0L-k}' kl h#k0qrk}n aAky os@s-amwnn n#wthm| ovh-@vw l-@m| -pN0vdyk-yvnn:

Home Purchase Advisory Service **1800 806 653**

Home Purchase Advisory Service advisory@housing.nsw.gov.au
Email

rental services

ob qm n l b gn n m l e h a d f a q y m k l b n a e y k l n m l o b t r j e y n l s k o l y t l b g n n t a y q m k l h k . r j e y n l s s [h i b l i s t m] k l y o b j w w v t k n w l p q x y , o b e g n l s s t t h s a k & v s h o b e g n l s a v x & w v e y h q s l b v a n l w n y e v l .

NSW h l Department of Housing m g h a d f a q y m l b n a y h t s h n { r p q n m k t r j y t a y w n l s l b e q e m m n l s s [h i s i m n e y n q g o k l y k b l i s t t h s q l n a w r , s m h r w w v y n y t e w e m m n l s v d i k m n t h l b g n n t h k l n f a # w .

m s w k l t h v r j e y n l s s m p n { e y n k r n l q p l w s a s k r n a n l , r j e y n l s l b q m p l p h w k r n l s m p n { e y n v d l a v { n y k e y m e k r n f a # w :

- w m t s v { t h v j w w v t t u p k r a v x & a d f a q y m l b n a y t u p k r k t t h ; s h
- s l y a v x & w s [h i s t s f w m t q r y h k l n l s k o l w e v l [e p l t h l b g n n t g t u a w l a d f a q y m l b n a y .

e m m e v n s m g h r j e y n l s s m p n { s t s k m l i b t t w b n e m l k h t k m a q y m y n w w v y e v n s k r a w l a w r a v x & w v y s h q r y h k l n l s e s i y g n n t a w l h k l y v , w k e s r # k t m p q n m e l s a w l - k r a w .

p j n l s , r j e y n l s v l t s m i n e v l e m l v p l n y k r n e n - D e p a r t m e n t o f H o u s i n g m g h e n v l i x e n l b n s a v l n m g h l a d f a q y m l b n a y s [h i q r y h k l n l s k o l y t l b g n n t O f f i c e o f C o m m u n i t y H o u s i n g m g h n l s s a v l n , s m p k r , p l t l p l w p l n a y w n s h e v n w r j e y e n v n p j n l s s a v r { n e v w a r m e l l - l b e q e b e h - p j n l s e q p l x v l v k r n e n a d f a q y m l b n a y v e t h v n a w r e m l v q t t g k l t h e l s p r h r n y k r n a w r s l y n e v s a q y e m n s l y t 2 5 k k o l y v x e y n e g v y l r j e y n l s e h - p j n l s s m p n { v d l v s w r s [h i p h w v e w r b l n n :

Department of Housing
General Enquiries

1800 629 212

o b p l e w - D e p a r t m e n t o f H o u s i n g k i r & l q r k } n a A k White Pages q r k } n n i m v l e y - H o u s i n g , D e p t o f y t e w q k v a w .

Emergency housing

NSW h l Department of Housing m g h e k t o k l t h n l s a r b q v l t m h n p i s t t h a y h t m i s w t h k e w k k l y k t r j e y e h i p e g l k w v k i l k v s s } n l b q m m g h u p k r k l h k .

h q s l w v k i l k v s s } n s [h i h t k m a w e w p h w a y h t p m n l

- r j e y n l s s [h i h t k m n w l a y ; s h
- e k t o k l t h s h w v k i l k p q n m k t h q d l e l s v s s } n a v x & a y ; s h
- s l y g t u w m i h t n e k r n y k r g w e n h k l a y ; s h
- p v e l a y e h i m l t n v e t h v s s } n p h s k m l l b q m t e n h k l a y ; s h
- a q y m l w w v y e h i w v k i l k v s y n v t h n e e v n w a k i r v l u p k r e v n w a y w n v l t h l b g n n t h t k m k e n w b t h .

h q s l w v k i l k v s s } n s m p n { v d l v s w r s [h i , a m w n n :

Department of Housing
(General Enquiries)

1800 629 212

o b p l e w - D e p a r t m e n t o f H o u s i n g k i r & l q r k } n a A k White Pages q r k } n n i m v l e y - H o u s i n g , D e p t o f y t e w q k v a w .

Supported Accommodation Assistance Program (sh`y l w- v`ss}n upk`r v`d sthn)

Supported Accommodation Assistance Program (SAAP) mgh-nv`s ahth`eh`-nv`s ahthlv`m| wrj ny a#wlay s[h` anwr\k`l`h v`ss}n sh a`Xlv upk`r `sv` spyy`l `emm v`d sthn l b` eqn`en-r`j & `en`vn sAv`(`n r`Xykh-vn awr plnw sh `ek`mn`evl w-mt|tm|`eq`ekm Department of Community Services (DoCS) mgh-arm`q| -spyy`l nv`s n#wlayt SAAP `sv` sm`pn{ v`d`lv`swr s[h` phw aAky amwnn:

Homeless Persons Information Centre (HPIC) 1800 234 566

n`evs-a`Xlv s`h`sk`m| www.nh0stth, up`eq`X `sv` sh `y`m`f`k`r`h| a#wU hq`l`upk`r avX& ay ht phw aAk os`es-Department of Community Services amwnn:

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

TTY (a`s`m|sh k`}) k`r`m|a`b`{ a#wlayht) 1800 671 442

The Youth Emergency Accommodation Line (wr`N hq`l`v`ss}n q`rk}n aAky)

Youth Emergency Accommodation Line mgh-n`evs-n#wlwrNyn-s[h` q`rk}n mgh-`ew`rw`# sh `y`m`f`k`r`h| s`q`kry`l `em|mgh-s[h` st` sk`r`q` `ewk-p`#y 24 p`r` y`vw-k`l`h krn a`pq` a#[n-p`r`pp`d`f`l`#y`sw`k-l`b`eq`-v`d`lv`swr s[h` phw aAk amwnn:

Youth Emergency Accommodation Line (pL`w-p`eq`X) 1800 424 830

Youth Accommodation Association NSW (02) 9318 1531

aw& vX& g`h `sv`

ob n`evsk-k`l`yt gwwq m`L`t gwwq, ob`eg-n`evst sm`pn{ kl` y`w`lg`h `sv` r`Xy`k-a#w. ob aUw-n`evskt y`mt q`h k`h`pykt `ep`r `em`m `sv` spynn`n-ht q`n`h`q`h`h`t uws`h` gnn.

g`h `sv` sm`pn{ g`v`b`h`v`l` t awsn-k`r`h`h`t `ep`r, ob`eg-j`W`n rt`v`nt em `sv`vn-avX&yq` y`n`n `es`y` bl`n`n. smhr av`s}v`l` w`m`h`-w`v`k`l`k` n`v`sv`l` j`W`w`v`v`q, v`q`l` Q`b`l`y` l`b` g`n`h`h` s[h` vsr 3 k` g`v`b`h`v`l` t a#wUv`r`avs} a#w. g`h `sv` s[h` `sv` spynn`n-sm`M` g`v`b`h`v`l` awsn-k`r`h`h`t `ep`r ekMw`v`ey-a#wU`ek`n`eq`s`lav`eb`{ kr g`n`h`h` v`q`gw`ev`l`.

v`q`l` bl`y, g`f`s-sh`v`w`r

Energy Australia 13 1535
(l`str`h-s`b`h`q` `es`nt`l`-`ek`st`|sh`n`v`k`sl`)

Integral Energy 13 1002
(`ev`str`h-s`b`h`q`sh` `ev`@`l`n`eg`ng`)

AGL 13 1245

Sydney Water 13 2092
(s`b`h`q` b`l` Rmv`h`t`n-sh`i`l`vr`)

Hunter Water 1300 657 657
(h`n`tr`r`v`n`)

q`rk}n

rj`yt ar`{ v`X`@`yn-ayw-Telstra a#wU q`rk}n sm`gm| **Yellow Pages** q`rk}n n`m`v`l` `y`-`Mobile telephones and accessories' sh` 'Telephones – long distance' y`t`w`-l`#y`sw`l`gw` kr a#w.

`em`v`y`h`-smhrk`-`sv` s[h` sm`pn{ k`r`m|g`sw`k`-avX& v`y`h`#k. ov`h`eg-g`v`b`h` awsn-k`r`h`h`t `ep`r kr`N`kr `sv` spynn`n`eg`n-v`swr `es`y` q`n`g`n. ov`h`eg`-`sv` s[h` y`n` v`y`q`m`q`k`v` n`v`p`w` ob`ht` b`l`p`wk`-ev`n`f`a#w.

ob@gvly ylvomqI nSdqht@gvly en'h#kQnm|eh'-qQ0k'I prwr vl th-l #bn gNn-v#d0b0 -pw-vl t vd' @kt0k'I prwr vl th-l #bn gNn-adeb0 -pw-l #bht ob k#mw0nm, @kLthm ovh-smM k}' krnq. @vnw-rtvl t gnr' qrk}n a#mwth| i w' vlyqm|a{ k vly h#k0awr b0 i kmNth-i hl y'mt @hw0vly h#k. ob@g-v@qX qrk}n a#mwth| p@vX@mn-b#l y ylvly n#wthm| kl th-@gvly h#k0a#mwth| k'dpw-(pre-paid call card) (n0s-@ej nslmgth-l b' gw h#k) x'v0v kl ylvly.

o@set| y'@v|stth @b'eh'-ay sw0 j Agm qrk}nyk-a#w. @k@s-vlvq, j Agm qrk}nvl th-l b' gnr' a#mwth| i w' vlyqm|a{ k vly h#k. j Agm qrk}n x'v0v kr p'lnw awr sh j `w&nwrv l b' gnr' a#mwth| a#w0 qrk}n a#mwth| s[h' s'm'n&@yn-mh0vw0@h'-wwpr 30 ekk @l s gNn-g#@n: **ob j Agm qrk}nyk-mLt g#nht w#Ny k'ht @pr ml &my sh n#wth yX@yn-a#w0vgk|h| av@b'{- kr g#nht s#l kl thw-vly ylvly.**

Telecommunications Industry Ombudsman v@h-p'r@x'gk g#tU gNn'vk-a#w0 w-@w'rw0#pwk' gNn'vk-sks-kr a#w0lawr ev' i Ag#0x'; @vn-sh @vnw-x'; gNn'vkth-l b' gw h#k. v#d0v@wr s[h' @vb| aVvly @vw ynr n#wthm| phw a'k'ryt smpn{vnr:

Telecommunications Industry Ombudsman

1800 062 058

@vb|aVvly

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

7. rfkly`

rfkly` @svth

ošetl' y' avl rfkly` avl [ep'l i w'm wrMk' rlvly h#ky. aUwth-p#mNn aeykOht ek' wrm|i kmNth-rfkly` vk- es'y gw h#kQ ynñ wlfNy vnñ; a' rlyk s' {k, es' yn rfkly` ev|a' k' ry, ret|vOq pL' wvl nXeW a' k' rey- rfkly` smbn-eyn-bl p'n en' eykOv-kr#NEa' qly mwy.

qñpw plw-pw-vl, vEX; @yn-snsf' q' qñvl 'Job vacancies' (n#wthm| 'Positions vacant') pL@k@- rfkly` a#b\$rwlanwr-j' l' eynq es'y gw h#k. Yellow Pages q'rk} n n'm vl ey-sh anwr-j' l' rfkly` plvr#vl l' #y\$wqgw kr a#wlpqgl k rfkly` ej nsq a#w.

oñsm ošetl' y' n'v#s@ykt rfkly` vk-es'y g'ntht upk' r l' b' g'nth s[h' **Centrelink** sh **Job Network** smM l' y' pqAcvly h#k. l' y' pqAcv#mn-psv, pqgl k, p]` sh rj @y-sAvq' nvl th-s#qñl w-Job Network @vw obv ey'mEk l' h#k. emy mthsh-ht rfkly` es'y qñ s[h' ošetl' y' n'Erj @yn-ey' qv' a#w.

aUwth-p#mNn aeykOvX@yn; pLp'r#q' rfkly` up@qXkyk l' eñ- **Centrelink Career Information Centre** smM k} k' th vd' ey' g& vn awr em| mgñ-vEX; @yn-obt smhK prll Nyk-l b' g'nthm| aphsiv a#wthm| ob rfkly` es' yn a' k' ry ey' g& bvt whvr#vk-l b' gw h#k.

Centrelink h` smbn-eyn v#swr

Job Search Information Line **13 6268**

i Agl' th#r @vnw-x';` s[h' upk' r **13 1202**

pqgl kv Office locations

@vnw-x';` vl th-aw' rwt# Centrelink assistance – we speak your language

@vb| aVvly www.centrelink.gov.au

Job Network @sv`

Job Network yt@w-rfkly` @sv` gNn' vk-a#w. em|v' awr:

- **Job Search Support Services** – Centrelink smM eñ-Job Network s'm' j k' eykO smM l' y' pqAcvly s' b' s' km| a#w l' rfkly` es' ynñ-ht emm @sv` l' b' gw h#k. em| mth-rfkly` es' ynñ-ht h#k l' vly rfkly` es'y g'ntht upk' r ek@r.
- **Intensive Support Services** – smhK prll N k& l' w' qyNEkr g'ntht phNv sh an' gw @sv' ey' j kyn-i q' t' y-@h' [th-epn' vst' th a' q' llkr#NEs[h' rfkly` es' ynñ-ht wvq' rtw-sh'y l' b' qñ.
- **Intensive Support – Job Search Training** – rfkly` @sv' m| k& l' w' qyNEk' rth sh Job Search Networks pUl -k' th v#nO(kly' k' rkm| awr resumes sh rfkly` ayqñ| pw-s#ksth sh'y) kr#NEa#wU ek-ek-rfkly` es' ynñ-ht g#l' epn a' k' rey-sh'y l' b' qñ.
- **Intensive Support – customised assistance** – s' b' s' km| a#w l' rfkly` es' ynñ-ht wnOvnO sh'y l' b' qñ sh emyt rfkly` es' ynñ-ht rfkly` s[h' a#w l' b' {` s#l kO t t g'nth sh rfkly` es' ynñ- v#th-gñEl bn uws'hynq s#l kO t t gñEl #@b.
- **New Enterprise Incentive Scheme (NEIS)** – rfkly` n#w l' ayht sly v& p' r a' r m' xkr pvvw' @gn y' mt upk' r k' th. sh' x' g' vññ-ht sh'y l' b' gw h#k l' awr em| mgñ-pLm' vs@r q' llk' O' v& p' r phNv, a' q' ym| sh'y sh up@qs-l b' @q.
- **Assessment Fee Subsidy for Overseas Trained Australian Residents** – v& g' sh a#gy' th| k' thm| vly qm| smbn-eyn upk' r em| mgñ-l b' @q.

Job Network @sv` spynkO smM l' y' pqAcvly p'mNth-rfkly` vk-l #@bn bvt whvr#vk-n#w l' bv mwk wb` g'nth v#qgw evl obht rfkly` vk-es'y g'nthm| avsj` v v#d' kr g'ntht kly' k' r w rfkly` @svly ylvly.

Centrelink hla#wl@n m@l -l b'eqn **Job Network Access** phskm slyUm rfkly' es'yann-v@h-x'vW' kl h#k. Job Network s'mj k ej nslgNn'vk-v@h-qrk'n, @f'et'-ek'p@ f#ks; tc|skh-sh pr@Nk (i ntent| a#wUv) x'vW' k@h m| phskm l b'eq; k@n ayt @m|s[h' h@k m| a#wU ynn a#wUv @sv' s[h' phw v@wr bl nn:

Job Seeker Hotline

13 6268

Job Network @v|aVvly

www.jobnetwork.gov.au

Centrelink mgh-esv' q'ykynv v@qXly k@l w' pL@h n@h m| @sv'v (overseas skills recognition) @vw @y'mf krn awr p'@qXly vX@yn-a#wU@v nw-rfkly' @sv' sm@n{- up@qs-l b'eq-

Centrelink k'r&l p'@n ngr m{&s}'nvl @nm pL'wbqvq pht' a#w. ovh@g-k'r&l vl pht' White Pages qrk'n n'm vl @y-'Centrelink' yt@vq, Centrelink @v|aVvly@q qkv' a#w.

v#d@v@wr

Australian Apprenticeships

13 3873

@v|aVvly

www.australianapprenticeships.gov.au

Workplace @v|aVvly

www.workplace.gov.au

Australian Jobsearch @v|aVvly

www.jobsearch.gov.au

Skilled Migrant Job Seeker @v|aVvly

<https://skilledmigrant.gov.au>

Jobguide @v|aVvly

www.jobguide.deewr.gov.au

a{&pn s@skm|

ob@g-a{&pn s@skm| v@h w-@l s pL@h n@h t l kkr g#n@h vd' @y'g&ev| @m| mgh-ob s@skm| l w-v^ww@ym v#d k@h m| av{s}' v#d@v@a#w.

v^wwly s@skm|(Trades qualifications)

i Aj @nF#, i qk@h, v@n-v#d (metalwork), v@h l @h'-a'h'rp'n s#py@h (catering) v#n@] wlyk v^wwly s@skm| - ob ht a#w@h m|, ob@g-s@skm| @set l y' @v@h pL@h n@h t l kkr gn@n-@kesq ynn up@qs-q@h phw a'ywnyt h#k@v| ob j Wvwn@n-NSW h@n m|, phw a'k'ryt sm@n{-vnn:

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>

v@qXyk st krn v@h m| phw a'k'ryt krnn:

Trades Recognition Australia

GPO Box 9879
CANBERRA ACT 2601
AUSTRALIA
Tel: +612 6121 7456
Fax: +612 6121 7768
E-mail: traenquiries@dewr.gov.au
Website: www.workplace.gov.au/tra

rfkly' smbn{eyn-obeg-vex ksl w' plog#nht l kkr g#nht smbn{eyn-**NSW Department of Education and Training** mgth-ob ht upqs-l b' qly h#k. Overseas Skills Advisory Officers vsh-qrk}neyh-mhnt mhNI' stth smhK prll Nykqll'eh'-obt upqs-l b' qly h#k. amwnn:

Industry Training Services Centres (ITSCs)

13 2811

ev'el' Aeg'ng; ev'g ev'g, oerhj; t\$mlrvw; l \$em'f) nV'k'sl; c#t\$svdl, p#rmt', l'vrpl -b\$nkstvh-sh s0h0 a#w0 s}n khpyk ITC phntlv' a#w.

Parramatta ITC

Ground floor, 16-18 Wentworth St
PARRAMATTA 2150
Tel: **13 2811**

Bankstown ITC

2nd floor, 41-45 Rickard Rd
BANKSTOWN 2200
Tel: **13 2811**

v#dqr a{& pny pl' g#nht

p'Tml' vl t a#w0 wvht sh v#dqr plog#nht s[h' TAFE NSW mgth-obeg-vex ksl w' sh s0skml pl' g#nht l kkr gw h#k.

TAFE NSW Information Centre

13 1601

TTY (for speech and hearing impaired)

(02) 8289 4703

obeg-s0skml a#w0 l yk'v' l i Ag'eyn-n#vthml emlv' ob vsh-pr'vrwny kr gw ylv'y. 2 vn pr'c'c'ey-i Ag'0 s[h' upk'r bl nn.

w'wly a{& pn s0skml

ob ymk'0n'x'el'v v'w'wlyk rfkly' vk-bl 'ep'@r'w'v'n'0n-nml, Australian Skills Recognition Information evbl' avv'ey-qkv' a#w0 l y' p'q'cl'v'0ml, bl pwl l b' q'0ml'eh'-v'w'wly a'ywny h' smbn{ vnn.

p'lnw sh snwk p'q'x **Overseas Qualifications Units (OQU)** mgth-s'k'h'n'kyn-ht wmn-v'0q'x'vl q'vl b' gw-k'el w' sh s0skml pl' g#nht l kkr g#nht upk'r'evl. v#d'lv'swr s[h' bl nn:

Skills Recognition website

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

Department of Education, Employment and Workplace Relations (DEEWR) vsh; **Australian Education International - National Office of Overseas Skills Recognition (AEI-NOOSR)** mgth-v'0q'xynh'0 l b' gw-s0skml o'setl' y' ev'p'0'k'es-s'asnqy kr'n'0n-@k'esq ynn ew' r'w'0# sh upqs-m'q' l kt l b'@q- v#d'lv'swr s[h' phw v'swr bl nn:

AEI-NOOSR Hotline

1300 363 079

AEI-NOOSR evbl' avv'y

aei.dest.gov.au/AEI/QualificationsRecognition

AEI-NOOSR h' smbn{vht @pr kr#N'kr Overseas Qualifications Unit (OQU) h' smbn{ vnn; avx& nm| OQU vsh-obv ey'm'ekrn'fa#w.

smhr av's}vl q'vl o'setl' y' n'ep'rv'sk' vy eh'-o'setl' y' n'0n'v& v'sy a#w'lv'0q'xynh'0ph'N'vl w-v'w'wlykyn-ht o'setl' y' ev'p'log#nht l b' g#nht avx& a{&yn kty'lv'0k'0'0 s[h' ar'0 eh'-p'r'N v'x'eyn-g'sw'0@gv'ht avx& m'q' l FEE-HELP assistance mgth-l b' g#nht h'0k'm'w'by h#k.

FEE-HELP

1800 020 108

Going to Uni website

www.goingtouni.gov.au

v#dsthn-s0skml spr' l n smhr v'w'wlyh'0v'0q'xynh'0ph'N'vl w-v'w'wlykyn-ht s0skml a'gy'ht sh v'k'g s[h' avx& v'lyqm a'vrNy kr g#nht ASDOT mgth-m'q' l -a' {r l b'@q-

ASDOT Hotline

1300 363 079

ASDOT website

aei.gov.au/AEI/QualificationsRecognitionInformation/Asdot

ob@g-a{&pn s[skm]@pnvn l ykylv l i Agl0x'; `@vn-n#wthm, ev` pr0rwyny kr gw ylvly. 2 vn pr0pCqey; i Agl0s[h' upk'r bl nn.

v#d0qr a{&pnys[h' k&l w' pL0g#n#h

ob@g-v0qX k&l w' sh s[skm]TAFE NSW mgth-pTm'l`vl t a#w0lvtht sh v#d0qr pL0g#n#h l kkr g#n#h#t pUvn. v#d0lv&swr s[h' amwnn:

TAFE Information Centre

13 1601

TAFE NSW @vb|aVvly

www.tafensw.edu.au/contact/

ob@g-a{&pn s[skm]@pnvn l ykylv l i Agl0x'; `@vn-n#wthm, ev` pr0rwyny kr gw ylvly. 2 vn pr0pCqey; i Agl0s[h' upk'r bl nn.

rfkly` wwwyn-(@sv` @y`j k/@svk ay0v#h)

o&set| y`@v|@svkyn-ht ay0v#s[skm]a#w0lawr aq l @fdrl -sh plnw/snwk p0qX nW0yt@w-a`r] `v a#w. @mm nW0mgth-@svkyn@g-avm @v|wn sh avm rfkly` wwwyn-sm#n-# rW0h-spyy0

Workplace Authority yn[o&set| y`@v|@sv`@y`j kyn-sh @svkyn@g-rfkly` s`n sb[w' k#hy (workplace relations system) sm#n-# @n`m0L-up@qs-sh @w`rw0# l b`@qn p0`n s`n nyy0 Workplace Authority mgth-rfkly` s`n g0v&tm| (workplace agreements) x`rgn0` awr ev` s`{`rNq ynn a#gyl#k-kry0 Workplace Authority s#m p0`n ngrykm a#w0lawr Translation and Interpreting Service os@s-qrk`n@yn-sm#n-# vly h#k.

ob@g-rfkly` s`n@y-nW0kly`wmkv#h sm#n-#@yn-obt g#tU a#w0h#m, **Workplace Ombudsman** v&th-p#m0N0 0 @h`-rfkly` s`n sm#n-# @fdrl -nW0ul t AGNyv#h|v0#r; Ny kl h#k; @fdrl -rfkly` s`n nW0yt pth#n0 kly`vk-@h`-p0`qgk-@s`y` b#l #h; @fdrl -rfkly` s`n nW0y kly`wmk k0#h s[h' a{krN ktylv0a#rB#h; sh **Workplace Relations Act 1996** yt@w-nd0ktylvwkt p`rXvkr#vk0vn @h`-vly h#k0@svkyn-n@y`j ny k0#h kl h#k.

o&set| y`n0rfkly` s`n sb[w' k#hy sm#n-# v#d0qr v&swr s[h' obt Workplace Infoline a#w0wly h#k n#w0h#m| o&set| y`n0rj @y-rfkly` s`n @vb|aVvly @vw y` h#k.

Workplace Ombudsman @vb|aVvly

www.wo.gov.au

i Agl0h#r @vnw-x'; `vl th-sh`y s[h'

13 14 50

Workplace Ombudsman Helpline

1300 724 200

Workplace Infoline

1300 363 264

NSW Federal Wage Line

1300 363 264

Workplace @vb|aVvly

www.workplace.gov.au

rfkly` s`n sm#n-# w' pnw yt@w-s0Um @svkyn-ht v`wvly sm0vlykt b#[W#m|@h`-b#[W#n`st#m|ay0vly a#w. @sv`@y`j kyk0v&th-@svkyk0 v`wvly sm0vlykt aywv#h @h`-ayw-@n`v#h n&`@sv@yn-i vw-kl @n`h#k. v#d0 v&swr s[h' phw a`k`ryt **Australian Council of Trade Unions (ACTU)** h' sm#n-# vnn.

ACTU Helpline

1300 362 223

ACTU @vb|aVvly

www.actu.asn.au

Superannuation

Superannuation yn[o&ob@g-v0klym k`l y s[h' v0X; @yn-s#l s#h|kl q#G k`l th a`@y`j nyk0 Superannuation @l`v p#` 'retirement savings' n#w0h#m| 'pension income' vX@yn-h[hvy0 ob rfkly` v krn k`l @y- superannuation h0a`@y`j ny k0#h mgth-ob@g-v0klym smy s[h' m0j k-i w00kr w#b#h#t upk'r k0#h#t s#l s#h| kr a#w. o&set| y`@v|rfkly` vk n0wv st0h s#m aeyk0h v`@g-superannuation arm0j k s`m`j k#wvy rf0gn a#w.

ošetl y' av| Superannuation ynn ep' q'ev| 'Super' el s h[hvyl

eb'eh'-avs} vl ob upyn mql th-slyyt nmyk-(9%) ob aw' f' gw-superannuation armql kt yv'ht obeg-
esv'ey'j ky' t nWeyn-nym kryl obeg-Super armql t v#dbr armql -y'v'htq obt h#kly'v a#w. obeg-
es'v'ey'j ky' ob ht nymw mql egvn'eq ynn es'y' b#l ht, obeg-superannuation armql kLmN'krNy
krn ayagn-vnsly yly. v#dlvswr s[h' phw aw' rwt# bl nn:

- ATO Superannuation Infoline** **13 1020**
- ATO avb|avVly** www.ato.gov.au/super
- Australian Securities & Investments Commission (ASIC)** **1300 300 630**
- ASIC avb|avVly** www.fido.asic.gov.au

bqf'egv'ht

Tax File Number (TFN) ynf**Australian Taxation Office (ATO)** mgth-pqgl yn-eh'-a'ywn avw
nkW-krn aqvWly aAkyk-vn awr slyUm a'k'ry-a'q'ym| i py'ht| t emy avX&av|. ml k' phKw'vyk-el s obeg-
TFN s[h' ayqnl krnn. aUw'p-mNlay'vw sly TFN l b'gw h#kld'ht m' a'k'ry vn'en-anwrj'ly osesy.
Online TFN registration qhkt p'ny 24 k-pr'w; swlykt qh 7 k-pr'w-sqkl h#klawr, avX&vn'en-obeg-
gmn-bl pwlvswr sh obeg-ošetl y' av| l p'nyy qh 10 kt pmN pslv obeg-nv TFN w#p'sel n-obt l #bnf
a#w. ob obeg-TFN a'r] ` kr gw ylvawr, obeg-ps'hty eh'-j Agm q'rk}ny v'n'n'w'ly h#k'w'nv l y' wb'
en'gw yly.

ayqnl pwl Centrelink offices, ATO avb|avVly'n-m'Ny kr g'n'mn-eh'-TFN Helpline a'mw'mn-eh'-l b'
gw h#k. TFN nkW-k'ht gwvn k'ly qh 28 kl

ob rfkly'vk-k'ht a#rB'mn-psf obeg-esv'ey'j ky' v'sh-obt p'X k'ht'ep'fmyk-(TFN Declaration form)
p'v'ht l b'eqn awr ehlobeg-TFN p'vly yly. obt TFN n'v'ht, TFN nkW-k'ht gwvn sm'hw k'ly i k'v-
vn ewk-s'm'n & bqf'ph'Nyt vd' v#dlvswr'Nyk-ay k'ht obeg-esv'ey'j ky' ht en'h#k.

ob mql -vr; yk-wl (j l 01 sh j h030 qkv' k'ly awr) k'sym| mql k-upyy'nm, evnw-a'k'ryk v#dp'levl k-
n'v'ht, em vs'er-ok'ew br-31 qht ep' obeg-**Income Tax Return** ag'nk l yly. ošetl y' n'v's'kyk0
h'tyt, obeg-income tax return p'rvn avs} ev| ošetl y' v w0 sh i n-ptw l q slyUm a'q'ym| s'm'ny
vX'yn-ehL'rv|kl yly.

ošetl y' av| eb'eh'-eq-sm'pn{eyn-slyyt 10 k-vn **Goods and Services Tax (GST)** (x'Nd sh esv'
bqk) a#w. obt egv'ht nym krn mql -GST a#w0 wy. ml k' a'h'r, eb'eh'-a{&pn sh es_K&y esv', s'f'skm|
l w-Lm' rfkvrN sh s'ww'n's GST egv'mn-n'hsy.

ob v&p'ryk-krnen-nm, obt Australian Taxation Office sh evnw-v&p'r smM kty'w'k'ht
Australian Business Number (ABN) (ošetl y' n'v&p'r aAkyk) avX&y. v#dlvswr s[h' phw a'k'ryt
Australian Taxation Office h' sm'pn{ vnn.

Australian Taxation Office (ATO) h' sm'pn{v'm|vswr

- Tax File Number Helpline** **13 2861**
- Business and GST enquiries** **13 2866**
- Personal Tax Information Line** **13 2861**
- TFN online registration** www.ato.gov.au/individuals
- Tax Office avb|avVly** www.ato.gov.au

v'qX vwkm| a'ey'j n sh a'q'ym

ošetl y' n'v's'ht sly el' v p' a#w'la'q'ym sm'pn{eyn-bqf'pvn awr sly income tax return mgth-slyUm
v'qX a'q'ym|ehL'rv|kl yly. w' bq'armN sm'pn{eyn-ošetl y' n'v's'kyk0 ynn ek-ek-ayag-wwwyn-
an'v'w'Ny kl yly. obeg-bq'v'g'k'ht sm'pn{eyn-obt av'eb{-yk-l b' g'n'ht avX& aw' rwt#, Australian
Taxation Office (ATO) mgth-sly avb|avVly-qkv' a#w.

phw s[h'n-a'q'ym k'htn a'k'ryt s#l kly ylv'q ynn v'swr ATO mgth-l b' qly h#k:

- v&p`r vswo(securities) sh kll`vs-v#nla`y`j nyn-
- @p`l`sh h`nk`m`x`gy (royalties)
- v`q`X`v`l a#w`lv&p`r k`y`k`r`k`m`l
- v`q`X`y`k`q`l`v`X`y`m v#t`p`-l #b`h`h`

ob v`q`X`y`k`q`l`m`q`l`-upyn ob v`S`h-v`q`X`y`k`q`l`b`q`f`e`g`v`n a`q`y`m`k`-s`m`p`n`{`e`y`n`-v`l`q`, ob v`q`X`y`k`q`l`u`p`y`n m`q`l`-s`m`p`n`{`e`y`n`-e`h`L`q`r`v`|`k`l` y`l`w`y`. ob`e`g`-v`q`X` a`q`y`m` o`s`e`t`|`y` e`v`p`l`b`q`f`|`t` y`t`w`-n`m`|`s`h` ob v`q`X`e`y`q`l`e`-s`[`h`b`q`f`e`g`v` a#w`l`h`m`l, ob v`q`X` b`q`f`N`y`v`r`y`k`t` (foreign tax credit) h`n`k`m`l`|`#`b`y` h`#`k`. N`y`v`r`|`b` g`#`n`h`t` h`n`k`m`l` a#w`l`b`q`f, N`y`v`r`|`b` g`w` h`#`k`l`b`q`f` (creditable taxes) e`l` s` h`#`[`h`e`v`|`.

o`s`e`t`|`y` n`l`b`q`f`|`h`-n`q`h`s`-k`r`n` v`q`X` a`q`y`m` ob v`S`h`-e`p`n`v`y` y`l`w`y`. ob`e`g`-a`q`y`m` m`w` ob v`S`h`-e`g`v`y` y`l`w`l`b`q`f` p`h`i`N`y` w`h`N`y` k`l`w`m`p`l` o`s`e`t`|`y` n`l`b`q`f` v`q`X` m`l``X`l`m`g`h`-o`b`t`|`#`e`b`n` X`q`-`{` a`q`y`m` s`#`l` k`l` t` g`n`e`l`|`#`e`b`|`.

ob`e`g`-m`l` &my` k`t`y`l`w`l`s`A`k`l`w`N` n`m`|` ob v`S`h`-b`q`f`n`e`y`j` l`w`y`k`e`g`-s`h`y` e`h`-Australian Taxation Office h`l` u`p`e`q`s`-l`b` g`#`n`h` e`h``[` a`q`h`sk`l`

ATO International Tax Essentials

www.ato.gov.au/individuals/pathway.asp?pc=001/002/012

m̄nv h̄lv̄ q̄lpqnm yt̄w-rtt āwUvn̄n-ht arb̄l̄ @gv̄th̄ (Crisis Payment)

2008 j̄nv̄r̄01 q̄th̄ st̄, phw v̄s̄ k̄Ndyk-yt̄w-p̄j̄m vrt 2008 j̄nv̄r̄01 vn̄ q̄th̄ ēh̄-i n̄ps̄m̄nv h̄lv̄ q̄lpqnm yt̄w-ōs̄et̄l̄ ȳvt̄ āwUv̄Ray ht̄ l̄b̄q̄h̄-Crisis Payment l̄b̄q̄th̄ q̄th̄G kr̄ āw:

- v̄s̄ upk̄Nd 200 – Refugee
- v̄s̄ upk̄Nd 201 – In-country Special Humanitarian
- v̄s̄ upk̄Nd 202 – Global Special Humanitarian
- v̄s̄ upk̄Nd 203 – Emergency Rescue, and
- v̄s̄ upk̄Nd 204 – Woman at Risk

ym̄l̄āyk̄0@gv̄th̄ h̄nk̄m̄ l̄ #b̄th̄ n̄m̄, Centrelink v̄k̄m̄ v̄t̄p̄kt̄ ēh̄-p̄v̄l̄ x̄ykt̄ h̄nk̄m̄ w̄b̄ȳ ȳlv̄awr̄ ār̄j̄k̄ q̄f̄ kr̄w̄vk̄ st̄ȳ ȳlv̄awr̄ īl̄t̄h̄ ēȳm̄k̄rn̄ q̄th̄ȳq̄l̄ōs̄et̄l̄ ȳv̄l̄st̄ȳ ȳlv̄ȳ. aq̄l̄ p̄q̄gl̄ȳ ōs̄et̄l̄ ȳvt̄ p̄m̄N̄ q̄th̄ 7 k̄-āw̄w̄ īl̄t̄h̄ īq̄r̄p̄w̄-k̄l̄ ȳlv̄ȳ n̄w̄th̄m̄, īl̄t̄h̄k̄-ēḡn̄k̄r̄m̄ arm̄N̄ āw̄v̄ ōs̄et̄l̄ ȳvt̄ p̄m̄N̄ q̄th̄ 7 k̄-āw̄w̄ Centrelink h̄ sm̄p̄n̄{ v̄ȳ ȳlv̄awr̄ eq̄th̄ st̄ q̄th̄ 14 k̄-āw̄w̄ īl̄t̄h̄ ēḡn̄k̄l̄ ȳlv̄ȳ.

m̄nv h̄lv̄ q̄lpqnm yt̄w-aUv̄h̄-rtt p̄m̄N̄lay s̄[h̄ ēgv̄n Crisis Payment ek̄-vrk̄-pm̄Nk̄-kr̄n̄ @gv̄th̄k̄-vn̄ awr̄ ēm̄l̄ēmȳ s̄q̄sk̄m̄l̄ āw̄v̄layt̄ ār̄m̄x̄ēȳq̄l̄s̄}̄ p̄nȳ v̄th̄ kr̄n̄ am̄wr̄ m̄q̄l̄ -ā {̄ryk̄l̄ Crisis Payment ēl̄ s̄h̄-ēgv̄n̄ m̄q̄l̄ ēm̄ p̄q̄gl̄ ȳ-ēḡ-s̄w̄ȳk̄ Centrelink v̄s̄h̄-ēgv̄n̄ m̄l̄ k̄ ēgv̄th̄ h̄ sm̄n̄ēv̄l̄ (k̄0̄ Wupk̄r̄ sh̄ ēō; {̄ q̄th̄n̄ v̄n̄l̄am̄wr̄ @gv̄th̄ h̄r̄).

Family Assistance payments

ob̄ēgn̄-ȳ#̄pn̄ q̄r̄#̄vn̄-st̄th̄m̄, s̄ȳ r̄j̄ k̄r̄l̄sh̄ p̄v̄l̄ -vgk̄th̄ sm̄p̄n̄{ēyn̄-upk̄r̄ k̄r̄th̄ s̄[h̄ p̄v̄l̄ -ēv̄ ōs̄et̄l̄ ȳn̄er̄j̄ ȳ mḡh̄-Family Assistance Office os̄ēs̄-v̄l̄{̄ āk̄r̄ēȳ-ēgv̄th̄l̄ s̄q̄k̄rȳl̄ p̄k̄n̄ Family Assistance payment awr̄ Family Tax Benefit, Baby Bonus, Child Care Benefit, Child Care Tax Rebate, Baby Bonus sh̄ Maternity Immunisation Allowance āw̄w̄ w̄ēv̄l̄.

s̄q̄sk̄m̄ l̄ #b̄th̄ s̄m̄n̄&̄yn̄-s̄j̄t̄ v̄s̄ b̄l̄ p̄w̄ȳk̄-w̄b̄ȳ ȳlv̄awr̄ ēmyt̄ sm̄hr̄ n̄q̄hs̄-k̄r̄th̄l̄ āw̄. ēmm̄ @gv̄th̄l̄ s̄[h̄ b̄l̄ st̄th̄m̄ k̄l̄ ȳk̄-n̄w̄. Family Assistance payments āq̄ym̄t̄ aw̄er̄kyk̄-vn̄ awr̄ ē-mw̄ j̄ Ww̄v̄th̄t̄ p̄h̄ N̄v̄w̄-ēn̄ vn̄ b̄v̄ av̄ēb̄{̄ kr̄ ḡn̄th̄ v̄#̄q̄gw̄ēv̄l̄. Family Assistance payments āq̄ym̄l̄ p̄r̄l̄ v̄kt̄ ȳtwȳ.

Family Assistance Offices p̄h̄t̄ āw̄ēw̄-Centrelink, Medicare sh̄ Australian Taxation Office w̄l̄ ȳ. Family Assistance payments sm̄p̄n̄{̄ v̄d̄l̄v̄s̄wr̄ ēh̄-obt̄ h̄nk̄m̄l̄ āw̄ēw̄-k̄th̄k̄-l̄ b̄ ḡn̄th̄ s̄[h̄ q̄ ȳn̄k̄ up̄ēq̄s̄-l̄ b̄ ḡn̄th̄, Family Assistance Office h̄ sm̄p̄n̄{̄vn̄n̄.

Family Assistance Office h̄ sm̄p̄n̄{̄v̄th̄l̄ v̄s̄wr̄

q̄r̄k̄}̄n̄	13 6150
Information in languages other than English	13 1202
TTY (ās̄th̄m̄l̄ h̄ k̄}̄ k̄r̄th̄m̄l̄ āb̄{̄ āw̄v̄lay)	1800 810 586
Family Assistance ēvb̄l̄ āV̄v̄ȳ	www.familyassist.gov.au

wr̄#̄N̄ ay

obt̄ v̄ys̄ av̄r̄#̄q̄f̄16 t̄ v̄d̄l̄q̄r̄#̄vn̄-st̄th̄m̄, Youth Allowance ēh̄-Austudy v̄n̄l̄sm̄j̄ ār̄] N̄ @gv̄th̄l̄ t̄ ov̄h̄-ht̄ s̄q̄sk̄m̄l̄ w̄b̄ȳ h̄#̄k̄. v̄d̄l̄v̄s̄wr̄ s̄[h̄ www.centrelink.gov.au ēv̄w̄ ȳn̄k̄ n̄w̄th̄m̄l̄ am̄w̄n̄k̄:

Youth and Student Services	13 2490
Centrelink Multilingual Call	13 1202

Centrelink eḥ'-Family Assistance Office smM ob eḥ'ḥn-eḥ'w-aeyk0 ktyw0 kḥ'ḥ

Centrelink eḥ'/sh Family Assistance Office smM ob eḥ'-ktyw0/qḥ'ob eḥ'ḥn-ktyw0kḥ'ḥ, 'nominee' eḥ' sḥ-h#[ḥ'ḥn pḥ'gl yk0eḥ'-sAvḥ'nyk-ob vḥ'ḥ-nm|k| h#k.

ayḥ'ḥ-sh vḥ'ḥ

ob ht eḥ'vḥ'| I b' ḥ'nḥ't ob vḥ'ḥ-spr' I y yw0rW0sh eḥ'neqs0kḥ'ḥyk-a#w. ob ev' spr'nen-n#wḥ'm, ob eḥ'-eḥ'vḥ'| v| t bl pḥ' h#k0awr eḥ'vḥ'| nwrvḥ' vḥ'q vḥ' h#k.

Centrelink

obt a'q'ymk-I #bN'eḥ'w; obt I #bḥ' yw0nḥ'ym ḥ'Nn I #eḥ'n bvt vḥ' bl' ḥ'nḥ't, ob eḥ'-www.eḥ'-eḥ'nsvḥ'ḥ Centrelink eḥ'v q#nḥ'| qḥ' yḥ'ḥ. eḥ'v' awr:

- ob eḥ'-a'q'y eḥ'| eḥ'nskm|
- ob eḥ'-j Wwv n a'k'r eḥ'-eḥ'nskm|
- ob vḥ' hvNḥ', eḥ'nvNḥ' ynn
- ob i eḥ'ḥ' a#rBḥ'q, n#v#wvḥ'q ynn
- ob v#d kḥ'ḥ a#rBḥ'q, n#v#wvḥ'q ynn.

obt Centrelink eḥ'vḥ'-I #eḥ'n sḥ'U I pḥ'kḥ'vḥ' yw0awr avX& nm|, pḥ'ḥ'ḥ' I b' qḥ' yḥ'ḥ.

Centrelink sḥ' eḥ'v'q'ykyn-ht svn-eqn awr, eḥ'| ḥ'ḥ'-Centrelink eḥ'v sḥ' eḥ'v' vr{ny kr ḥ'nḥ't upk'rḥ'vḥ'. obt pḥ'ssḥ'k; eḥ'y'j n'vk-eḥ'-p#mN0 t k-a#wḥ'm, amwnḥ:

Centrelink's Customer Relations Unit (eḥ'nḥ'ḥ'-a#wḥ'm)

1800 050 004

i Agḥ'ḥ' eḥ'w-x'; v| ḥ'-

13 1202

ob eḥ'-eḥ'rwḥ'v| pḥ'gl kx'vy – ob eḥ'-pḥ'gl k eḥ'rwḥ'ḥ' I b' qḥ' h#k eḥ'; nḥ'ḥ'-avsvry a#wḥ'avs} vk eḥ'-avsv I b' qḥ'-avs} vk Centrelink eḥ'-Family Assistance Office eḥ'vḥ'-pmN0

Family Assistance Office

obt eḥ'vḥ'k-I #bḥ' ob eḥ'-ḥ'ḥ'nm|v| t bl pḥ' h#k0pvḥ' -www.eḥ'-vḥ'k-vḥ'eḥ'w-Family Assistance Office eḥ'v q#nḥ'| qḥ'ḥ obt sḥ'ḥ'. ob eḥ'-rights and responsibilities smḥ'n{ v#dḥ'ḥ'w s[ḥ' Family Assistance eḥ'v| aVvḥ' eḥ'v ynn.

Centrelink Multicultural Service Officers (bḥ'sAsk'wk eḥ'v' nḥ' {rḥ'})

Multicultural Services Officers (MSOs) ynḥ'sAkḥ'N sh sr'N'gw pḥ' vḥ' Centrelink ḥḥ'a#wḥ'pḥ'kyḥ' ovḥ'-vḥ'ḥ-eḥ'v'q'ykyn-sh pḥ' vḥ'-ht v#dstḥ'-sh eḥ'v' smḥ'n{ eḥ'rwḥ'ḥ' I b'eḥ'qn awr Centrelink ht sḥ' eḥ'v' vr{ny kr ḥ'nḥ'm| armNḥ'-pḥ'U -eḥ' s mḥ'ḥ'eḥ'gn-vḥ'sḥ'ḥ' sḥ'kryḥ'

v#dḥ'ḥ' vḥ'w

Centrelink

sḥ' eḥ'v' sh eḥ'vḥ'| smḥ'n{ eḥ'rwḥ'ḥ' smḥ'j'yk-Centrelink swḥ' a#w. aUwḥ'-p#mN0sAkḥ'Nkyn-sh sḥ' i Agḥ'ḥ' pḥ'ḥ'x'; v' eḥ'vḥ' ḥ'ḥ'm aeyk0ht '**Welcome to Centrelink**' yn s'm'n& m'r eḥ'p eḥ'Xy a#wḥ' pḥ'ḥ'rwny kḥ' eḥ'rwḥ'ḥ' r'Xy k-a#w. eḥ'ḥ'ḥ'pḥ'pwk-sh eḥ'w-pḥ'ḥ'rwny krn I q eḥ'rwḥ'ḥ' s[ḥ', aAk 13 1202 amwnḥ n#wḥ'm| www.centrelink.gov.au eḥ'v| aVvḥ' eḥ'v eḥ'-s-pḥ'ḥ'pḥ'ḥ'v' 'We speak your language' eḥ'v' ḥ'ḥ.

Centrelink eḥ'vḥ'| sh eḥ'v' smḥ'n{ v#dḥ'ḥ'w I b' ḥ'nḥ' s[ḥ' Centrelink mḥ' -pḥ'ḥ'v' 'individuals' eḥ'v eḥ'-s-'Moved to Australia' eḥ'v' ḥ'ḥ. eḥ'w-vḥ'w I b' ḥ'nḥ't phw aAk amwnḥ:

Centrelink multilingual (i Aglshh#r @vnw-x';` s[h` upk`r)	13 1202
hmL`th sh vW^vv wbn @v `vn-	13 1021
Employment Services, Newstart, Special Benefit	13 2850
Age Pensions sh Pensioner Concession Cards	13 2300
@qm`plyn-@h`-x`rkr#vn-	13 6150
Youth Allowance sh Student Services	13 2490
Disability, Sickness and Carers	13 2717
Centrelink International Services (overseas pensions)	13 1673
New Apprenticeship Line	13 3633
Customer feedback	1800 050 004
Centrelink TTY (a/s`h sh k)`k`th a`b`{w ay s[h`)	1800 810 586
Customer feedback TTY	1800 000 567
v@Xyk st k)` krn@n-nm	+613 6222 3455

Family Assistance Office

Family Assistance Office mgh-sly @sv` sh @gvth| smbn{ @w`rw# I b`eq- aUwth-p#mN0sAkhnNkyn-sh
sly i Aglshh#r @vnw-x';` v` @n`vn oph\$ m aeyk0ht, pvll -sh`y smbn{ prUrwny kl @w`rw# r`Xyk-a#w. pvll -upk`r
@gvth| smbn{ @w`rw# pwk`@v|prUrwny kl pt`pwk-s[h`, aAk 13 1202 amwnn, n#wthm| Family
Assistance @vb|aVvly @vw @g`s-Multilingual Services @w`rnn.

9. pɫ'hny

@p`qɛpɫ'hny

New South Wales h0mgllbs; qmry, p`r# sh t#ks0@sv` a#w. Sydney Central Business District h0 Light rail sh monorail @sv` q kly wmk@v. @p`qɛpɫ`hn @sv` smpn{ k`l sthn; g`sw0sh m`rg @w`rw0# l b` g#nht @b`eh`-a`k`r a#w:

Transport infoline (pɫ`hn @w`rw0# m`rgy)

Newcastle, Central Coast, Bathurst, Lithgow sh Illawarra a#w0 Greater Sydney Region h0k`l sthn; gmn-s#l stn|k0th, g`sw0 p`k`n s0lvth|sh slyUm qmry, bs-sh p`r# @sv` smpn{ m`rg s0lym|@w`rw0# s[h` i kmNth-sh phs0vn-@w`rw0# l b` g#nht, amwnn:

Transport Infoline	13 1500
(@sv` b`{vth a#w0 smhr @w`rw0# p#y 24 p`r` l b` g#nht)	(qthpw` @p.v. 6 sh p.v. 10 awr)
TTY (a#stn sh k` k0th a`b`{0w ay s[h` Teletypewriter @sv`v)	1800 637 500
	(qthpw` @p.v. 6 sh p.v. 10 awr)
Transport @vb aVvy	<u>www.131500.com.au</u>

k`l sthn-

bsr} smpn{ @w`rw0# @b`eh`-avs} vl rlyqr# mhw`agn-@h`-bs-r} sm`gmt qrk}n@yn-k} k0th mgth-@h`-l b` gw h#k. bs-r} sm`gm| Yellow Pages qrk}n n`m`vl @y-'Bus and coach scheduled services' yt@w- l#y0sw0gw kr a#w. qmry, bs-sh p`r# s[h` k`l sthn-www.131500.com.au h0qkv` a#w (Useful Links @vw ynn). smhr avs} vl qllp0qXly @sv` smpn{ k`l sthn-newsagents l M a#w.

ob ht i nt@nt|n#w0nm|w-m0ll k`l sthn-v0swr avX&nm| Greater Sydney Region h0@sv`, k`l sthn- @p`w-CityRail-qmry s}n tkt|k`r&l ykth-slyUm m`rg s[h` l b` gw h#k. rj y mgth-q0vn Sydney & Newcastle Buses sh Sydney Ferries k`l sthn-State Transit Sydney Buses Information Kiosks sh Sydney Buses Ticket n#w0m|sAZ`vk-p0rXny kr a#w0CBD h0smhr newsagents l M a#w. p0gl k` p`r# sm`gm|k`l sthn-sm`gmt qrk}n@yn-k} k0th mgth-l b` gw h#k. p0gl k` p`r# Yellow Pages qrk}n n`m`vl @y-'Ferries' yt@w-qkv` a#w.

ob@g-bs-n#vwt @h`-qmry s}n@y-bl n0

@b`eh`-bs-n#vwt|sh qmry s}nvl pL@w-k`l sthn p0rXny kr a#w.

s0h0 n0k`sl ; sh @v`el`n@g`ng-@nt0r`@p`l0n-p0qXvl th-ptw @sv` s[h`

p0qXly pɫ`hn @w`rw0# qrk}n@yn-wm l b`gw @n`h#k0lv0q, Infoline @vb|avv0y- (www.131500.com.au/countrytransport/) p0qXly s}nvl bsr}, @k`e0r}, qmry, sh g0n-gmn-smpn{ @w`rw0# a#w.

Countrylink @w`rw0# s[h` phw v0swr bl n0:

Countrylink (k`l sthn-sh @vnk0th)	13 2232
TTY (k} k0th sh a#stn a`b`{ a#w0lay ht)	1800 637 500
Website	<u>www.countrylink.info</u>

p0gl k` bsr} sh @frllsmpn{ v0swrq Yellow Pages qrk}n n`m`vl @y-'Bus and Coach' yt@wq, @frll sm`gm|'Ferries' yt@wq qkv` a#w.

Greater Sydney kl`p0yn-ptw @sv` s[h`

p0qXly pɫ`hn @w`rw0# wvm qrk}n@yn-l b`gw @n`h#k0lv0q, Infoline @vb|aVv0y- (www.131500.com.au) q`r pL`wvl bs; @k`e0r, qmry sh g0n-gmn-smpn{ @w`rw0# a#w.

płgł k bs-sm'gmł k'l sthn-sh g'swłvšwr rłqr# mhw'egn-eh'-sm'gmt k} kłłł mgłł-l b' gw h#k.
płgł k p'r# sm'gmł t aq'l k'l sthn-sh g'swłvšwr sm'gmt qłk}n'eyn-k} kłłł mgłł-l b' gw h#k.
Countrylink k'l sthn-sh g'swłvšwr rłqr# s[h' amwnn:

Countrylink

13 2232

@vblavvly

www.countrylink.nsw.gov.au

płgł k bs-sh p'r# @w'rwłł# Yellow Pages qłk}n n'm'vl @y-'Bus and Coach' yt@w-sh p'r# sm'gmł
smłpn{v yt@w-'Ferries' qkv' a#w.

@vnw-všwr

@p'qłv' hny smłpn{ @vnw-@w'rwłł# sh smłpn{v'łłł všwr Ministry of Transport @vblavvly vn
www.transport.nsw.gov.au/ hłla#w.

t#ksł@sv`

ošetłł @v'@b'eh'-pL'wvl t#ksłr} qłłkt p'y 24 pqrnłł-kłłł wmk@v' t#ksłr}ey-p'ł k p'lr#@v' svłkr a#wł
młł'rey-g'swł @pnvył t#ksłr} sm'gmł Yellow Pages qłk}n n'm'vl @y-yt@w-'Taxi cabs' l #yšwłgw kr
a#w. @r'q płłx'vłł krn ay s[h' @b'eh'-ngrvl vłx; t#ksłr} a#w.

słłłhł@er'q płłšhłł t#ksł@sv`vk-s[h' amwnn:

Zero200

(02) 8332 0200 or 1800 043 187

słłłhłn'vrt płłw @r'q płłšhłł t#ksł@sv`vn-s[h', pL'@w-t#ksłsm'gmł amw' ev' a#włł ynn @s'y' bl nł.

płgł k v`hn

pł'włw-sh sm'rv'vl aUw-sh p'vč'čłkl v`hn v'k'łłł s[h' q#nv'łłł pL krn awr aUw-v`hn płłrXn'g'r sh
prN v`hn ałgnvl q v`hn a@L'vly s[h' a#w. v`hnyk młł t gnr' młł t s'm'n&eyn-l @y'pqłčłk'łłłł g'swłł młłqr
g'swłł@h'-an'v'r & r] N g'swłła#włł w-@n'@v'ł. @mm v'łq'qmł s'm'n& vX'eyn-młł t gnr' ay v'šh'-@vnmm @gvly
y'lvly.

NSW hł@'tr-v`hnyk-l @y'pqłčłk'łłł smłpn{ v'čłvšwr s[h' phw všwr bl nł.

Roads and Traffic Authority (RTA)

13 2213

(s'm'n& v'łšhłł)

RTA website

www.rta.nsw.gov.au

Western Australia sh Tasmania h'r @vnw-p'łnw @h'-snwk p'łqXvl l @y'pqłčłkl v`hnyk klłł-ay'łkr#
v'šh'-ymł'šłłmłł k-@gv'łłł a#włł ynn @s'y' b#lłł s[h' phw a'k'ryt smłpn{ vnn:

Registrar of Encumbered Vehicles (REVS)

www.revs.nsw.gov.au

NSW Office of Fair Trading

13 3220

(REVS menu option x'vłł krnł)

REVS mgłł-ymł v`hnyk-@p'ł @y't n#wł'v'la#włł@s v'rw' v'la#włł ynnw; r} v`hn qđ @n'@gv'łłł nš' l @y'pqłčly
i v-w-kr a#włł ynnw; RTA @v'w awh'r q#m'v`hnyk-@l s v'rw' v'la#włł ynnw; ymł kr#Nk-smłpn{ @yn-avX&q
ynnw-q#kvly h#k. v`hnyk-młł t gnr' smłpn{ v'čłvšwr s[h', Office of fair Trading hłp'k'Xnyk-vn Car
Buyers Handbook bl nł.

v`hnyk-młł t gnr' młł k-Nyt gnr' smłpn{ @w'rwłł# s[h', ob@-b#k'v @h'-młł & sm'gmł h' smłpn{ vnn.
k'łłł a'k'ryk @h'-młł & g'v'šłkt awsn-k'łłłł @pr eh'la#włłšyUm @k'n@qsl@b v'šh'-@h' [łł-av@b' { kr gw-
bvt vg bl' gnr'.

słm p'łnw sh snwk p'łqXykm motorists' associations a#włławr @m'v' mgłł-p'vč'čłkl v`hn młł t gnr' ay
ht v`hn pr'łł' v, gmn-k'łłłł @w'rwłł# r] N sh m'rg @sv' (ob@-v`hny k'dN'@vš' v'k) a#włł @sv' l b'@q-
@mm @b'eh'-@sv' s'm'j k'yn-ht @mm s'm'j k'yn-@n'vn ay htq l b' gw h#k'łławr, @vnw-p'łnw sh snwk
p'łqXvl w@bn s@h'qr s'v'ł n os@s-ev' @y-słłł s'm'j k'yn-htq a'vrNy l b'@q-

NSW hłob ht phw @l s smłpn{ vly h#k:

National Road Motorists' Association (NRMA) (enquiries)

13 2132

NRMA @vb|aVvy

www.nrma.com.au

oſet| y`@v|rſy p#qv|t q#nt vl Ag0rſyqf# bl pwlyk-wbſy ylvſy. rſyqf# bl pwlyk-l b`g#n|t ſm|n-ſ vſwr ſ[h` 1
vn prſ|Cq@y; @m|p#m|N|v|ſ k| y|v|@q-bl nn.

kr#N`@vn-sl knn: oſet| y`n|m`rg n|v|l w` q#dſy. 5 vn prſ|Cq@y; oſet| y`n|c`r|v|sh n|v|y bl nn.

10. a{&`pny sh Lm` srfkth| (child care)

Lm` srfkth|

p`s#l -y`mt kth` Lm`h-sh p`s#l -evl` @vn-ptw Lm`h-s[h` vW{ a`k`rey-pfN k`l`th sh ar{ k`l`th Lm` srfkth| @sv` rfsk-a#w. Yellow Pages qrk}n n`m`vl @y-Lm` srfkth| a`k`r gNn`vk-a#w`l`bvt obt @pennfa#w. @m}v` awr, Lm`h`v p`s#l -vl t pL@yl krn **preschool** sh **kindergarten** q, kth` Lm`h-bl` gnn` **child care** sh **day care** m{&s}nq, sly pv@l -ay smMthm @vnw-Lm`h-@qm`p@yKlv@th-Lm`h-bl` gnn` **family day care** q @vl.

Lm`h`ht ekv ktyw@kth` i @gnth` sh ovh`eg-@qm`p@yn`ht k} krn awr @w`rw@#`@bq`hq` g#n`th` av{s}v l`#`bn **playgroup** q a#w.

Playgroup NSW Inc

(02) 9604 5513 @h`-1800 171 882

Adult Migrant English Program (AMEP) pAw@l t ob shx`g@vn awrm, ob@eg-@pr p`s#l -vy@s-Lm`h-s[h` @n`m@L-L b` @qn Lm` rfkvrN s[h` obt hth`kml`w@ly h#k. ob@eg-AMEP p`Tm`l`v av`s`n kth`mn-anw@v @vnw-a{&`pn v#dsth`nk-ob v@th-a`rmx` kl`@h`w; ob@eg-Lm` srfkth| qth`n` smpn{`@yn-@s`y` b#l @y yw@ vn@n-@vnw-v#dsth`n-s[h` @nm hth`kml`@n`m#w@ly h#k@b#vth`

p`hw s[h`n-@sv` smpn{`@yn-rj`@yn-l b`@qn @w`rw@#` s[h`:

- ob p@qX@y-Lm` srfkth|@sv`
- i d phskml`a#w@Lm` srfkth| a`k`r sh w@bn p`rpp`dE
- srfkth` smpn{`@yn-yn v@qm` smpn{`v rj`y mgth`-l b`@qn upk`r
- v@X; avX&w`vyn-a#w@Lm`h-s[h` @sv`
- vW{ sAsk`wk`psbth|vl`th`-p#m@Nn Lm`h-s[h` @sv`

Child Care Access Hotline @w`rw@#`@sv`v h` smpn{` vn@:

Child Care Access Hotline (s[h` st sk`q` @wk-@p.v. 8 p.v. 9 qkv') 1800 670 305

TTY (a{s`m|sh k} kth`m|a`b`{ a#w@lay s[h`) 1800 639 327

Lm` srfkth| sh @vnw-v@qm| smpn{`@yn-upk`r kth`th` a#w@Child Care Benefit sh Family Assistance qth`n` s[h` ob ht hth`kml`w@ly h#k@bv mwk w@` gnn. 8 vn p`r@Cq@y; *smj`ar`]* Nbl nn.

p`s#l ~

vys avr`q#4 Lm`h-s[h` Preschool a#w. Preschool mgth`-p`s#l t y`mt @pr vs@r@llm`h`g-k`y`k, m`n`sk sh s`m`j`y vr{ny smpn{`@yn-ovh`-ht upk`r kryl

vys avr`q#6 sh 15 awr Lm`h-p`s#l -y`vth` an@v`r`y@v. Lm`h-s`m`n`@yn-p`s#l -y`m arBn@n-ovh`-vys 4 @h`-5 vy@s@llvn awr vys avr`q#17 @h`-18 @wk-p`s#l -y`m s@k`kryl @m|vy@s@llvXv v@q`l` @h`-@vnw-v#d@r a{&`pny` s@j`nm@v. s`m`n`@yn; vys avr`q#12 @h`-13 t adfLm`h`-primary school @vw yn awr vd` vysth`-v#d@Lm`h`-high school (@h`-'secondary school') @vw yyl smhr **colleges** (senior secondary schools) x`r gn@n-av`s`n v`k`gvl t s@j`nm|vn vys`h`-vd` v#d@lay pmN@

obt ob@eg-qr#v`v rj`@y-p`s#l kt @h`-rj`@y-@n`vn p`s#l kt y`v@ly h#k. ob@eg-p@qX@y-a#w@p`s#l -@s`y` g#n`th` s[h` White Pages qrk}n n`m`vl @y-'Schools' yt@w-bl nn, n#wthm| www.education.gov.au @vb| aV@y @vw ynn.

rj`@y-p`s#l -mgth`-@n`m@L-a{&`pny l b`@q. @k@s-v@q, p`s#@l -a{&`pnk sh kth` v#dsth`n-v#d@yNl`kth`th` @b`@h`-p`s#l -mgth`-s@vpc`@vn-krn m@l`-q`ykwvyk-i l t` s`l`w@gvth` kth`th` smpn{` w`N`y @qm`p@yn-v@th`-gw yw@. @qm`p@yn-v@th`-wv amwr a{&`pnk upkrN @h`-@sv` l b`qth` @h`-ev` l b`qth` s[h` p`s#l t @gvth` a@p] `kl h#k. sly Lm`h`-ht p#nsl; p\$nr; l yn @p`w-sh p`s#l -n@ af[h`](avX& av{s})`vl qw l b`qth` @qm`p@yn`-ht s@fvnE a#w.

sth`n`: w`vk`l`k v@` bl pwl`a#w@v@th`-v@th`-smpr`N p`s#l -g`sw@egvth` s@v@ly h#k@y. v@swr s[h` ek-ek-p`s#l th`-vth`sn@.

rj ey-en`vn p`s#l -v`sh-g`swday krn awr, ev` a`gm|vl t sb[w` w`bth` eh`-v`X; a{&pnk` qrXnyk-w`by h`k. p`qgl`k a{&pn`y smpn`{eyn-v`d`qr v`swr avX&` eqm`p`yn-v`sh-aq`l rj ey-en`vn a{&pn` a{&rn`y eh`-` av`f`gw-p`s#l` eh`-smM` ekL`hm smpn`{ v`y yiv`y.

Before and after school care (ep`r sh psf`p`s#l -rfkvrN) eh`-p`s#l -vy@s-Lmh-s[h` school holiday programs (p`s#l -n`v`d`f`v`dsthn) smpn`{eyn-ob`g-p`s#l n-v`hsn`n.

i Ag`B`k} eh`-krn Lmh-

i Ag`B`k} eh`-krn aUwh-p`mN`high school vy@s-Lmh-ht i Ag`B`k`eqvn` x` ;`vk-`el s` sl`k` (as a Second Language (ESL)) e-s[h` sh`y l`b`gw h`k. aUwh-p`mN`p`s#l -v`y-Lmh-ht s`b`h`ng`r`Xlv` eh`-` av`el`n`eg`n-p`q`Xvl` p`ht`Intensive English Centre h` Intensive English High School evw` a#w`U` v`y h`k. Primary school vy@s-Lmh-ht s`y`pl`m`k` p`s#l -v`d`sth`n-a`Agyk-v`X`eyn-ESL sh`y l`b`gw h`k.

x` ;` pr`v`rwkyn-

s`th`v`el s` i Ag`B`k} krn eh`-i Ag`B`k} eh`-krn eqm`p`yn-sh`rfkvrN`kr`vn;`s`y`qr`vn-smpn`{eyn-kr`N`E` s`k`c`k` k`m`p`l`x` ;` pr`v`rwk`eyk`g`-sh`y l`b`eqn`el s`p`s#l`n-i`l`t`st`y`h`k. wvq **Translating and Interpreting Service (TIS National)** amw` p`s#l`h` smpn`{evn`el`sq`i`l`t`st`y`h`k.

Translating and Interpreting Service (TIS National) 13 1450
TIS National avb|aVv`y www.immi.gov.au/tis

p`s#l t a#w`w-k`r`th

ob`eg-qr`v` p`s#l`kt`a#w`w-kr`g`n`th` s[h` , p`s#l`t`qr`k`n`eyn-amwn`n`n#w`th`m`p`s#l` evw` ynn. ob`rf`egn`y`y`w`l`y`k`y`v`l`v`n`en;` ob`eg-v`B` bl`pw`y`eh`-o`set`l`y`vt`p`mN`el`KN, ob`eg-qr`v`eg`upn`-q`th`y`sn` } krn`el`KN`sh`ov`h`eg`-kl`h`-a{&pn`y` smpn`{v`rw`a#w`U`evnw`-l`y`k`y`v`l`y. enkw-k`r`th` smpn`{ l`y`k`y`v`l`y`rf`egn`y`m`av`X`v`y`h`k.

NSW rj`ey`-p`s#l`vl, w`v`k`l`k`v`B` bl`pw`qr`N`eb`eh`-X`l`&yn-v`sh-g`sw`eg`v`y`yiv`y. smhr`v`B`k`N`d`g`sw`l`eg`v`mn`-n`q`hs-awr`ek-ek-ay`v`sh-g`sw`l`eg`v`mn`-n`q`hs-v`th`ek`ern`i`l`t`th`ek-ek-ay`q`m`pw`y`pq`nm`yt`aw`-sl`k`b`el`:

Temporary Residents Unit 1300 300 229
NSW h`rj`ey`-p`s#l`-smpn`{v`evnw`-aw`rw`r`#`s[h` , kr`N`kr`phw`a`ky`amwn`n`:
Department of Education and Training (p`l`n`k`r`l`ey`yw`r`#`p`v`r`#`v) **(02) 9561 8000**

v`w`w`y` a{&pn`y

VET (Vocational Education and Training) sh **TAFE** (Technical and Further Education) p`Tm`l` s`l`st`n`kr`a#w`w;`v`w`w`y, w`]`N`k`eh`-X`l`p`y`n`p`Nw`vyn-av`X`&`s`sh`-s[h`y. v`l` p`Tm`l``mg`h`-aw`rw`r`#`w`]`Ny, ev`L`[`esv`, kl`sh`j`nm`{&, sAc`rk`v`p`ry`sh`a`gnw`k`swk`r`esv`, i`q`k`r`th`sh`p`v`h`ny, g`ym`y`sh`pwl`-k`#`N`th, x`N`d`n`l`p`q`ny, sh`i`Aj`en`f`#`v`q`&`v`a#w`U`v`w`w`y`ph`N`E`]`w`yn-a`v`r`Ny`kry`l`VET`sh`TAFE`v`q`&`l`g`sw`day`krn`awr`s`m`n`&`eyn-s`sh`-v`sh`-s`y`ep`w`-pw`-m`L`t`gw`yiv`y. smhr`p`Tm`l``s[h``sh`sk`m`l`i`b`h`th`sh`h`-q`v`w`y`k`p`s#l`avsn`-kr`w`by`yiv`y. v`d`qr`v`swr` s[h``phw`el` s` smpn`{`vn`n`:

TAFE Information Centre 13 1601
TAFE NSW website www.tafe.nsw.edu.au

11. @s_K&y khy

Medicare

Medicare nmh-h[hvn v#dsthnk-mgh-@vq& vlyqm] sh @rhl -rfkvrNy s[h` osetly nlrj y mgh-upk`r l b`eq. Medicare mgh-@vq&vr#n-hmvt ym, eks-@r, @l -prly ` , rj @y-@rhl vl rfkvrN sh @vnr-nkclv @sv`vn-s[h` yn vlyqm] l h`-eb`eh`myk-l b`eq.

ob Medicare h` l y`pqdclvht hthkm]a#wv ynn @s`y` b#l tht, ob@g-gmn-bl pwly, gmn-l yklyvl lsh s}t v# bl pwly rfagn Medicare k`r&l ykt y`yly.

Medicare mgh-gll n-r} g`swll qnw @sv`, @x_w cklvs`v (physiotherapy), a#s-knN`dll p`q cklvs`v (podiatry), hnqclklvs` @sv` (chiropractic services) sh pqgl k @rhl vl n#vwlht @gvll`en`kryl Medicare smbn{ @w rwr# s[h`, 1 vn prtpCqey, @mhlp#mNlvys kl ylv@q-bl nn.

Medicare @vblavly

www.medicareaustralia.gov.au

Centrelink Health Care Card

ob **Centrelink** qlhn`vk-l b` gn@n-nm]@h`-ob@g-a`q`ym adhm], ob rj @y-**Health Care Card** pwkt hthkm] klv h#k. @mm k`dpw mgh-@b`hw-vlyqm], sh @s_K&y @sv`: @vq&vry`, qnw @vq& vry` sh gll n-r} a#wll vll` a`k`rvl shn g`swlls[h` ob ht hthkm] klv h#k. Centrelink smbn{ v#dlv#wr s[h`, 8 vn prtpCqey; smj a`r] Nbl nn.

obt Health Care Card pwk-wbNq, slyUm ml k @rhl -sh @vq& plwk`r s[h` ob@g-Medicare k`dpw smMh-Health Care Card pw i qtpw-kl ylyly.

pqgl k @s_K&y r] Ny

@b`eh`-o`setly nlrj-pqgl k @s_K&y r] N armql -h` smbn{vll @w`r` gnll @m] mgh-pqgl k @h`-rj @y-@rhl vl pqgl k @r`gylk@l s obt plwk`r k`rht a`vrNyk-l#@bn awr qnw rfkvrN @b`eh`-a#s-rfkvrN sh gll n-r} v#nll Medicare mgh-a`vrNy @n`krn @vnr-@sv`q @mm a`vrNyt a#wll w-vly h#k. a`vrNy-a`k`ry sh vlyqm @b`eh`-@s-@vns-vn b#vth; ob pqgl k @s_K&y a`r] Nyk-l b` g#nht w#Ny kl @h`w; ob r] N a`vrNy l b` g#nht @pr v#wr pr#smh-klyv` b#l th i w` v#qgw@v.

q`lqthn`

mhs`h-ht pqgl k @s_K&y r] N l b` g#nht unneq`k`rht armNEkregn rj y v#th-ml & q`lqthn` l b`eq: ob pqgl k @s_K&y a`r] Nyk-l b` g#nht w#Ny kl @h`w; phw kr#Nl smbn{ @yn-av@b`{ @yn-stly ylyly:

1. **slyt 30 vtjtm** - slyUm o`setly nlrj-Medicare s[h` sb`skm] l byllnm] sh @rhl -plwk`r, s`m`n& plwk`r (upk`r sh amwr) a`vrNy sh @mm a`vrN @qkm spyn ankS @s_K&y r] N a`vrNyk-a#wllnm] slyt 30 vtjtm l b` g#nht sb`skm] l byll(vys avr#q#65-69 qkv` ay ht vtjtm slyt 35 k-vn awr vys avr#q#70 @h`-v#dlayt vtjtm slyt 40 kl).
2. **Medicare bqla{th`ry (Medicare Levy Surcharge)** bql@gvn v#dpr o`setly nlrj-SAK&vkt wmlh-v#th-@gvn bqlpht N@yhll Medicare bqek-a#wll wvlla#w. bqla{th`ry ynl ymkS0mql kt vd` a`q`ymk-l bn @rhl -a`r] N a`vrNy n#wllay mw pnv` a#wllamwr slyt 1 k mql kl q#nt a#wlla`q`ym] sll`v vsrkt wlla@ykl@vnr@vnr-AUD70,000 vn awr yvl k-@h`-pvl k-@vnr@vnr-AUD140,000 kl
3. **jwvk`l @s_K&y a`vrNy** - @mm v#dsthn mgh-advysth-@rhl -r] N a`vrNy g#nht mhs`h-unneq`k`erl sly 31 vn upnqthy avsn-vht psleL@Bn p#m j ll 01 vn qht psv` @rhl -r] N a`vrNy gn` ay v#th-sly 31 vn upn-qthy avsn`vht psv` eL@Bn p#m j ll 01 vn qht @pr @rhl -r] N a`vrNy gn` ay v#th-@gvn mql t vd` v#dlmql k-@gvyl @rhl -r] N a`vrNy l b` g#nht pth`q krn sm vsrktm vlyqm slyt 2 kth-v#dlv.

sly 31 vn upn-qhnt pslv eL@Bn jll 01 vn qhnt pslv ofsetl y'vt p#m@Nn nv sAKhNkyn-s[h' v@X; ek'neqslaq'l @v. sly @r'hl -r] N a'vrNy Medicare s[h' s@skm|l #bl@l s l y'pq@clvn qhny-slt m's 12 k-a#w| w l b' gn@n-nm|, sAKhNkyn-v@h-v#d@r m@l k-en'@gyvl

ob Medicare s[h' l y'pq@clv| m's 12k-a#w| w @r'hl -r] N a'vrNy l b' g#nht sl k' b#l h' v#qgw@v. ob Medicare s[h' l y'pq@clv| m's 12 kt vd' stht w#Ny kl @h'w; vys avr'qf30 t pslv ph'q krn s\$ m vsrk-s[h'm Lifetime Health Cover slyt 2 k a{h'ryk-ob@-@r'hl -r] N a'vrNy l b' gnn' @w-amwrv @gvht sqvna#w.

v#d@v@wr

ptgl k @s_K&y r] Ny smbn{- v#d@v@wr www.privatehealth.gov.au @h' -www.phiac.gov.au @vb| aVv| @vw y'@mn-@h' -phw a'k'ryt l b' gw h#k:

Private Health Insurance Ombudsman

1800 640 695

Private Health Insurance Ombudsman @vb| aVv|

www.phio.org.au

@@vq& sh'y

Emergencies (hq@lavs)}

Emergency p#wk'r smhr @@vq& m{&s} nvl h-@h' -@r'hl vl emergency aAX vl h-l b'gw h#k. rj @y-sh ptgl k @r'hl ; White Pages qrk}n n'm vl @y-'Hospitals' yt@w-l #y@w@w kr a#w. a'w@ r} smbn{- @w'rw# 3 vn pr@c@q@y; hq@l@sv yt@w-a#w.

ob @r'hl t ynv|, ob qhnt p'v@clkrn @b@w; ob@-Medicare k'dpw, ptgl k @s_K&y r] N s'm j k' d'pw, Health Benefits n#wthm| Pension Concession Card pw rf@gn y'mt mwk w b' gnn.

rj @y-@r'hl vl 'Casualty' @h' -'Emergency' aAXvl qhkt p#y 24 pqnm mw hq@l@v#wk'r l b' gw h#k.

ob@-wvvy hq@lavs} vk-en'@v|hm|, general practitioner (s'm n& @@vq&vr@y k) @gn-p#wk'r l b' gw ylv|.

General practitioners (GPs)

hq@lavs} vk-en'@v|hm|, p}m@yn-ob y'ylv@w-pv@l @@vq&vr@y k('general practitioner' @h' -GP @l sth-h#(h@v) @h' @@vq& m{&s} nyk-@vvy. ob y'ylv@@vq&vry' @h' @@vq& m{&s} ny kthk ynn obt w#Ny kl h#k. Yellow Pages qrk}n n'm vl @y-'Medical practitioners' yt@w-ev l #y@w@wkr a#w.

ob@-@@vq&vry' ht **bulk bill** kl h#k. @myh-aqhs-vn@n; obt **Medicare** @p'fmyk-awsn-kl h't qw @@vq&vry' v@h-@my Medicare @vw yv', ovh-v@h-em g'sw@ @gv|lyl e@s-n#wthm|, @@vq&vry' ob@gn-g'sw@ aykr, i npslv Medicare @h' -ptgl k @s_K&y r] N armql @vwh-(obt hthk m| a#wthm) @mm mql obt n#w l b' g#nht i l t stly h#k. @mm avs} @q@k@h, ob@-Medicare k'dpw (obt Health Care Card pwk-a#wthm|eyq) rf@gn y' ylv|.

x';` pr@rwn

ob@-@@vq& hm@vq|lx';` pr@rwn @sv'v l b' g#nht s[h' @@vq&vr#n-ht phKw'v a#w|qrk}n @sv'vk-h' smbn{-vly h#k. ob s}t pq@clkr#vk|@h' -@setl y' n'p'rv#s@y k|nm|sh @@vq& hm| Medicare mgth-a'vrNy vn@n-nm|, @m|s[h' obt @h' -ob@-@@vq&vry' t vlyqmk-q#r'ht sqf@n'@v. avX& nm|, @@vq&vry' ht ew#nt p#m@Nn pr@rwk@y k|nm|kl h#k.

TIS National Doctors Priority Line (p#y 24 p'r)

1300 131 450

TIS National @vb| aVv|

www.immi.gov.au/tis

Specialists (@@vq& v@X; Zyn)

p}m@yn-GP vr@y k|hm|@n vl obt @@vq& v@X; Zyk|hm|ly @n' h#k. @@vq&vry' v@h-obv v#d@r p#wk'r s[h' @@vq& @h' -@vnw-v@X; Zyn-@vw @y m'kl h#k.

eb@hw-

obt eb@hw-avX& bvt ob@g-@vq&vry' vKv's krylnm, obt eb@hw-l b' g#nht **chemist** (eh'-**pharmacy**) @vw y'mt wNdV/k-(prescription) l y' @qnfaw. pWq Wk a#wU eb'eh'-eb@hw-vrg l b' gw h#k@k-@vq&vryk0 vSt-h-l b' qh-wNdV/k-a#wthm|pmN0 Centrelink mgth-l b'qh-Health Care Card eh'-Pension Concession Card a#wthm, smhr eb@hw-advlyqmt g#nht obt h#k0nfa#w. ob chemist @vwh-eb@hw-l b' g#n#mpt Medicare k'dpw rf@gn y' ylvly.

eb@hwv l a#w0el bl -sh up@qs-pr@ssth-klyvly ylv0awr ap#h#q0 lnm|pXn a#sly ylvly. eb@hw-sm#n{ upk'r eh'-up@qs-s[h', pharmacist vreyk0h' k}' krn0 n#wthm|phw @w'rw0# bl n0:

Medicines Line

1300 888 763

(s[b' st sK0'q' qkv', @p.v. 9 st p.v.6 @wk)

avb|aVvly

www.nps.org.au

Community Health Centres

Community Health Centres mgth-slyUm vysvl ayt advlyqmk0 @s_K&y @sv' l b'@q: s\$ m{&s}'nyk-mgthm ek m a'k'roy-@sv' l b' @n'@q: @k@s-vlvq, s'ww0@sv', @s_K&y a{&pny sh plv'{-ny, @x_w ck0ws'v, qnw, @vq&, up@qXk sh sm'j s'ks'{-n a#wU @sv' eb'eh'vt l b' gw h#k.

m'nsk @s_K&y

m'nsk @s_K&y g#tU sh m'nsk asn0 s[h' upk'r avX& ayt @sv' gNn'vk-a#w. eb'eh'-avs}'vl m'nsk @s_K&y aphs'w a#w0ay sly general practitioner eh'-Community Health Centre @vw y' ylvly.

sAsk^wk eh'-x';`my vX@yn-v00 psb0h|l h-p#m0Nn ay s[h' @sv'

pl@qXly sAkthN pj`vn-s[h' @sv' spyn eb'eh'-er'hl -sh vK'l @s_K&y m{&s}'n sw0 @s_K&y v'wwly kNd'ym|a#w. @nm @sv' awr up@qXk @sv', avv'q l b'qth, @ymEk0th|sh @s_K&y @w'rw0# a#w0 wevl. ob@g-x';`kNd'ym s[h' **Multicultural Health Worker** @k@nk0a#w0 ynn @s'y' b#l h't ob pL'@w-er'hl eh'-Community Health Centre amwn0.

Lmh@g-a`r] `v sh hq0lanw0# v#L#kvth

Kidsafe, Child Accident Prevention Foundation of Australia ynf0set|ly'@v|@qm p0yn-sh pj`vn-ht Lmh@g-a`r] `v sh hq0lanw0# v#L#kvth sm#n{ @w'rw0# sh @sv' l b' @qn r'j & @vvn sAv'{-nyk0 Kidsafe @vb|aVvly-Western Australia sh Victoria @k' tsvl smhr pr0r'w0 v0wr pwk' a#w.

Kidsafe NSW

(02) 9845 0890

Help in languages other than English

131 450

Website

www.kidsafe.com.au

enkw-k0th

enkw-k0th mgth-Lmhv (sh v#dht0ynv) h'nk'r @l d'er'gvl h-a`r] `kraq: enkw-k0th an0'r & @n'vlq, slyUm Lmh-s[h' n0'@q @k@r- smhr plnwyn-sh snwk p0qXvl (NSW, VIC, TAS sh ACT) Lmh-day care eh'-p's#l t y'm a'rmx krn vt Lmh@g-enkw-v'rw vk-i q0pw-k0th avX&@v. @m|mgth-k0th Lmh-ht enkw-l b' q0n'm#w0 ynn child care centre eh'-p's#l q#ngn0 enkw-sly pv0l -@vq&v'ry'@gn-eh'-Community Health Centre @vwh-l b' gw h#k.

ob@g-Community Health Centre eh'-pL'w-p'l n a'ywn@yn-enkw-l b' g#nht avX& nm, ovh'h' sm#n{-v#k0th enkw-w0bq ynnw; k0th q0nvl ev' l b' gw h#k0 ynnw-@s'y' gw ylvly.

obt Lm` rfkvrN pWl`x I b` g#nht ob@g-qr#v`v nS0el s pWkKwkrNy kr wby ylv n#wthm|eyh-qr#v`v mqv` a#wlvbt shwkyk-wby ylv.

National Immunisation Infoline

1800 671 811

Australian Childhood Immunisation Register

1800 653 809

National Immunisation [vbj|aVvly](http://immunise.health.gov.au)

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

qnrw @sv`

ob@g-pL`@w-g`swlaykr @sv` spyn qnrw @vq&vr#n-s0W qnrw @sv` s[h` @gvth|k0tht upk`r krn p0gl k @s_K&y r] N I b` g#nht ob k#m#wvk-q#kvy h#k.

p1nw sh snwk p0qX mgth-s0skm|a#w0Centrelink k`d|pw-a#wlay ht sth0v a`k`rykt @n`m0L-I b` @qn qnrw @s_K&y rfkvrNq spyy0 I b` @qn @sv` awr ml kv @vqn` n`Xk sh k`w0h qw-a#w0lv ml k qnrw @s_K&y rfkvrN @v. ob@g-p0qX@y-a#w0@sv` smpn{v q#n g#nht s[h` I Mm a#w0@vq& m{&s}`ny @h`-@r`hl h` smpn{ vnn. i npsv ob @mm @sv` s[h` s0skm|I by0 ynk q#n g#nht s[h` Centrelink h` smpn{vnn (8 vn pr0pCq@y; sm`j a`r] N bl nn).

v@y`v_q{ rfkvrN (aged care) I b` g#nht

@n`sk v@y`v_q{ rfkvrN (Residential aged care) a#w@-asn0, a`b`{0v bv, vyst y`m, hq0lavst}vk; sy rfkvrNkr#@g; pv0l -sh m0v0n@g-avX&w`vyn-@h`-upk`r @n`m#w0 @gqraq`r ktylv0wn0m kr gw @n`h`k0v0h a`qW0v0{ @hw0n0s` n0es-wvqr`tw-j Wwvly @n`h`k0lvysth-v#d0lay s[h`y. v@y`v_q{ rfkvrN mgth- I bn rfkvrNyt vd` adErfkvrNyk-avX& ay v00n; sv`{0v j Wwvth s[h` wt|t0gvl -@h`-v0v0m0kyn-s[h`v0 gm0n`n (retirement villages) sl k` b#l y h#k.

Aged Care Assessment Teams (ACATs) mgth-ob wv qr`tw-ob@g-n0es-j Wwvth s[h` op0t| y`n0rj y mgth-I b`@qn k0n a`k`r@y-@sv` obt I b` qly ylv0 ynk0w-e@s-n#w0thm|ob v@y`v_q{ rfkvrN n0vskt y` ylv0 ynk0w-smpn{ @yn-up@qs-I b`@q-

ob v@y`v_q{ rfkvrN n0vskt y`mt @pr an0gmny kl ylv0p0yvr 5 k-a#w. ev`nm|

- ob@g-h0n0km wk0sr# k0th
- n0vsk-@s`y` g#nht
- v0ym gNn-b#l th
- i l t0n|k0th
- nv s0`nyt p#m0N s0`pny vth.

0h0sm v@y`v_q{ rfkvrN upk`ryk-s[h` phw v0swr bl nn:

Aged and Community Care InfoLine

1800 500 853

Seniors [vbj|aVvly](http://www.seniors.gov.au)

www.seniors.gov.au

Commonwealth Carelink Centres mgth-v#d0v0yn-sh a`b`{0v ayt rfkvrNy spyn ay ht @w`rw0# sh sh`y I b`@q- v#d0v0swr s[h` phw v0swr bl nn:

Commonwealth Carelink Centres

1800 052 222

Carelink Centres website

www.commcarelink.health.gov.au

v#d0v0swr

@vnw-@s_K&y @sv` smpn{ v#d0v0swr sh @w`rw0# s[h`, ob@g-pL`@w-@vq&vry, @vq& m{&s}`ny, Community Health Centre, @r`hl @h`-chemist yn ay@gn-v0sn0.

12 vən`q kly` sh j nm` {&y

eLhnh-kly`k`rkm|

gmn-kthh (travelling), k#L\$vl a#vqth (bushwalking), k[vr# b#th (camping), kth v#n0eLhnh-kly`k`rkm| t oset| y`v iw` ey`g&ev| eLhnh-stthvt mwk wb` gw yw0a`r| `k`rWth-kthpyk-a#w:

- mhqf@vr@L-j Wv`r] kyn-(lifesavers) mrsAc`rey-ey@qn p#qXvl pmNk-phthh ynn. s#nvtm ek`d0 stlv` a#w0p#qX awr phthnn. sm evrLkm j Wv`r] kyn-mrsAc`rey-en`eyeq-
- wn@yn-phthh th`h-msh-a#l t`tht en`ynn.
- h#` a#w0qthvl h#` eL@yn-pL\$sth (sunburn) sh s#mh0pLk` a#w0th v#L#kvtht @w`p0eh`-h\$vs#sh| pLqthn. @my wr#N Lmh-sm#n{eyn-v#X;@yn-v#gw-vn awr gWm (summer) m`s pr` h#`pLqn` p`v#p0krn @l s`p`s#l -mgth-unnqfkrn@a#w.
- a`r] `k`rWth#a`@l p (sunscreen) p`v#p0krn. @b@hw-s`ppvl th-(chemist) eh`-sp0evL [s#l - (supermarket) vl th-@m|v` mLt gw h#k.
- **Total fire ban** (gh0a#v0 tht a#w0smpr`N whnm) a#w0qthvl v0`w s`nvl gh0a#v0 tht sh b`@bk0| (barbeques) anhw en`@ker: Total fire ban qth sm#n{eyn-v\$wr s[h` phw @w`rw0# bl n#:

Weather forecasts

1196

Bureau of Meteorology website

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

phw q#k@vn q`r`k}n aAk upk`rWv|y h#k:

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](http://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

j nm` {&

p{`n s`ppfm{&s}nvl a#w0eb`eh`-n0s-ey nsh0v0f x` ;`vl th-a#w0p0w-pw-a#w. @k@svlvq obt avX& p0w0p0 ovh`-l M n#w0thm|, ob @vn0vn-ey @gnv` @qn @l s` i l t` stthn.

Special Broadcasting Service (SBS) r\$pv`hNlsh g0nv0q| 0m{&s}n v\$th-v0f p|` x` ;`vl th- v#dsthn-vk`XNy @ker: sw0w` v#dsthn-p{`n p0w0p0vl pL@ker: v`rgk g0n-v0q| 0m{&s}n l #y\$w0k- National Ethnic and Multicultural Broadcasters' Council (NEMBC) @vbaVv| vn www.nembc.org.au h0a#w.

smhr p0eqXW bhfg0n-v0q| 0m{&s}n nm| multilingual:

SBS (Sydney)

1107 KHz (AM)/
97.7 MHz (FM)

SBS (Newcastle & the Hunter)
SBS (Wollongong)

1413 KHz (AM)
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)

Communication services (sn...) s[h` k... link-awsn-kt... pr, wm@g-j Wn rt'vt em @sv`v aw&vX&q ynn slyUm p`r`x`gkyn-v`sh-es`y` b#l y ylwly. smhr avst} `vl en`m@L-b#l tht vk`Xny krn r\$pv`hNl@sv` s[h` @gvly ylwlv vK`v`s krmth-@gvth| krn r\$pv`hNl@sv` (**pay television**) s[h` q`yk mql`-@gvtht smhr ay swsn-kr a#w.

intent|

v#dsthn-gNn`vk-mgthm i ntent|phskm|n#wlayt en`m@l`-eh`-i w` shnq`ylla`k`rey-i ntent|phskm|sh phNl` l b`@q: v#d@r v@wr s[h` ob@g-pL`w-p`l`n a`ywny eh`-pL`ew-p`s#l (g`lmly eh`-pl`@qXly s`j`nvl) h` smbn{vnn. mhj n pswk`l @vwn-eh`m@l`-i ntent|phskm| l b`gw h`kly.

Australian Library Gateway

www.nla.gov.au/libraries

Australian Internet Cafes

www.qnomon.com.au/publications/netaccess/

13. Department of Immigration and Citizenship

Department of Immigration and Citizenship (DIAC) ynfo@g-syUm v# bl pw/sh oset/ y' n'f prv/sk'vy smpn{-yn-ob y' yw/s} nyy/ oset/ y' ev/ pqAc/vh a#wUv @vnw-eb' eh'-s'm'n& @w'rw/# DIAC **Living in Australia** @vb|pt/l a#w.

DIAC enquiries 131 881

DIAC @vb|aVv/ www.immi.gov.au

Living in Australia @vb|ptf www.immi.gov.au/living-in-australia

DIAC pl@qX/y k'r&l mgth-v# sh bl pw/ w'vk' l k' sh s}t' @l s pqAc/y s[h' ayqf/pw/v#n@b'eh'-kr#NE smpn{-yn-kty/w0kry/

DIAC
Ground Floor
9 Wentworth Street
PARRAMATTA NSW 2150

DIAC
Ground Floor
26 Lee Street
SYDNEY NSW 2000

oset/ y' n'fprv/sk'vy

eb'eh'-s}t' v'sth-ht oset/ y' n'fprv/sk'vy l b' g#n#m|p/m aqyr vn@n-prv/sk'vy smpn{- vk'gy smwv/ny. vk'gyt s}n|v#h s[h' phw s[h'n-@vb|aVv/ey-a#w/citizenship resource book kyv/y ylv/y.

ob vk'gy smwv/oaset/ y' @v|nK@v k'lyk-j Wwv#h sh mn' cr/vykh-ykwv#h v#noaset/ y' n'fprv/sk'vy smpn{-yn-a#w@vnw-avX&w' sp'r' l #mn-pslob v#h-oaset/ y' n'fprv/sk'vy l b' g#n#h s[h' ayqf/pw/yk-i q'p#w-kl ylv/y. ob@g-ayqf/pw/y s'r}k nml, prv/sk'vy l b' q#m|uwsvykt (citizenship ceremony) p#n@Nn @l st obt a'r' {ny krnf#a#w. uwsv@yq/ @b'eh'-v#dht/y'n-v#h-prv/sy'n-v#h epr k#pv#m| ep'@r'neq/v (Pledge of Commitment) l b' q/y ylv/y. s}skm|sh ayqf/pw/smpn{-yn-v#swr a#wUv v#dqr v#swr s[h' phw @w'rw/# bl n#:

Citizenship Information Line (oset/ y' v w) 131 880

Citizenship @vb|aVv/ www.citizenship.gov.au/

ob oset/ y' n'fprv/s@ykv/v#mn-anw#v, oset/ y' n'fgmn-bl pwlykt ayqf|kl h#k. obt oset/ y' n'fprv/sbv @mn# @vnw-rtk prv/sbvq a#w#m|, oset/ y' @vn-ptwt sh oset/ y' v @vwt gmn-k'v#m|oaset/ y' n'fgmn-bl pwly x'v'v' kl ylv/y.

vys avr#q#18 eh'-eyt v#doaset/ y' n'fprv/sy'n-s[h' Cngy pk'X k'v#h s[h' l y' pqAc/vh an'v'r&y@v. ob@g-oaset/ y' n'fprv/s@uwsv@yq/le-s[h' l y' pqAc/vy h#k. ob@g-vys avr#q#18 q#Cngy pk'X k'v#h s[h' obt avr#q#17 q#v#vq l y' pqAc/vy h#k.

l y' pqAc/v#m|@p'fm w#p#l -k'r&l, **Australian Electoral Commission (AEC)** k'r&l sh AEC @vb| aVv@yn-l b' gw h#k. ek ep'fmyk-pt/v#h mgth-ob ht @fdrl -m#w/vrN, p'rw/snwk p#qX m#w/vrN sh eb'eh'-pl' w-p'l n m#w/vrN s[h' l y' pqAc/vh s}ev. ob@g-l p'ny @vns-kl s\$sm av#s}vkm ob v#h-nv l y' pqAc/v#m| ep'fmyk-pt/v/ ylv/y. v#dqr v#swr @vb|aVv/ey-a#w (i Ag#h#r @vnw-x'; q a#wUv), n#w#m|obt @vnw-g#tU a#w#m|AEC amwn#.

Australian Electoral Commission (AEC) 13 23 26

AEC @vb|aVv/ www.aec.gov.au

Resident Return Visas (əv`skyn-n#vw p#mN#m|v#s` bl pw)

ob w`vk`l kv o#set| y`əvn-b#h#rv eg`s-n#vw p#mN#m|v#s` bl `əp`ə`r`wwlvn o#set| y`nfnv& v`sk`eyk0nm| ob ht
Resident Return Visa bl pwlyk-avX& v#y h#k. obt o#set| y`vt p#mN#m|v#s` bl pwlyk-avX&q ynn es`y`
g#n#h s[h` DIAC h` sm#n{vnn.

Z`w#h-b#l #ht o#set| y`vt p#mN#m|v#s`

p#mN#m|v#s`

əmh0p#mN#m|v#s` ay s[h` o#set| y`əv|st#h mU k`ly s[h` v#s` bl pwlykt ayq#n|k#ht s0#v| v0# a`k`rəy-sAc`rk
v#s` bl pw|s[h` v#X; ək`nəqs0a#w0b#v#h-v#d0#r v#swr s[h` LMm a#w0**Australian Overseas
Immigration Office** (phw bl n#) h` sm#n{vnn.

Electronic Travel Authority (ETA) k#y bl yl w-t#vl -ej ns0sh g0vn-əsv` sh əb`əh`-o#set| y`n#
w`n`pw0k`r&l mgh-rtvl -30 kt a{k gmn-bl pw|h0yn-ht l b` gw h#k. ETA mgh-o#set| y`vt əkt0
k`lykt p#mN#m|v#s` sAc`rkyn-ht s#y g0vn-gmn pL#y| kr g#n# av#}əv#m o#set| y`vt p#mN#m|v#s` av#ry l b`
gw h#k. ETA phskm a#w0ay v#h-v#s` bl pwlyk-l b` g#n#ht ayq#n|pwlyk-p#v#ht avX& n#w. v#d0#r v#swr
www.eta.immi.gov.au/ h0a#w.

sAk#N#y v#ht

o#set| y`əv|sAk#N#y v#dst#n w0 ml k` ək`ts-w#k-a#w:

- **Family migration.** ayq#n|k#ht anghy l b` q#ht Z`w#yko#set| y`əv|st#y y#y.
- **Skilled migration.** o#set| y`əv|a`r`k#yt əh`-o#set| y`əv|j w0y#t əvnw-a`k`rykt q`yk v#y h#k0
n0Nw`vyn-əh`-v#X; h#ky vn-ayq#n|k#ht w0y y#y.
- **Refugee, Humanitarian, Special Humanitarian** sh **Special Assistance** v#dst#n.

ek-ek-sAk#N#y k`Nd s[h` s}#r avX&w`vyn-a#w0awr obəg-Z`w#y` em avX&w`vyn-sp#r`l y`y#y. sAk#N#y
ərg0`s0sAk#N#y awr n0vr əvns-vn b#v#h-wm`əg-p#q#l k` wvvy sm#n{əyn-v#swr q#n g#n#ht DIAC h`
sm#n{v#h vd` əy`g&əv| v#swr s[h` phw bl n#:

Migrating to Australia

www.immi.gov.au/immigration.htm

Australian Overseas Immigration Office l #y#w0k-s[h`
www.immi.gov.au/contacts/overseas/index.htm

14. pL`w~p`l ny sh pj` @sv`

ošetl| y`av|r`j &y p`l ny mt|tm|w`nk pvw|@k`m`nev| w; p`r`nw @h`-snwk p`qX sh pL`w~p`l n @m|v`@v|. ob@e-
p`qX@y-pL`w~p`l n a`ywny mgth-ob j`Wwv`n p`qXy r`f`kbl` g`n`n` awr pL`@w~pJ`vt v`qgw~@sv`vn-r`X|y`k-
spyy| pL`w~p`l n a`ywnv| t p`l`n v`X@yn-m`q| -l`#@bn@n-pL`@w~@qPL`h`h`lay v`@h`-@gvn`l bn vr`p`nm|bqf`
mgth| ob ht @mm @sv` l b` g`n`h`h`t @qPL`k-h`h`v` w`b`h` avX& n`#w.

pj` @sv`

pL`w~p`l n a`ywn mgth-@b`@h`-avs`}v| pj` kN`d`ym|v| k`w`l, v`@n`q`k|y` sh sAsk`^w`k kty|w`0s[h` x`v`v`v`yt
@p`q`f`X`l` phskm|l b`@q; pL`w~p`l n a`ywn mgth-Lm` @s_K&y m`{&s`}`n, Lm` r`f`kvr`N m`{&s`}`n, wr`#N
@sv`kyn; sh v`@y`v`^q`{ r`f`kvr`N sh a`b`{w` @sv` v`#n`0v`v`l` a`k`r`@y-upk`r` @sv`q` l b`@q;

bh`v`rgk @sv`

@b`@h`-pL`w~p`l n a`ywn sw| ob ošetl| y`av|j`Wwv`yt h`r`# vn awr vt`h` upk`r` sh up@qs-l b`q|y` h`#k`0
bh`v`rgk @h`-pJ` @sv`kyn-a`#w. smhr @sv` sAsk`^w`kmy sh x` ;`my v`X@yn-v`v`l` p`sb`h`|v| h`-p`#m`@N`n @j` & ; T
p`r`v`#s`y`n`@g-v`@X; w` avX&w` v`yn-arm`N`E`kr`@gn` smp`qny` kr` a`#w.

p`swk`l

@b`@h`-p`qXv| m`h`h`-ht s`m`j`k`wvy` l b`@gn` @n`m`@L`-@p`w~b`#`r` gw h`k`0m`h`j` n p`swk`l a`#w. p`swk`l sw|
i Ag`0`h`r` @v`nw-x` ;` v| h`-l`y`v`N`l`@p`w~a`#w. n`#w`h`m|ev` a`#N`v`h`|kr` @gnv` gw h`#k. @b`@h`-p`swk`l v| obt
i n`t`@nt|phskm|l b` gw h`#k.

@v`nw~@sv`

pL`w~p`l n a`ywn mgth-pL`@w~m`rg`ndw`w`0k`0`h`h`, @p`q`f`v`#s`k`0`0`phskm|l b`q`h`h`, s`pp`f`sh` @x`j`n` X`l` n`@s`0`@s`K&y
sm`h`w`yn-pv`w`v`@gn` yn bvt vg bl` g`n`h`h` a`q|y` s`q`f`kry`0`ov`h`-v`@h`-@g`dn`#`g`0`0`S`Avr`{ny` p`l`ny` kr`n` awr
ob@e-@qPL`t` ym`k`@s`0`ev`nsk-s`q`f`k`0`h`h`t` avX&` nm|, obt e-s[h` an`h`#`v`v`y` a`#v`0`y`n`n` ob@e-pL`w~p`l n a`ywny
sm`M`h`-@s`y` b`#l`y` y`v`v`y.

kN`E`ksL` ekw`0k`0`h`h` sh ck`y`kr`Ny` smp`n`{@yn-pL`w~p`l n a`ywn @vw` vgk`h`h` a`#w. ob@e-pL`w~p`l n a`ywny
@h`-as`l`v` s`h`@gn-v`h`h`s` kN`E`ksL` ekw`0k`r`n` @v|`v|`-q`#`ng`n`n.

v`d`0v`@swr

ob@e-vt`p`f`@v|a`#w`0`@sv` smp`n`{@yn-v`d`0v`@swr` l b` g`n`h`h` s[h` ob@e-pL`w~p`l n a`ywny @h`-pL`@w~
p`swk`l`y` @vw` y`n`n. pL`w~p`l n a`ywn q`f`k`}n` a`k` sh l`p`h`yn-White Pages q`f`k`}n` n`m`v|`@y-pL`w~
q`@w`k`ky` yt@w`q`kv` a`#w. ob@e-pL`w` smp`n`{@yn-v`@X; Z`yn-ov`h`-bv` mwk` w`b` g`n`n`! pL`w~p`l ny smp`n`{
@w`r`w`f`# www.gov.au @v|a`V`v`y` mgth`q` l b` gw h`#k.