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A. +AĬ Tax File Number (/Ĥ )

B. ,PAu: Medicare (Ė ) ŠÖE/+IĻ>

C. Open a bank account (ŮĤĤ )

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

E. 6)4± Health Undertaking Service (:ŮAĤŮ )

F. Register for English classes (ĤABĤĀĀ )

G. Enrol your children in school (4ĖzĖ )

H. Apply for a driver's licence (+NĤSPKĹ )

AĬà ĖĖĖĖ"

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## A. +AĬ Tax File Number (/Ĥ)

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Centrelink ,YzĤ\*KAĤ

White Pages(,RNJ)+A²

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Australian Taxation Office (ATO) A46)4ĖnŠ

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ATO shopfront locations

Centrelink shopfront locations

Ĥ"+AĬ TFN

Online individual TFN registration

ATO5&0@

www.ato.gov.au

AĬà 7 0µĭ KĖ/ĖĖ17,YĖ"

## B. ,PAu:Medicare(Ė ) ŠÖCE/-+IĻ>

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Medicare Information Kit  
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**Medicare A46)4En**

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Medicare sU

MedicareCn>

Information Kit

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Medicare 5&NJ

[www.medicareaustralia.gov.au](http://www.medicareaustralia.gov.au)

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Yellow Pages(TNJ)+A2 Private health insurance (/+IL)Ö  
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Smarter Banking – YYYJ†

[www.bankers.asn.au](http://www.bankers.asn.au)

**D. æCentrelink, PA...**

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Queensland Transport (1300 76 76 76 )

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[www.transport.qld.gov.au](http://www.transport.qld.gov.au)

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### 5DAA

#### Interpreting (A: )

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Doctor's Priority Line

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#### Translating and Interpreting Service (TIS National)

131 450

#### TIS National 5&NJ

[www.immi.gov.au/tis](http://www.immi.gov.au/tis)

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Centrelink(L&~ )

13 1202

#### Centrelink 5&0@

[www.centrelink.gov.au](http://www.centrelink.gov.au)

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

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WELL Program

1300 363 079

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[www.deewr.gov.au](http://www.deewr.gov.au)

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- **Police** (A; )
- **Ambulance** (E)
- **Fire Brigade** (K)

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"Ambulance"( & E; ) "Fire"( A; ) | Y! A A " c | z E i

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N N A Y G ! A A :

Community Ambulance Cover

[www.ambulancecover.qld.gov.au](http://www.ambulancecover.qld.gov.au)

Queensland Ambulance Service

1300 369 003

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2A i / 2 000 KA "Fire Brigade"( K) " Fire Brigade ( K) B B

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Y 2 a + A i O White Pages (, RNJ)+A<sup>2</sup>, Y "NJ" X E

**Poisons Information Centre (ISC)** 13 1126  
 (24 hours)

**Child Abuse Prevention Services (CAPS)** (Lifeline) 1800 688 009  
 (24 hours)

**Lifeline** 13 1114

**Salvo Care Line** 3831 9016  
 1300 363 622

**Environmental Protection Agency (EPA)** (1300 130 372)  
 (24 hours)

**Environmental Protection Agency pollution hotline** 1300 130 372  
 (24 hours) [www.epa.qld.gov.au](http://www.epa.qld.gov.au)



**Integrated Humanitarian  
Settlement Strategy (IHSS)**

[www.immi.gov.au/living-in-australia/settle-in-australia/find-help/ihss](http://www.immi.gov.au/living-in-australia/settle-in-australia/find-help/ihss)

**IM'Y, Yâ**

M'iv/LC... Resource Centre

**Youth Centre! Migrant**

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www.generate.qld.gov.au

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**Kids Helpline (24 h)**

**1800 551 800**

**Kids Help 5&0@**

[www.kidshelp.com.au](http://www.kidshelp.com.au)

**The Source**

[www.thesource.gov.au](http://www.thesource.gov.au)

**E**

INFO 47... A... K... y

Legal Aid Queensland

**1300 651 188**

[www.legalaid.qld.gov.au](http://www.legalaid.qld.gov.au)

**Caxton Legal Centre**

**3254 1811**

**National Network of Women's Legal Services**

**3392 0670**

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**1800 677 278**

[www.nwjc.org.au/wlsn](http://www.nwjc.org.au/wlsn)

Welfare Rights Centre (/dp ~ )

**3847 5532**

South Brisbane Immigration and Community Legal Service

**South Brisbane Immigration and Community Legal Service**

**3846 3189**

**%**

Child Abuse Prevention Services (CAPS)

**1800 688 009**

**CAPS 5&0@**

[www.childabuseprevention.com.au](http://www.childabuseprevention.com.au)

**Violence Against Women (24 h)**

**1800 200 526**

**Violence Against Women 5&0@**

[www.australiasaysno.gov.au](http://www.australiasaysno.gov.au)

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1800 811 811

1800 600 636

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Australian Communications and Media Authority (%0y0|  
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Australian Communications and Media Authority("C+A2 ) 1800 226 667

TTY (p000q.b50" ) (03) 9963 6948

ACMA5&00

[www.acma.gov.au](http://www.acma.gov.au)

Australian Competition and Consumer Commission (ACCC %00050 )  
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Australian Competition & Consumer Commission 1300 302 502

Commonwealth Ombudsman 1300 362 072

Advertising Standards Bureau (TÜ ) (02) 6262 9822

Banking and Financial Services Ombudsman 1300 780 808

Credit Union Dispute Resolution Centre 1300 780 808

Financial Industry Complaints Service (G0jA0 ) 1300 780 808

Insurance Ombudsman Service 1300 780 808

Financial Co-operative Dispute Resolution Scheme 1300 780 808

Private Health Insurance Ombudsman  
(/-90000A00- ) 1800 640 695

Superannuation Complaints Tribunal (SCT) 1300 780 808

Telecommunications Industry Ombudsman  
(+A00A00- ) 1800 062 058

Queensland State Ombudsman (000A00- ) 3005 7000

Queensland Anti-Discrimination Commission  
(000 ) 1300 130 670

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## Australian Government Regional Information Service (AGRIS)

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Australian Government Regional

Information Directory ()%00CA0A2\*

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**Understanding Money 5&0@**

[www.understandingmoney.gov.au/content/](http://www.understandingmoney.gov.au/content/)

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**Australian**

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

**ASIC 00"**

**1300 300 630**

**ASIC5&0@**

[www.fido.asic.gov.au](http://www.fido.asic.gov.au)

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**Centrelink's Financial Information Service**  
**(CentrelinkBvCAĚ )**

**13 2300**

Financial counsellors (BvEĚ )  
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### Tax Help (/Ě~ )

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**Tax Help #5(ĚKT5)ĚAĚD,YĚĚĚĚĚĚ**  
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Tax Help

**13 2861**



Harmony Day 1800 331 100  
 Funded community projects 1800 782 002  
 Living in Harmony 5&0@ [www.harmony.gov.au](http://www.harmony.gov.au)

Australian Human Right Commission (6)F{;Y;6;A"

Australian Human Rights Commission 1300 369 711  
 TTY (p;A;Cq.b5;A" ) 1800 620 241  
 5&0@N138)F;CA,, ) [www.hreoc.gov.au](http://www.hreoc.gov.au)

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[www.apmab.gov.au/pubs/PoliceGuide.html](http://www.apmab.gov.au/pubs/PoliceGuide.html) ( @/A;A )

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**Crime Stoppers** 1800 333 000

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

Violence Against Women 5&0@N138)F;CA,, )  
[www.australiasaysno.gov.au](http://www.australiasaysno.gov.au)

H;A;V;E 1800 811 811

+A;V;E 1800 600 636

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

Men's Line Australia 5&0@ [www.menslineaus.org.au](http://www.menslineaus.org.au)

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0;U;Y Legal Age of Consent (H;"T;A;y;5;A;6;C;5;Y;I;U;Y ) X%;^  
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Sexual Health Line 3240 5881

Brisbane Sexual Health Clinic 3837 5611

Child Health Line:

Metropolitan Brisbane 3862 2333

Outside Brisbane Metropolitan area 1800 177 279

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

**1800 688 009**

**CAPS website**

[www.childabuseprevention.com.au](http://www.childabuseprevention.com.au)

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

**1300 657 843**

**ISS website**

[www.iss.org.au](http://www.iss.org.au)

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**Family Planning Queensland  
(FPQ)**

**3250 0240**

**FPQ website**

[www.fpq.com.au/clinic\\_services.stm](http://www.fpq.com.au/clinic_services.stm)

PSPK

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*What to do soon after arrival( ~~ENB~~ )*

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,YXL9M3T̄y6"

☎ 1300 553 344

**Kidsafe QLD**

**3854 1829**

**Help in languages  
other than English**

**131 450**

**Website**

[www.kidsafe.com.au](http://www.kidsafe.com.au)

☎ 1300 553 344

**Alcohol Guidelines**

[www.alcohol.gov.au](http://www.alcohol.gov.au)

**Metropolitan**

**3837 5989**

**Regional**

**1800 177 833**

## **☎**

☎ 1300 553 344

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**Australian Drug Information Network**

[www.adin.com.au](http://www.adin.com.au)

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[National Parks \( 8 8](http://www.nationalparks.gov.au)

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**Dispute Resolution Centre ( 4 u 4 8 8 )**

**3239 6007**

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**1800 017 288**

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

3426 9999

RSPCA e-mail

[admin@rspcaqld.org.au](mailto:admin@rspcaqld.org.au)

RSPCA 5&0@

[www.rspca.org.au](http://www.rspca.org.au)

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ë Pardon

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Department of Housing (A1Ö )  
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1300 880 882

[www.housing.qld.gov.au](http://www.housing.qld.gov.au)

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'Housing Dept of (AsÜ )'Ö



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St Vincent's Homeless Persons Centre (+ü )	3846 1466
Salvation Army Men's Hostel (&þ+ë )	3832 1491
Youth Emergency Services Inc (M'12ñ )	3357 7655
Hannah's House (M'IH0Û )	3812 1395
Immigrant Women's Support Service (IWSS) (H/ë ) :	<a href="http://www.iwss.org.au">www.iwss.org.au</a>

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Settlement Grants Program (o"CAvç )C,Y

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Ergon 13 10 46

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LP Gas 13 2462

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Telecommunications Industry Ombudsman (+61 2) 580 5800

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Telecommunications Industry Ombudsman (+61 2) 1800 062 058

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[www.tio.com.au/publications/FactSheets.htm](http://www.tio.com.au/publications/FactSheets.htm)

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Job Search Information Line x00"y	13	6268
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## Job Network services (5&4± )

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**Job Seeker Hotline**  
**Job Network 5&0®**

**13 6268**  
[www.jobnetwork.gov.au](http://www.jobnetwork.gov.au)

Centrelink 5&0®  
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**5&0®**  
**Workplace 5&0®**  
**Australian Jobsearch 5&0®**  
**Skilled Migrant Job Seeker 5&0®**  
**Jobguide 5&0®**

**13 38 73**  
[www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au)  
[www.workplace.gov.au](http://www.workplace.gov.au)  
[www.jobsearch.gov.au](http://www.jobsearch.gov.au)  
<https://skilledmigrant.gov.au>  
[www.jobguide.deewr.gov.au](http://www.jobguide.deewr.gov.au)

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**Trades Recognition Australia**  
GPO Box 9879  
MELBOURNE VIC 3001  
+A(03) 9954 2537  
(03) 9954 2588

**#06)4±**

**Trades Recognition Australia**  
GPO Box 9879  
CANBERRA ACT 2601  
AUSTRALIA  
+A612 6121 7456  
(612 6121 7768  
+F\$ [traenquiries@dewr.gov.au](mailto:traenquiries@dewr.gov.au)  
5\$ [www.workplace.gov.au/tra](http://www.workplace.gov.au/tra)

**Trainingline**

**1300 369 935**

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Information 500 "21A&1Y"

Australian Skills Recognition

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**Skills Recognition website**

[www.immi.gov.au/asri/os-qual-units.htm](http://www.immi.gov.au/asri/os-qual-units.htm)

Department of Education, Employment and Workplace Relations  
 Australian Education International-National Office of Overseas Skills  
 Recognition  
 AEI-NOOSR

**AEI-NOOSR & 1300 363 079**  
**AEI-NOOSR 5&00** [aei.dest.gov.au/AEI/QualificationsRecognition](http://aei.dest.gov.au/AEI/QualificationsRecognition)

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**FEE-HELP** **1800 020 108**  
**Going to Uni website** [www.goingtouni.gov.au](http://www.goingtouni.gov.au)

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**ASDOT Hotline** **1300 363 079**  
**ASDOT website** [aei.gov.au/AEI/QualificationsRecognitionInformation/Asdot](http://aei.gov.au/AEI/QualificationsRecognitionInformation/Asdot)

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**Skills recognition** **1800 369 935**  
**5&00** [www.trainandemploy.qld.gov.au](http://www.trainandemploy.qld.gov.au)

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**Workplace Ombudsman website** [www.wo.gov.au](http://www.wo.gov.au)  
**Help in languages other than English** **13 14 50**  
**Workplace Ombudsman Helpline** **1300 724 200**  
**Workplace Infoline** **1300 363 264**  
**Wageline** **1300 363 264**  
**Workplace website** [www.workplace.gov.au](http://www.workplace.gov.au)

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**ACTU Helpline**  
**ACTU 5&0®**

**1300 362 223**  
[www.actu.asn.au](http://www.actu.asn.au)

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**ATO Superannuation Infoline** (%p/äP5ÖÄ" ) **13 1020**

**ATO 5&0®** [www.ato.gov.au/super](http://www.ato.gov.au/super)

**Australian Securities & Investments Commission (ASIC)** **1300 300 630**

(%pA)Cv@ )

**ASIC 5&0®** [www.fido.asic.gov.au](http://www.fido.asic.gov.au)

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Tax File Number (TFN) (/äiÖ ) **Australian Tax Office (ATO)** (%p/ä )#Ö

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Office" **Australian Taxation**

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<b>Tax File Number Helpline</b> (13 2861 )	<b>13 2861</b>
<b>Business and GST enquiries</b> (13 2866 )	<b>13 2866</b>
<b>Personal Tax Information Line</b> (13 2861 )	<b>13 2861</b>
<b>TFN 13 2861</b>	<a href="http://www.ato.gov.au/individuals">www.ato.gov.au/individuals</a>
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**Family Assistance Office (É) )ú**

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Family Tax Benefit (ã

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Family Assistance -

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**Family Assistance Offices (É)**  
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**Family Assistance Office (É) )A46)4En**

+A² 13 6150

**8AÖKAÖ** 13 1202

TTY (PÄÄq.b5Ä" ) 1800 810 586

**Family Assistance 5&0®** [www.familyassist.gov.au](http://www.familyassist.gov.au)

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Youth Allowance (IM"ú

C)ë Austudy (G) 1"!AAÖwww.centrelink.gov.au ÖÉ:

**Youth and Student Services (IM"ö)** 13 2490

**8ÖEKAÖ** 13 1202

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**Centrelinkö Family Assistance Office(yF(**

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Centrelink

**Centrelink's Customer Relations Unit**  
**M38AÁÁ**

("C+A² ) **1800 050 004**  
**13 1202**

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**Family Assistance Office (ÉÚ )**

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Office É0F00E;YC"AA"KÁ  
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Family Assistance Office 500É

**Centrelink Multicultural Service Officer (CentrelinkÉG` )**

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**Centrelink**

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Centrelink ÉÁ (M38AÁÁ, Y~ )

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**Employment Services, Newstart, Special Benefit**

13 2850

**Age Pension Y Pensioner Concession Cards**

13 2300

**KTé•**

13 6150

**Youth Allowance and Student Services (M'ICŠ**

) 13 2490

**Disability, sickness and carers (Ék+äy)ÉÚ )**

13 2717

Centrelink (pension )	13 1673
New Apprenticeship Line ( )	13 3633
Centrelink ( )	1800 050 004
Centrelink TTY ( )	1800 810 586
Centrelink TTY	1800 000 567
Workforce	+613 6222 3455

**Family Assistance Office ( )**

Family Assistance Office 4777, YCn" /  
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Transinfo

13 1230

[www.transinfo.qld.gov.au](http://www.transinfo.qld.gov.au)

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Registrar of Encumbered Vehicles (**B&E[PAU.**)

1300 658 030

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Office of Fair Trading **5&00**

[www.fairtrading.qld.gov.au](http://www.fairtrading.qld.gov.au)

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Royal Automobile Club of Queensland (RACQ)

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RACQ **5&00**

[www.racq.com.au](http://www.racq.com.au)

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Playgroup Association ( )

3855 9600

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Child Care Access & Ä" ( 0 E 4 8 Ž È 9 Ž )

1800 670 305

TTY ( P Ä Ä C q . b 5 Ä " )

1800 639 327

Diversity in Childcare, Queensland Inc

3861 1022

Regional Queensland

1300 362 552

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