

GI:072P80E 107è 1ê

Queensland
77x 8x G05F\$

Fè
Korean

2009 x 1 8

DD8° : 2009 x 1 8

98G^-GI : 1800 8p)• 48%LĒ 98G^-GĒ 8°L 98Gđ72P +” ,h8”):E 98G)• +”
4!è 98G4 .0%Ē . 13 Gm8t 13008p)• 48%LĒ -GĒ 4!è 98G4 .0%Ē
60300 -C 1800 -GĒ&t 5 :080E3LĒ -J72P+ 17%T 3L 830Hh\$E\$2P
1270Ē 7ĒHh\$E\$ 98G4 957%Ē

13, 1300 Gm8t 18008p)• 48ĀĒ 6Ē -GĒ: Gl:0 772P 98G° - ĩ ä , Gl:0j -GĒ-
61 8x +p9484Gø 0 8x 9P7F• :ġ! -GĒ7t F\$ 98G^-GĒ° 84!47X . Gl:0 !ġ2P :0
Gm8B8ġ :ġ! 7:72P 8ġ 98G° 4 ĩĒ :ġ! -GĒ° 84GøF\$
98G^-GĒ° 84!47X

-05 +9P1E□ : Department of Immigration and Citizenship (8°04-0.) 7t 408” .,
2Āy8Ā 0%T Ē !ġ8CE 9IG2e8x dFġ ., =y8Ā2P 6ġ !ġ8Ē 3L4)• -H!H
3LĒ 83Ē . ., =y8ĀCE 9l.(7 80E6p)4ce ġ• 60 2Ā” -C 2Ā7 \$F2PĒ
8°04-0. -C 408Ē 6Ē =y8Ē 686x 6Ē

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GI:07 7x 8x, CH¼ AI:10 7x 8x G05F0

GI:09I., :09I. , :09I. /x9I. .2P7t F0e GI:0 0-02À \$Á• 2P/x30
9P)F0E 830., =y8Ä 87Ý 40• 59' 2P/x30-C:07 \$F" ,á 6072P
908x F" 3L8Ä :0 \$F" P88x 9P)F" & 80

8" =y8Ä 8Ü 0F" 8-08Ä ,á G880F• +Ü 4 GI:0 8-08Äx \$10p)• F0E
CH¼75:0 8-08Ä -C 8080E 80Ä ,á 80E G08Ä -C 2P/x309P)608Ä
0D8x +É 830!0 -C 8080E ?B0 F\$0 Department of Immigration and
Citizenship (DIAC, 8-04-0.)72P -PF0 =058- 9I.(° =I F0E47X .

., =y8Ä 9I0" :04!47X . GI:072P 117è 10x 48Ä0E 7) ., 8T7F" 80 . 7)
9I=] 2P/x306èè -CLiving in Australia0E 8- D8:0- www.immi.gov.au/living-in-australia 7 2P
40• 48Ü 0DD8x 10F0E° F0 . 1802P 4 80 +p9480p4!47X8" ..0t
GI:072P80E=0€ +»:08 :0F0E %TCf0• ,I9P& 4F" \$ 830 .

GI:072P 117è 2G0x 48Ä0E F" € .0E ,I9P&t .)80E 8T%9580 +Ü8"
d\$ 3L0 80p+0 DF• ,7 10F0E .(10 :06è :ü 3L80ä 2e)8t 0E
%8Ä F0E 2T80E10E 00 00E 1Y 7 F0E \$X 830GI:07 7x 8x
G05F0E F70x /0.

1. **G7** **F6** **F8**

6x(8 30 50E GI:07 F• Gø"z 48° !ø F06° F" 8 4:ô :E7È•
1588F4:6] =5" 44+2P =AE• F0E47X

9DE•



A Tax File Number (21 &%)' -GI) 4

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

C 8tF B8 P2

D Centrelink &%)'

E Health Undertaking Service 7

F 756 A(3 &%)'

G 8 F &%)'

H 798 +E 4

Bè! 2P/x30 2PCE-717 4F• 9I.(° 66x .(4)X" 9P2 8Ù756èø ø .(4!47X

9I=] 9P-L 157 \$F2PÈ 9P4 8Ù687 ø ø * .(4!47X

A. Tax File Number (21 &%)' -GI) 4

8 48Ù +p94F06° F" 888 GI:0!ø2P 3L88x 6d 88F2PÈ **Tax File Number (TFN)**
(2!< %) ' -G!)4 Fx7È\$3L88t :8Ù2P -OÈ 8< Gm8t==, 9I.72P !7È 3L\$
,à 7< 9ACE 88Å E F5E C8Å 3L8C%8x E F58 .

Tax File Number 4 -

GI:072P Australian Taxation Office (ATO) 7 98GF0E 4=2P° .(!ø F" 3L 838
Gm88° :087 7 8; FCE 24 48 !èATO 8-18C72P TFN 8x 4=5" 3L 838
4=2PÈ DF• White Page 98G-G1.7 d)'%P Centrelink shopfront Gm8t ATO72P\$
488

Australian Taxation Office (ATO) 7

98G

13 2861

TFN 7(8 4

Online individual TFN registration

88 -! 4

ATO shopfront locations

Centrelink shopfront locations

ATO 8-18C

www.ato.gov.au

217 4F• \$ 8ÄF• 9I.(° 88F2PÈ 9P 78Ù78x =!9F0E47X

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

GI:0 9I. Medicare (□ F 9P\$ B 8CE :D \$F• :88x 9P)F\$
 9I. DF• 86E¼ GPB9P(PBS) F02P \$.8CE 86E¼ /x78x :8F Medicare -C
 PBS Medicare Australia 4 45\$
 Medicare 7 48F" 8X 88x 3L88p+ 8CE 2P/x30-C F8);(8x :% -O8p4 3L
 83E F6E 2P/x30 ,h*)ñ .8 ?CE ,.87- ?CE .(97t 86E¼(9x %8"
 838+Ü 8:08Ä \$Medicare 7 F\$ 8X %L8" 6x8x :0:5E 8"
 :E7E F\$ 8X 7.° 66x .(d 88F2P Medicare 7 7E26° F\$
 Medicare 19 P8p)• -71%P 'Information Kit' 88p+ 756p %B 9D8ÄC 7X
 CD ,à ?2IC) 48\$, 2X2P7E Medicare 7t \$ 9I. 8CE 2P/x30,à
 8CE GPB-C 3L8x 88F• 8X 7E 2X%L6è 83 Medicare 1h2Ä Migrant Resource
 Centre Gm88-18C† -JIF" 47 8° a 7E50E47X

Medicare &%)'- □ □

Medicare 7 %) 'FCE' GI:07 \$G7-10 8° d88e 7 Ä 7 F½2PCE-C 75:0Ä
 /x8Ä :eIFCE47X+Ü %) ' 7E J68" 6±3:0 G7 7D8p)• %Ld 8986
 17F" Medicare ?& -G1° -O8x3L8 838\$.8CE ñä 8CE /x78x :76° FCE
 !E7 8:° /x78x GCE -OÄ %80E hF □ .(6x6 □ F □ □ 7-10 88x d\$
 Fx7E68" %) 'FCE 84 -G1° 7E8" 3L4 838
 8= . □ □)88C Casualty' Gm8t 'Emergency' .%72P 24 48 48\$

Medicare 7(□

98G □ **13 2011**
B8 □ -J Medicare offices
Medicare 9I.(AC □ Information Kit
 (756è878CE 66p 48)
Medicare website www.medicareaustralia.gov.au

Medicare 72P @-FCE 6E 2P/x30 7<?CE \$.8CE 6ñ 2P/x30(6p) \$0 G20°
 @-F 7i28x 9P)F 7) \$Ä• 1h 8CE d8 838959F• 1h 8CE d8x
 66x .(4)X" Yellow Pages 98G-GI.72P 'Private health insurance' 9P+YFCE!8x
 .(4!47X

1h 8CE .(G7 \$F• 18IF• 9I.(° 8FCE"11 8Ü8CE 8 =19FCE47X

C. 8tF □ B8 □ P2 □

GI:072P □ \$P \$x 8tF½ :0B 8i 9F•(building society) Gm847Y 9F•(credit union) 7
 .(4F8\$.8CE .==0 =* ,à 9I. 3L88t 9Ä :8E :0%\$. GI:088t
 8tF7& -C 47Y& \$ÄCE 17YCE 838 .
 502P \$Gø 6:0 8T8 8tF½B88x P2KCE 8" 98t\$ 48G88x 88F" \$P
 7 Ä Fx7F FCE 886 :0 8G7E 48G88" B8Ü P2X Fx7E8E %L8
 +8t 2PCE 6E ñä 6hÄ %T8 +8 8tF½ 58CE Tax File Number(TFN)°
 9P)F6p)4ce 88Ä 3L87 \$F• 2l< D+" GPB8x-O8p4 3L 838
 8tF½9Ä P2X \$F• 8ÄIF• 9I.(° 88F2P 6x(ì 8-18C† -JIFCE47X .

Smarter Banking – □ G7Ed www.bankers.asn.au

G. 8t F &%)'

GI:0-7 8E 5 2I72P 15 2I6CE 6x88t 80E958p)• F7 8° F858CE
8R 8F• /" 48° !ē F7 8)4A26° F8 10IF• 9I.(° 88F2Pē 9P10 8Ù
8U0 (8' 8x=I9F0E47X .

H. 798 +E 4

E4 75:0À /x8Ä 2ÀTFCE 88p+ 756èGm8t)8%P 8p)•Bd8CE -7I):N̄P A8
G8F708 +Fi8k 275CE 4+" 8] Gø=8€ 3 P8 %68t 7088" F(8,8,
8G78 7088x F0X" 95FF• GI:0 708 +Fi8k 275CE° F8 . 8ē 8)" 4G,
4d :0F%G ,à 4)Y B50i F8x 7E8 . GI:072Pē 708 +Fi8k :0 -C :4:0
9I.72P -PF78

A8 +Fi8k 275CE 68t 7ē F8é F4:8k -Od 88F" 708 8)" 4G7 F76°
F8

Your keys to driving in Queensland (° F8E AI:(8 7081à 488 White Pages
98G~GI.7 3L)%L6è88 **Queensland Transport** (AI:(8 Bé)80Q 2P/x302pBd
(Customer Service Centres) -C 80898C72P 8F0E47X . Gm8tAI:(8 Bé
8-18C72P ,h)• 8)8 -O8x3L838\$ 82IF• 9I.(8 Queensland Transport 7
:0E 78" .(4 3L838

Queensland Transport

3834 2011

Website

www.transport.qld.gov.au

7081à)8 8 -3 , B4 -C h:8

3834 2011

=I9: :43LF6 F" 68• GI:0 Bé -C 80 708 -ē 83810IF• 9I.(° 8F0E"
9P5 8Ù GI:0 E C 8x=I9F0E47X

708 +Fi8k -7I):N̄E 88F2Pē 9P 28Ù 756è8 8x=I9F0E47X

2. 756 8

-7 -C B7 2P/x3

B7

B7 2P/x3 (TIS National) 72P 120 7 P8CE66 98G^B7!8x 9P)F" 3L 83
4!è B6)• (Hh\$E\$ 17Y 48CE7Èt \$ 957%) TIS National 7 98GF" 3L 83
TIS National 8t F0E24 48 8:087 7 88" 48CE GI:0 6B72P8 h= 1672P
:6F" 3L 83

756 +F" 3L 6 756è 8FF" 3L 6 9l.' d47 7E" Fx7È 88x ñä F\$
d47 TIS National 8x 7È50E 50E , d408CE 80B8x :6FÈ F0E47X ..(Bé
98G^B7! 2P/x3 9P)%L:6, Fx7È• ñä9l.' d472P B7!48" :0E \$+FÈ :02TF"
3L 83 9l. d472P B7!1à /x78x :74 .9l.' d47 7EÈ 987 F\$ d48CE
0,h488x G8F0E47X

+8° 9l.' .2P8CE 8% 98G^43B8x 8FF0E ,19P4 88p4+TIS National)• :9E
98GF0E47XTIS National 72P 8t & 88

8CE 98,187À :8 -O8x 6 B7!18CE :88" Fx7È• ñä , 88A Doctor's Priority
Line 7 8E TIS National 7 7EÈ 98G^B7!1à :02TFÈ 7È50E 3L 83 8CE
98,188t 7È%T ñä G8:ôB7!1à 7EÈ" 3L 83

Translating and Interpreting Service (TIS National) 131 450

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

Centrelink 7 7EÈ 8FÈ B7!8" Fx7È• ñä 6x(ì 7E)•Centrelink 7 -H)•
98GF0E 3L 83

Centrelink (B7! :8) 13 1202

Centrelink 8-180 www.centrelink.gov.au

:E7È 2P -7

**GI:0 9l=8x 88F" Fx7È• C9l 2P8CE 7EÀ -P? F•-75-718t Department of Immigration and
Citizenship (8-04-0.) 72P ,h)• 9P) %T3L 83, 2PÈ 8 -C 6p :N2P,
708 +Fü8U 88N -C 7Y 4)\ 47Y 96À 88x E F58**

,h* -7 2P/x3 75:08Ä Gm8GI:0 4-088+2P GI:07 8F0E Gm875:08Ä
-P=%P:ô 2 x 8Tè 4=506° F8 .-7 7Eá 2PÈ Adult Migrant English
Programme (AMEP) 2P/x3 9P)6èè BÈ" 9E3L4A26° F8 6x(ì =19x

dAô 2PÈ-718t 8T* 2P/x3 7EÈ)8- -711à BÈ" 9P)%T 3L 83 58CE 66è
F\$ÈÈ)8- -711à 80P .(4)* National Accreditation Authority for Translators and
Interpreters (NAATI, -7 -C B7! 4)8- d4) 8-180P -JIF0E47X

NAATI Hotline 1300 557 470

NAATI website www.naati.com.au/

TIS National 8t 756è878CE 66è 17FÈ GI:0 :7!16À 2e88À 8:6p)• B7!
2P/x3 9P)F0E2P 8:6 B7!18 8FÈ 8FÈ GI:0 75:08Ä -C 4-088CE ,18CE
G05F8756è 2À• F0EÈ \$ 66è 8EÈ F0E ñäTIS National 0 8:6
B7!1à :éy 4=8x)8CE 3L 83 88F• 9l.(° 88F2P TIS National 8±
+847À 1300 132 621)• 7EÈ B7!1à 7Y -C % 98 \$F" ,18CE47X

'I need an interpreter' ?&

TIS National 8t 'I need an interpreter (Bē!1ā Fx7Ē ?& 9P)F0E /x756è
1ā8Ā Bē! 88" Fx7Ē € 1āŕ" 3L88 F8 :57 W8x 3L88 Ad80E 8"
?National Interpreter 4.08" 88p+q /x756è 1ā8Ā 9l.d4, :0!16À \$è -C
16ùt 802B0x F" Fx7Ē 88x € Bē!1ā 7Ē8x :8F0E +8088

?& 6' +80E DD7Ē /x756è 1ā8Ā 2TGIFĒ 66ā d)'%L8 F0E %è+7ĒIS
National 807(=4 d8%L6è 838 .8" ?Ē GI:072P 756è8780E 66è 1āŕ0E
Bē!1ā 87ŕ0E 802B0x F" Fx7Ē 88x 802B0x 8FĒ 1ā" 1āŕ" 3L
838

TIS National 8t 8" ?& 7) 9l. d4, :0!16À \$8 ,ā /x75ā d47 ,h)*
9P)F0E 5 :0!16À -p /x756è 1āŕ Q&Ā -dE F0E F8 8" ?ĒIS Client
Liaison and Promotions (TIS Q 7(± -C G*(.) D47Ā 8+8° tispromo@immi.gov.au)•
:0,IF" 3L838

:080E 8°L958p)•TIS National 8t 8T* 2P/x38 785F0E Bē! 7Ē .0%T 3L838

2e8-8-08 (AMEP)

2e8-8-08 (AMEP)

GI:072P 2e)958p) 9l=F0E P895 1695 8P95 +Ē* 2e?F0E 88F" ?F6° F" 48Û
:E7Ē0E 4=F* 756è 80Ē 88 .F\$ 88" %ŕā ,2e8-8-08Ā 756è
F8),(ĀMEP) 72P d.,958- 756è3L68x 9P)F" 3L88p+q 8Ē 81058- 16ĀG0 8°
6ĥ 168x 88F•756Ē 88" %T88

AMEP 7 F\$ 88" %ŕā\$ 510 488Gm8t d85 756è 80Ā 8" :E7
+p948" 756è 3L68x -O8x3L838GI:07 7Ā 98 8Ā ,l 8% 6Āè
68x 4:0 88080E 88Ā° ŕā Gm89l F, 8U8x 8l -O:ô +F• ŕā756è 3L68x \$
+8" -O8x3L8 838

AMEP 3L6ù8Ā 7.* 66x .(d 88F2PĒ 756è+F0E8d ,68 -C & d8x B80F"
. (6x6° F8 .8-0 4=80E 8065)• F772P 756èB80F -O:ô 68t ŕāGI:072P AMEP
3L68x 88F•8)'8x F" € B80F 44F0E %8 .

GI:07 8F0E 75:0Āx -O8t :ô 3 P8 8Ē F\$:0! AMEP 72P AMEP 3L6ù8)'8x
F6° F88° x !Ē 3L68x 48Ā6° F0E ,);ô 68p+"AMEP 7t80E756èF8é dGĀ
86è -Ē 3L8 838)'8x F• 8G8 498Ā :8Û Gm8tdAô =y89l6° F" 1Ē8" 2Û
3L6ù=I2Q8" 6Ā:ü ŕāĒ 756è3L6ù48Āx 78F" 3L8 838

AMEP 7) 4:ô 6Ā• F8é -Ēx 9P)F8 .EA8, Gm8D@CA88p)• 3L68x -O8x
3L8 88p+qAMEP 8ā F88p)• 49l72P -d7i 3L8 88p+q 6x8" 49l ,180E 88p)•
756è -d7i 3L8 838 .F6ù 78m8" %L:ô68t 8Ā %^ŕāĒ 3L68x -OĒ %67
,h* .(8U87 +l 3L8 838

Enquiries Line

131 881

AMEP 8-1800

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

8F0EAMEP 7 F\$ 8X 7.° 66x.(l 8F0E" 47è 2P/x309P)6èè
(6x(l 7(%)7 7E0E47X

Queensland

(16iE4 :ô -C :0 98=è
TAFE Queensland English
Language
and Literacy Services (TELLS)
Level 2, F Block
Southbank Institute of Technology
Cnr Merivale and Tribune Streets
SOUTH BRISBANE QLD 4101
98G: (07) 3234 1666
Fax: (07) 3244 5222
Email: TELLs@deta.qld.gov.au

Brisbane CBD

Brisbane Migrant English Centre
9th Floor
200 Creek Street
BRISBANE QLD 4000
98G: (07) 3839 8400
Fax: (07) 3839 8077

AMEP Distance Learning

98G: 1800 017 015 (,h* B6)
(07) 3892 0582

AMEP Home Tutor Programme

98G: (07) 3244 5488

58CE :0!7 8Migrant Resource Centre(9P4 8U6B7 # # E
=I9)7tCentrelink(9P7 8U7Y =I9a)AMEP-C 756è FUAa 3L8E dAô-jE 4F•
9l.(° 9P)F\$

dAô 756 F3 -

756 3L68 8U 7Y :8Uz(DEEWR) -C :0/:4:0 9l.4 45E C:15 F8):(8x
B52P 4E0DEEWR 7E % 7\$m (15-64 2l)80E2e88x 88F• 2 P80E7Y 4)\ 66è
F8):(8" 838

=B-¼ F8):(8t 66è Gm8f756è)Y8" .970E 2dE ,I9P)• 8F" 7Y 6X6" 8E
16/300 4880E 66è -C 3Là 8U8x 9P)F8E **Language, Literacy and
Numeracy Program (LLNP, 66 -C 3LY F8)(8**

AMEP @30 8:, 00BAAMEP 4=ã F\$%L:ô 68x ñä **Language, Literacy and
Numeracy Program (LLNP, 66è -C 3LY F8):(7 :8F0E 3L830LLNP E
756è68, +F0E& , 8d, 3LF• -C :6ü 4)%P F88x E F50E :8x :8F8 .
4=á 88x 88F2P Centrelink 7:6ù 4=8-(Job Seeker)8p)• 8)'8x F06° F8 .**

Centrelink 13 1021

756 +E4 7 13 1202

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

%, -¼ F8):(8t **Workplace English Language and Literacy (WELL, :8 756 -C
66Y) F8):(888" F8):(8t 756è-C 3Là Y d8x 88F" :888x G)F8E
d47 88l:88x 9P)F\$**

WELL Program 1300 363 079

8-18C www.deewr.gov.au

DEEWR 8t DF• English as a Second Language for New Arrivals (ESL-NA) (4 8-08
88F 9P2 66 756 F8) F72P 18 2l -,+8CE 8x %L# 1j \$F• F2&À ;E
756è3L68x 9P)F08" F8):(Bt /x7562P 1j \$F• F2&À ßU dGÀt
2e?° :ÑA 8x +É)FCE 88p+ª , -jBt 756è3/8x P-PFCE .,09I ßU G%
=17 ° >:4A 88 .

ESL-NA Program

1300 363 079

8-18C

www.deewr.gov.au

DF• 756@30 dAô ßUd4 -C @, \$ 2pBd72P4 9P 78Ù7Ý -C 9P10 8Ù
:6ù ß FCE ßU C (ß =19ª

3. 8 2P/x3

h 1672P , 000 8x 8770E 6x(j) 7 4

- **Police** (ãd)
- **Ambulance** (6x)\$Ø
- **Fire Brigade** (2P)

000 (CE 9P) , BG ,h8 . B64 86ë" 56CE 2e+1, :02À -C 98G^-G
(F\$4)7t 8F0E 2P/x3809CE :0IF0E +64F" :04!47X .

756e F0E 3L68p+" ,h3Ü 86" Fx7E•6 G87À +p94+F6° F0E (\$PH¼
"Police(ãd)", " Ambulance(6x)\$Ø, " Fire(G87(° +64F0E7E G87À 56CE
66e +64F0E47XTranslating and Interpreting Service (TIS National, -71 B7! 2P/x3Ø)•
:0E 78" %T8; 98G*!;ô 4!47XTIS National B7!48" 56CE :02À -C dAô
158x 66x !d 88F" ãd ,G8à Gm86x)\$Ø 2P/x3Ø :8F" 8

Police (d)

h1G 8-P2F" ñä , 000 798GF0E " Police" 7E50E47X

h=168" 6x ñä(07) 3364 6464 798GF0E :7! ãd2P7 7E0E47Xãd2P
-G1E/White Pages 98G^-G1.7 'Police stations' (E F+Y d8%L6è 83ãd
2P/x3Ø ,h8

GI:0 ãd8t 87t 78%L6è 816 68p+ã 9I?0E 47 F0E 63ãGI:0 ãd8t :7!1680E
8+1 -C 8ã8x .(GIF0E -8 7- -C B:50E DG° 8T:50E +958x %, 83ã
ãd8t 49l .86! 8U=05, 2e95Gm84 85 F84 70)%T ñä 49l ,!P7 47 F" 3L
83ã

Ambulance (6,)3)

6,)34 Fx7E" ñä , 000 798GF0E " Ambulance" 7E50E47X6x)\$Ø .88p)•
h= 7dL8x F0E :5058- 8CE =PCE F8 756e +F0E ñä 98G* !;ô 447 .
F6P +F0E" B7!48" B6^ :E7 8i 8

60 :0! B80E GI:0 9l. 78 3L)m8Ä Health Care Card (9428) D4%P
168 Centrelink 72P -P=F" :0E 2A• 168 6x)\$Ø 2P/x3Ø ,h* Gm8t
F"8%T 3L 83ã8" GPB8x-O:ô 68p+" 6x)\$Ø 2P/x3Ø 48° 3L 88p, 6x)\$Ø
+~4 %L4ã 1ã 8CE .(G7 48F0E 8" D5 .9P11 8Ü80E =!9ã

Community Ambulance Cover

www.ambulancecover.qld.gov.au

Queensland Ambulance Service

1300 369 003

www.ambulance.qld.gov.au

G8

h1G72P 000 798GF0E " Fire Brigade (2P)" 7E50E47X
(2P)E G8à :0%0E G8à ;p72P 8+8x 50E 43Ø -C GF;p8" 88GF•
1672P 9ã 868x F8 .88=F• ñä 6x\$ ñãE
brigades F+Y d8%P 98G^-G1° 1ã70E47X

7E50E47X Fire Brigade
43Ø -C GF;p8" 88GF•
White Pages 98G^-G1.80E Fire

198G-GI&

8T7F /x1õ 98G^-G18" 5OE :õ!8OE White Pages 98G^-G1.' 6' +7 d)'%L6è 828
6x(† =19F0E47X

Poisons Information Centre 13 1126
(24 48 (8-)

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

Lifeline 13 1114

Salvo Care Line 3831 9016

1300 363 622

Environmental Protection Agency (G0G1=á)É 7) GIB80EG6E .(GIF0E 7X0,
Ed,p, 3L:ü , d=e Ed,p, GF,p, 28,7X0%P B6À,IG8T95, 81É 74, 87,GI, 49I -C
:õ\JF6| \$6À -C 798x E F56 . \$ 82IF• 9l.(Gm87X0 1â .(F0E 88F2PÉ
6x(†)• 7F0E47X

Environmental Protection Agency pollution hotline

1300 130 372

www.epa.qld.gov.au

4. 6&H7 78x 7E4

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

Department of Immigration and Citizenship (DIAC) 72P 88:8F 91=] .(9 F8)(
(Settlement Grants Program, SGP) 8t 8808CE 88)2P 8 8F• 75:088
7568 .9F• 49¥ 8(8-0888 91=] 2P/x3 9P)F8 .

66p8Ä (Prospective Marriage) /x8Ä 287t 84 -d78Ä (Provisional Spouse) -C
1618024 (Interdependency) /x8Ä 8% 84 /x8Ä 286Ä E F8 d3T 8-088CE
.6Ä98 756è 8" .9F• 4 :8! .6Ä98 8" 2P/x3 87F" 3L 838

SGP F2P 7) d48t 17è 8-088" 8] G48CE 2Ä1¼ 8ÄD8x GI2eFCE
GI:016Ä)Df8E =17 F" 3L 88% :8F8E F8)9QC† 88F" 88:8 %8 F8)9QCì
.6E GI:0 6è:8!16Ä P-P -C B88" %T88

SGP 4 88:8F8E d48CE 8ÄF• 18x E F8E SGP 91.(E 6x(72P =r8x 3L 838

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

Adult Migrant English Program (AMEP)

AMEP 18t 756è 4?" 1 6x† GI:0 2G• 7 -C 8tF8; 30F... , :8 4=á ,â
:8!16Ä =17 % 81858- G%8x 8FF88 8i 88 . 58CE =78t /x3E•
167 =F" 882P 8T7F• 988x !8 3L 88x 88AMEP 7 4F" 18IF• 91.(
8F8E" 9P2 8Ü756è8 8 =19F8E47X

Settlement Services Locator

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

2ÄL -09 -C :71G □ □

F□ 8i 3L 88E 8p)• 6|E" 3L 88E 2ÄL -09¥ -C :8!16Ä \$8 +8" 838 .
88t Yellow Pages 98G^ -G1.7 Clubs -C Organisations F† 7 3L)'%L6è83858CE
Migrant Resource Centre Gm8t Migrant Service Agency 8E 58CE Fx7E† 44 7 +E A)1 -C
\$è +)8x 9P)F" & 88

:07È d48t 8E M38 .

Ethnic Communities Council of Queensland (ECCQ)
253 Boundary Street
WEST END BRISBANE QLD 4101
98G: 3844 9166
Fax: 3846 4453

Postal Address
PO Box 5916
WEST END QLD 4101
8+8: administration@eccq.com.au
Website: www.eccq.com.au

88 88F 91 :8

8-04-0.8 Integrated Humanitarian Settlement Strategy (IHSS, 808 BF95 91
98(1)8t 1) \$F 808CE 88ÅÅ 80CE ;E95 91=] :88x 9P)FÆ \$P 6±
6 P88 44%BFÆ 8Æ =Gø 6)70x 8 1(8x 88F" 780t 3L8 838

IHSS 8 808CE 88ÅÅ Fx7È 0F• Cíø \$8x 9P)Fæ)4æ 4F• 8=A 8Åx
88 %Æ 8x +È)• F8 @48304å 9E0-Èx BÈØE 808CE 88ÅCE
Fx7È8x D@6yF8E6 9P)8x 88F• @4830F@(B' P-P%8 .

IHSS 4 80:8FÆ 2P/x309P)6è80E 8ÅIF• !8x E F8EIHSS 7 \$F• \$ 8ÅIF•
91.(Æ 6x(72P F" 3L838

Integrated Humanitarian Settlement Strategy (IHSS)

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

=2Å 2P/x3

2x 4)\ 9188t =2Å0 Fæ 8FÆ 88x JÈ 68" 8Æ 1(88
88t Youth Centres, Migrant Resource Centres -C :718GA2P 8F8E =2ÅÅ 91.(,
80 -C 6p8F• G0E !82P80E G%8x 9P)F8

The Source 98t88x 88F• \$Å• 91.(° 9P)FÆ 7\$P1.' 8-18C88

Al:(8 =2Å 8-18Cì www.generate.qld.gov.au 8 Al:(82P 1è 885-25 2l
=2Å8x 88F" 88Å%L888

Kids Helpline (24 48 (8)

1800 551 800

Kids Help website

www.kidshelp.com.au

The Source

www.thesource.gov.au

-85 96

+8 :0 -C B88E -858- Å -C 80E7 \$F" 6)X :0 1è 4388x G7F" 3L
88 2P/x30 9P)FÆ :816Å \$8 838 .

78E8 3L8Æ :

Legal Aid Queensland

1300 651 188

www.legalaid.qld.gov.au

Caxton Legal Centre

3254 1811

National Network of Women's Legal Services

3392 0670

Brisbane 7 :7

1800 677 278

www.nwjc.org.au/wlsn

1G(8 4)\ -È ,9P :8: 16Å80 4)F• -È ,9P7 4F• 88x 88F• 7(8ì

Welfare Rights Centre

3847 5532

8:0 ,9P° 88F• 7(8ì

South Brisbane Immigration and Community

Legal Service

3846 3189

49172P8 □ E!)Y (domestic violence)8x E F50E -80 Gm8E!)Y80E1288x %E 7)
 GIB80E2P/x30 838 .88t 49I Gm849¥ E!)Y8x 8Ä F5E 30)30
 45E !Ü -C 49I8x % 8389P 5 8ÜG!0 8 C E 8 =19F0E47X

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

CAPS website www.childabuseprevention.com.au

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

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

7 2e8" BGF □ □ 1800 811 811

2e8 □ BGF □ □ 1800 600 636

2Ä8Ä □

Ombudsman (.1E D4) 1än48t 9I.´ d40 C9IF• /x:80 .68CE -08GÄZ \$F•
 .48x 945088t .1E \$F• F88, =\058- F88° -j50E 50Ä 9I\$F•
 0° F5E P8F8

Australian Communications and Media Authority (ACMA) □ B)Äx98 -C (87X ,ä
 8Bdk0 M8t -PÖ 2P/x30!èY :E .959F• !èY 4F• -088x 9450 .-088t +p94
 2P/x309P)8ÄÄ F6° F8-088" F%L:ô 68x 7ÄACMA 7 .41E8x .(126°
 F8\$ 8ÄIF• 9I.(° 88F2P8 6x()• 98GF0E47X

Australian Communications and Media Authority (,hB8) 1800 226 667

TTY (6686'8ÄY) (03) 9963 6948

ACMA website www.acma.gov.au

Australian Competition and Consumer Commission (2Ä8(GIGEG □ , ACCC)8t 4Y
 /x8ö -C.\$F• 48Ü 4)t , 9PE'698 757!72P .F• 15887 \$F" 2Ä8Äx .(GIFCE
 838

76i 98G-CI8 6x(7t M38

Australian Competition & Consumer Commission 1300 302 502

Commonwealth Ombudsman 1300 362 072

Advertising Standards Bureau (02) 6262 9822

Banking and Financial Services Ombudsman 1300 780 808

Credit Union Dispute Resolution Centre 1300 780 808

Financial Ombudsman Service 1300 780 808

Insurance Ombudsman Service 1300 780 808

Financial Co-operative Dispute Resolution Scheme 1300 780 808

Private Health Insurance Ombudsman 1800 640 695

Superannuation Complaints Tribunal (SCT) 1300 780 808

Telecommunications Industry Ombudsman 1800 062 058
Queensland State Ombudsman 3005 7000
Queensland Anti-Discrimination Commission 1300 130 670

Local Council (70)

70 2P/x30 4F• 9l.(E A0è Gt Gm88GÀ 1à272P\$ 40088tWhite
 Pages98G^-Gl.806 Government Section 7 84 Local Councils' (E 9P+70E +4%L6è
 830(9P14 8U:0/9l.' 49P

The Australian Government Regional Information Service (AGRIS, GI:0 9l.□ :70 9l.(2P/x3)□

Australian Government Regional Information Services □ 70Pl.' 2P/x30-C GI:0 :0 -C
 48x 88F• F8)•Ü 4F• 9l.(2P/x300 The Australian Government Regional
 Information Directory (E =y8" -P8%L 6x()• 98GF0E" -O8p4 3L 830

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

h= GI

+8□ /x10 4(y , 80E Fp!E , 44 Fx7E0E 7ä 6x(7t M8t /x9l.' d47 00x
 7E0E 3L 830

- Lifeline** 13 1114
- St Vincent de Paul Society** 3217 3700
- The Salvation Army** 3222 6666
- The Smith Family** 3257 1311

00x 7E0E 7 \$F" %)8F0E 0!47XF00x 88F• C0IF• d:48" 80x 3L
 80p+0 \$A• 1672P 00x 9P)F" 3L 8E 7) 980E d48" 830 .50E :0!72P
 40• 8" ,h68:0 60x .(d 88F2P0MRC Gm8t local council 0!:=7 70E" .(20
 %0

?=í 00

**Australian Red Cross (GI:0 954!8A)E 9880 !08 -C =0\$ 85)• 8"0• ?•0x 88F•
 05 -C +4:0 2P/x30 9P)F0E 830**

Australian Red Cross 1300 554 419
Refugee Settlement Services 3835 7222

881G□ 98G1□

:0 7 8; F0E 24 48 88=16• ,h* 98G^100x 9P)F0E **Lifeline** 8x E F52P 7) 98G^
 10 2P/x30 400 .50E 9-4F0x 00 047t \$G4 Fx7E0E 00 0 -C
 80l 98,14 Gm8t=2A 10 2P/x30 8F0E 3L0 80x 80

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

13 1114

Lifeline website

www.lifeline.org.au

Gp -C dA 4

Relationships Australia P8, @F@C 498x 88F" 1\$, 8U -C :E8à 2P/x30
9P)F02P/x30x78t 58EE 3L87 &(° 957,0 %B7Eá 47 Bè!1â
:02TF" 3L 838

Relationships Australia

1300 364 277

Relationships Australia website

www.relationships.com.au

Men's Line Australia !Dè&" 49I2G8! d.,958- 42e7 2h ,I9P° %E
?72t59I.(-C 2R 2P/x30 9P)F08E DF• -d78A!Dì Gm8t?E \$F"
70)F0E 7 2e& -C 49¥ 2e88x 88F• 9I.(-C :88 9P)F0\$ 82IF• 9I.(7Eì

Men's Line Australia (24 48 (8)-

1300 789 978

Men's Line Australia website

www.menslineaus.org.au

B -C 30A 72t

Queensland Program of Assistance to Survivors of Torture and Trauma (Bé -C 30A
FpF8Ä :8 Al:(D F8):(QPASTT) E !E0 -C !E00 8T1E• -d8CE 1E8x 88F"
?72t5 -C :88x 9P)F0

8" 8t 7) 66è 1E E 8,4&x G!F028p+ :8&" 1E E +F E 66è
88F2P E Bè!48x :02TF" 3L 838 QPASTT E /x-4.(88x F0E 9\$4 6x#
9I?058p)• :E88

QPASTT

3391 6677

Website

www.qpastt.org.au

88l 2P/x3

GI:07 \$A• 8tF½ .(G, 7\$ -C C8Ä 9P8t 2P/x30 9P)F0 88l 4)\ 21äp0
2P/x30 9I.4 84F• /x:80 8E2P+ 9P)%8

Understanding Money Website

www.understandingmoney.gov.au/content/

5CE 2Á 2P 8x IA50E .9I:5• 1E" 88x 3L 838 +8° 88l
/x:80 8i8Ä, .(G, 7\$, C8Ä -C 88l ?72t8 \$F" .4158" 88x ñä Gm8C8Ä
\$F" 9IG% 9I.(° 8F0E" **Australian Securities and Investments Commission (ASIC)**7
7E" :04!47X .

ASIC Infoline

1300 300 630

ASIC website

www.fido.asic.gov.au

8tF½

8tF6,h 8tF8l :0B8i9F (building society) Gm8479F72P 9P)F0G88x
8E0E 8tF8p)• 44# 6x# ATM(8% G8< 8E)72P 8tF½?8t
PIN(/x-4-Gl)° 1270E" %8 . PIN 8x 8tF7& 956è%:,ô 4!47X8tF7&
4F4 7 E8 8tF7 :4 .(E26 F

8i8Ä474□

8i8□478. (loan or credit) 8x /E GøIIE7 88Ät Føe N8 88
8i8808E P88i8Ä ,:0B8i8Ä ,47Y& -C 88D %888i8Ä /x78t 8i8ÄCE
90E =x8Ä Gm8t160B8I 88Ä -C 3L3L* %7 &(° +7ä \$ 3L83816CE
7 8T4 %L:68p4□ 7□ 8i8□ Gm8t178□ 17E□□ 6□ 8□ :E7E□ .

+8□.7 8 88x 86è -)X 168E 6)Xè 7ä 168E 90IF" 3L838 88"
Fx7E• 78CE 7Ei

Centrelink's Financial Information Service

13 2300

Financial counsellors (88I ?72t))&" /x-4 8T:8 F0E ,h* 988x 9P)F8 .4Eè
7 88E 88I ?72t)° =rd 88F2P8 Australian Securities and Investments Commission
(ASIC, GI:0:Ä -C C888GÄ)Gm8t Centrelink80B8I9I.(2P/x38 7E0E47X

.(G

Insurance (.G)8E 168" 8ti %L68x 86è -8 88G8p)•Bd .(GIF0E 88F" +x
89IF• 68L8CE8x :7E 88 .HF• 9E :0B.(G ,49I2ÄT,p .(G -C 8%=\
.(G8" 838 .=V 2ÄTF0Ä %L+"1) 18-Bx \$0E F8E 7ä \$/xF0E .(G7
26° F8 .DF• \$ G8t -88° @-F8E =(y 9F:(G7 48F0E 3L8 838 .

2l< 6□

GI:08□2I78 (Gm8t 'financial year) 7 8 1 8:Bd 6 8 30 888 . GI:0 -8i8
\$.8CE 18t +x 6 8 30 8° 8G8Bd 10 8 31 8° 8988 tax returns (2l< -LGCE
4=8 Australian Tax Office (GI:0 2I=7 9P8E %L6838

Tax Help □ 8-,IG95 68858p)• 8Ä• -dñ 8888:0-0 8 Gm888'88x
88F" 9P)%8 . Tax Help 8E ,h* 2P/x38+ 7 8.Bd 10 8 31 88 488 .50Ä
8Ä 88 7.7t :8!72P 48Ü 4E Tax Help Centre 8□88?CE 66x.(d 88F2P8E
6x(8CE 98G-8I° 87E0E47X

Tax Help

13 2861

5. GI:0 -□ -C 43□

GI:08□430 -Bx 8FF0E" GI:016À 9587. +8t 86" %B GI:0E 7) ,IG7t
89' -d8x 4:ø 16À 86è :ø 6A• 1688

GI:088t 2lø 72P 738GI:088OE 6±45 D2pC4 F772P 2F4 .4Ü :E F•
+8" F7→ 2888756À)700:6 GI:072P 17%LÈ 66È 8:0-0 66è
E F6E 6±300 P88GI:088t DF• 6A• 9" 4:ô 838 .

GI:072PÈ +Ü 16À -BCE B8À 182P GI:088p)2P8OE 2A8p)• =17 FCE 8A8OE
,IG95 995 98B8x EG8 -C 8T:5" 8ÄT4 838-B7È ,) F• 62e7 8GMFCE
68x 3L8 838FCE A80 A88OE 25 -C 98B8 86x 7(9:EF" 7ä 17è
10CEBd987 2e)958p)• 9I=F0E %T88

=y8, -C 4□

74 GI:072P 7588FÈ 8ÄT7t D88t +Ü 16À =y88x 8F72" 7ä 488 .
5È GI:07 48OE :A0 -0:0958→ 10CE 48x :6CEÜ 88x 89IFCE E 770E
)9IF• GI:08OE98Bé4?0Bx 8° 8p)• d8%8 .

78OE 4?È GI:08OE8ÄT -C -0:0:08OE 16ÀOE 08 9P)F8 . 8" 4?È 6x(†
E F68

- P88OE D8% , E88 -C 8ÄT° 9:E
- EG880BÄT
- 9" -C 2I2Á 9I.8OE 8ÄT
- 88OE 8ÄT
- 8CÀ -0:0:08OE -C -É08OE :8
- -É 6'7 D8%
- !Ü D8%
- dGÀ D8%
- D8^
- .78• 168x 88F•470 16I 9:E -C 8Ä 88p)• EG8%LÈ D8%:08OE

D8% -C 4L4

F□ 9:E -08xÄt 58OE 7È A80 %%F0E)%T Ä 8384:8
5È \$ 168x (GI:072P B68 50E M8" 8:08x 7& 1668) 9:EF6° F8 .

79I. -C :0/:4:08OE/x=Ä 8(° 6Ä 88 18" 89' , 95, 2e-ø , 6p4ø , 84,
9I?05, 995 4" 4=86" Gm82e-ø 2TGI)• 8F" A80 =\ø 87ä -06x2PÈ 6%8 .
8È 7Y 8U, 3M-I, 158, ä 808 8tF½-C GIB0 M8t \$.8OE 2P/x30
F8%8!2e0 7 2e8t -É 6'7 ,ä dAô +Ü +958x 88F" D8%F8 .

GI:0E 98B058p)• 6)"8OE 8ÄT4 838FCE 89' 2e-ø , 6p1B , 84 -C 9I?05
995 47 08OE \$ 16À Gm8t*8x +Ü0E 78x :08 .@A0E F0E
88GEFÈ 8t 88-88 .

Living in Harmony (GF 96) F8) 8872P 6=F• GI:08CE4?OE
 -d8CE 16À 87 16I 8OE -C 8F° :MÀ 888E DF• F7F" 3L
 F887 \$F2P\$,I9P4 F88E 6x(i 158x 44F8p)4ce 86E

- :0!16À F8)9QCì
- 408CE 9PHh
- +x 3 8 21 8°Harmony Day (GF8CE !8x E F8e \$:E 9I.(98(é

\$ 82IF• 9I.(° 88F2PÈ 6x(i)• 7E0E47X

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

Australian Human Rights Commission (GI:0 8À 888GÀ)È 8À/x=∅ -C 16À!8CE
 757!72P 79I. -Èx 4F"FE

Australian Human Rights Commission 1300 369 711
TTY (6686'8ÄY) 1800 620 241
website(756è878CE 66E %F9I.(E F8e www.hreoc.gov.au

F88

-9F88 □ \$P -Èx 88-LFÈ F%8p)• 8:0%L+∞ GI-À" 88GI:07 8E +Ü 1(è
 GI:08CE+Ü -Èx :43LF6° F8 -È88 -C GI:0 ãd8CE 7!F"7 4F•
 9I.(È www.apmab.gov.au/pubs/PoliceGuide.html * -JIF0E47X8 P 6E 4E).

+8° -È88° +70EÈ ãd8" -È88° F8E 86" %T9I.(° 83LF• ñä
 6x(i)• 7E" :04!47X

Crime Stoppers 1800 333 000

995 ,IG95 G%8t d9" GI:0 -Èx :43LF6° F8 .7% &" :0 -C :4:072P8CE -Èt
 7 2e2ed9\$ -C 49I72P8CE E!)Y8x :5E

49I EY Gm849 □ EY

A472P7t 4:8 A87 \$F• E!)Y8t GI:072P 88-È+∞ 6x:0 4 5F8E 6è E
 8" E!)Y8t 49I -C 6p !72P 49I Gm849¥ E!)Y8p)• 8è :È E!)Y8x E F8E
 49IE!)Y8t 8U=85 2e95Gm84 95 F8 -C 2Äö ,I9P95 2e4ø ,I9P95 8 Gm84P95
 /8x GF8E %)8F8E H28Ä F8E F%8E .

Violence Against Women (24 48 G F8(8-) 1800 200 526
Violence Against Women website www.australiasaysno.gov.au
 (756è878CE 66E %F9I.(E F8e

7 2e8" BGE □ □ 1800 811 811

2e8 □ BGE □ □ 1800 600 636

Men's Line Australia (24 48 (8-) 1300 789 978

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

1800 722 244
1800 722 244
1800 722 244

1800 722 244
1800 722 244
1800 722 244

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

1800 722 244

1800 722 244
1800 722 244
1800 722 244

1800 722 244
1800 722 244
1800 722 244

1800 722 244

Child Abuse Prevention Service (CAPS) 1800 688 009
(24 48 hours, 8am - 8pm)

CAPS 8-1800 www.childabuseprevention.com.au

1800 722 244

International Social Service (ISS) 1300 657 843
Australian Branch

ISS website www.iss.org.au

1800 722 244

1800 722 244
1800 722 244
1800 722 244

GI:072P 708F0E 88F2P# 708+FiÑk 2A6° F0E 708F#E =(8" 91.7 %)°L66°
F#+FiÑ 8%=\ (%)7 4F• \$ 8ÄF• 91.(# 9P1 8Ü0/ G0 6° F 8 8x
=19#0E47X

B#E88-L47# 0:EF• -8x ,p# 708 +FiÑ ?2Ä, 4 :6è 7# =F#E %T
3L4 83# . 708 :E Hh\$E\$ 178t 'F:78ä 'A0' 17ÄF#E 6# F• 88-8# .

+Ü =(7#E 2e8-C 2e8E• 6x%8x 88F•698-Üi('restraint (.GI 8Ü)'(\$ F#
83#6ä 6x%-C 8T6x° 88F2P# 91.4 38F• C#ø .(GI 8Ü 866° F# .
-E 80E =(7 8#E +Ü 1#t 698-Üi Gm895FF• 6x% :#° 17Ä6° F#E
B#ä !D #ä :% äd7 .(F6° F#

8° :7!72P# 6x% 698 .(GI8Ü 8\$F" 3L 83# 5CE :7!72P8CE ,) F• 2P/x30
4# . 6#x .(d 88F2P# 6x()• 7#E47X .

Kidsafe QLD

3854 1829

**Help in languages
other than English**

131 450

Website

www.kidsafe.com.au

B#E CH¼02Ä 807087 \$F" 6#0# . 6@7' F#E :0 Gm8t4:0#
=84 8#p+ 708+FiÑ %=7 &(° \$708 :E 8#E :#E . \$ 8ÄF•
91.(° 88F•7#i

Alcohol Guidelines

www.alcohol.gov.au

8 :0

3837 5989

470

1800 177 833

6# , H7# -C 8t0

6# 2Ä -C 17Y 4F• -E" +3#0± 4)\#x 88-LF" #ä :EGI8" &° 3L
83#GI:072P8CE 0± 4)\ -E#t .#E 0#x 17ÄF#E 1(Ä 0#x)=, 21ä Gm8t
DD+° B#• /x:00 F#E 1(0x .F#

GI:072P H7\$ 8DÄ :ÄF#E 8#E #0 8D#E \$.:8CE 91.' 4=á8CE A#
:0#x E F#\$.:8CE :07t B#02P#)3B(Ä 30F.2pBd72P# 78#
7\$ 7!8t 774 8# \$.:8CE #no smoking' E.DD8p)•):5#

-,2eX8Ä :¼18 2l -,+8CE 1(Ä 7Ä \$d° DD+F#E 8t .#E+±-,2eX8ÄÄ \$d°
9#E F8# \$.:8CE :07t B#02P #CE 83# .

GI:072P 80E -E58p)• F7%L:# C0IF• 480 C0IF• 8DÄ2P 4#06#
1(Ä :0CE 18 2l -,+8CE 1(Ä -,2eX8Ä 7Ä DH# 9#E 8t 88-8#DF•
-,2eX8Ä P8- 4910 M8t 1058- 2ÄT:0 9P7F• 8DÄ2P 8#F#E # 88-L8# .
80E 8°)) 8DÄ2P# #%# .

Australian Drug Information Network

www.adin.com.au

(756è878CE 66# %91.(E F#e

□ G6E -C 8Ä\$GIE GI:08&À :E7E\$. F4 68" 6\$° -)XP
7X04A0 Ed,p8x =IFE 8t .16+62 % ,p, ,pd, 9PCE -C 4,p8t -Ép)•
(GI%#F44 Fx7É• :ô 66x .(d 987E 1!14 Gm84,p8! 9PCE =x8x
F2PÉ 6P% . 1+ 6x# National Parks (P) 8t H02Ä,j0 88F" Cíé
957%#

28€

0E□ 28E2P GI:08&x .(GIFÉ 8x -Ép)• 9IFCE 8304)\ 9I8t :0 -C
B50 &(° \$x F\$:0!8" 16ü)6ü Gm8t0:047 &(° \$
\$=058p)• 87÷ :0-0&t 4!^ -P2FE 2ÄFE 4\$FCE 8Ä -P2FE 06" €
Gm8687 -P2F" É :0!=0! :0/B50 G6E Gm8éd7 4F" 3L\$ 83\$
.¼ .(° F6E 8987 :0!160CE 96° 88F2P)KCE ,I9P° 88pAU\$10Ät \$G°
BÉ" ,I9P Fax 40E 6x(BCE 76† 8770E47X

Dispute Resolution Centre

3239 6007

AI:(2□ 88F□0(state) -GI

1800 017 288

%p

GI:0□ %,p8" 88F0E \$è :0 %:(ô 6~ !èX %É 72P -Ép)• .(GIFCE
8309I87 8E %,p8x :18E 8t :0L6è 830%,p8! 9CE F\$FÉ
1(0t -S18x -O# d2%T 3L 83060 • %,p8x 49I72P d° 3L 8E
:0É !Ä0 830 . P7t M8t 49I 6"7x%,p8t :0 8GA %)F6° F\$ White
Pages 80Government' 2m202P 'Dog' 8(E F+0x =r6x .(4!47X

6"7x%,p8x 4:ü nã 959E0E %.(+m8+0E 8T:5" =y88" 830+8t
6"7x%,p8t 9ld958p)• 7-01â +6x6° F0E 6x8F8# \$x nã 3L80E ?0E
F6° FGI:072PÉ 6"7x%,p8x 2IFCE 8A)08x :08F" 3L 88p+0 8E :088CE
=y88d0 F0:0! 3L80E %,pF\$ -11 **88F□6□ GEG(RSPCA)72P \$ +8t**
9I.(° 68x 3L 830

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

3426 9999

RSPCA e-mail

admin@rspcaqld.org.au

RSPCA website

www.rspca.org.au

1(Ä +d7t 4G□

1(8x =B€ +!Ô nã 1\$-0CE 8x -H(:(+0 7X0p)• 1\$-0CE 7XÄ 6y3LFÉ
10802P)• +0 108- nE +!Ô € \$=P A00 E 7m8xFCE 630
+8t GI:08&t \$G° FÉ 1(0CE 8x -H(:(É 8E 9Ä 0 86d° & 8E
E480FCE 60 1(0E ,)Ä FÉ 8" .0FCE FCE \$G0Ä F" 3L \$
830

+8t GI:08&t =B€ +!É 1(ÄP !B; 6p, 8Ä Gm80 M8t :08x -OÉ 8x
.0FCE 25F0

1(ACE 8(2e8x 9P7)+8p)• 2P -O:ô 6E F• Gm8t; 1(ACE 8(2e8x 9P7)8x
1(ACE 7E%T 6 1(ACE GI?j -C 2e8x 1(ACE 8" 1(ACE . (7<Mr 7%Ms
3(ACE Mrs /@ (7èDr à :88! ?• 1(ACE :0)• 8* (2e9P7)8x 1(ACE .

)2Ä• F%□

GI:08&8t 2P/x3(ACE Gm8th68x 7E" € \$P " please"(° +FCE 84 8t :0#
,h684° :8 € \$P " thank you"(° F"please" 7t "thank you"° +FCE 68x ñä
,h)tFCE .(8Ä %

GI:08&8t 1(ACE :08CE !EÄ F" € \$P " excuse me"(° FCE 43L)• 1(ACE
.Ä ñE "sorry"(° F GI:08&8t DF•)) 8DÄ \$ 1(ACE 72P C8x
FCE ñE "excuse me" Gm8t "pardon me"(° F

+88! 62ÄE 488x F1ö :A# F6° F# . %T# -,ä 7E6° F#
8E 98,1958- 76Z2P 6x:0 :E7E# . 8E -,ä 6 6~ %Tä \$x ,p66°
FCE , 76&x CE %Ld 8# . F1ö 1(ACE 4)2e8" 6E 1(ACE)• 8:0 %T
3L\$ 83# .

2P4 #8x -O8xñä !F FceRSVP' 4 E F6T 3L83#8E 5CE #5• 1(ACE
58CE =12Q7.° 6€ 4è F# 8(8#,)F• ñä F\$! \$8x F#
8" 786# .

\$.3CE GI:08&8t 2ÄL8! Hh: @° E+ (# -H\$p)• E:ô 63#?8x -8x
4:88&x#d° F" € +8t 1(ACE "bless you" (° +FCE 8E 9958-
80E 68# .

68 F%8t ,h)tF" 1+ 6x# 88-É88x :0:50E 8" :E7E# .7% &"
)8DÄ2P 7ECE 10(CE))G848! P8G848" 6x\$ 8DÄ2P 2Ä Gm8t
\$-8x .(E 8#

)8Ü

GI:0 □ \$Ä• 168# . 1(ACE 8E .)88CE \$Äe8t 8) F• 16ACE \$Äe8x
-L75F#8t 1(ACE D58! 1685 16• Gm8t88d7 +Ä ?65CE
,x)4958- .)88x 8E 88' 83# .D +8t 1(ACE CH¼Cfè F¼a %7 9958#
43858- 98Bé808x 88Ä F" 8#

)8Ü \$F• -8! ?8t 8CE 68 8ÄÜ G8E C9IF• ;p72P C9IF• .)88x 866°
FCE 7E88" 83# .7% &" ,)18Ü2P 6981ö 88T)• 698 8Ü -C \$• +8Ä
468 FCE ñd , 8- -C 8° /x:80 :8&t 8TE08x =776° F# .

A)10 75G4 ,ä dAö 8DÄ2P# Q8" \$IFCE 8E .)8Ü -C 959F• 4-P8x
=776E 7E" 3L\$ 83#

8° .)8Ü 3888t 88 .10Ä" 3L\$ 83#7% 8è 8° 7 2e8t 8' 4 F•
)88x F" 3L4 83#88x 898 48CE d:48p)• DD\$CE +6x6° F# .GI:072P#
7 2e8CE)88' 688 87 ,)F• .)88x 8. 3L:48" !8 6x# !D8CE 44 8x
!E 88F•8p)• F2QFCE +6x6° F# .

81858- GI:04 □ EG8

7) 81858- GI:04 EG88! 2Ä GI:07 1) \$FCE 1(ACE 22Ä" 3L83#
68 EG8808Q G%2CE 68t ñä 69P& ,1882# % . +»4:ô HF• 74 \$E
M3#

- **Bring a plate** – 195 +8, Gm8t8Ù F12 \$-O6x “bring a plate”(° 7Èá -O8t
 7ä\$ 1(À Fœ +m8x3L8È 8€ F•9E4° 49I7XÈ 8Q8\$.
- **BYO** – 8” +8t :00E :03ØGm88SLIì ,p8x E F5e “Bring Your Own” drink(588ÖE
 8SL° :êl)° 8QF88°)3D(At BYO • F77P8- :0CE
 4:ô &è < 3L816 \$P 8T8Èx 9P)FCE 2I=FÈE /x7Ý(‘corkage’(° .} 8”
 .0%\$
- **Fortnight** – ‘fortnight’È :088x 8QF8+8t GI:08&t 2:0 \$.==8x
 -O3\$

6. :0B□

P8:0B□ Gm86xDC□84□

4P ;p:0° \$50E 8FEE .%1ä 6üè B50E \$:0B Gm870B4 6xD@Ci
 (flat)° 8=F” 3L8p+α Gm8fp:0° BE” :0E 8=F” 3L8 838 8=¶ 88F• ;p8t
 4,17 E%L+α CH¼3L780 B0E7 ‘To let (8\$)’, äAccommodation vacant (%)
 3M2Ä4# F+Y2P E%¶.%1ä 6üè 1ä2Ä -JIF0E 4#• 8=\\ ;p +)Y8x
 7EÄ” 3L8 838GI:072P8CE ð:ô 18t 6X 3L8p+α 8=È /x44 3L838
 GI:072PÈ +Ü 918” 3Ä G%L8 8=80 8\$8- 187 02P° 8ÄeFÈ 8x
 2TGIF0E (8\$=)Ä Gm8Residential tenancy agreement (:0α 8\$=\\ 02P)È
 8=80 8\$8- 188CE 02P8+α \$P 6 P8 Gm8t 12P8)• 91%L:8 2P+FOE 8987
 8=\\ d87 \$F” ;p:0 Gm8t%1ä 6üè GE8CE 3L838 .91%P d88” !‘!Ö €
 8=¶ e4F” 3L8 838
 0± d88” !‘!d 8987 8\$° F6E” ñä /x78x ,p66° %T3L88p,8 =6E d8 .(\$
 \$ h 8\$ 08x FOE 638;p8x 18CE ,I2P8CE918x 7x98H18FF0E 98È
 2P+FOE 6380Z 2P+F” ñä -658- 2Y8” 8Ä %8\$ 8ÄIF• 91.(°
 88F2PÈ 6x(8CE 8=88CE 18t =y8, 8x=I9F0E47X
 8\$4 48%T € 8°L958p)• 8\$.(:Ñ Fø F\$?8CE 8\$° :076° %8
 .(:8t ;p:07Ä :0%L+α :0)• F\$?8CE 8\$* .(\$ +:ô 638;p:0 Gm8t%1ä
 6üÈ 8” .(:8k :0α 8\$.(:Ñ d4 (Residential Tenancies Bond Authority) 7
 9E3L4@P6F8
 81ä 7X 987 ;p8CE 1B4 äondition report (1B .(2P)Ä FÈ ,I2P7 d)‘%L+α 8È
 8=80 ;p:0 Gm8fp:08CE \$88” 8ÄeF8 .8” ,I2PÈ ;p)• 818” € 8-; 8È
 H02Ä1B° d)‘FOE 8x 87 81ä !k € 18x FpFÈ 88” %88\$:0B
 Gm86xD@C72PC(F” € .(:8k =r8x 3L8È 8\$4 -48 660E ;p8” 1E•
 1B)• H02%L:ô668x € ,8” 488
 8\$.(:Ñ -C=8F\$ 8\$ 2T.¼/x7Y \$F• 881 :8 4=8x FOE 3L8 838 DF• 8\$
 :0% 88” %LÈ 8=\\ :8 (Rent Assistance) 8X” %L4 3L8 838 .8& /x7Y:87
 \$F• 91.(È Centrelink72P 488

8=88CE □ -C y8□

AI:(&72P :0B 8\$=87 4F• 91.(° 88F2PÈ Residential Tenancies Authority
 (:0B□ 8=\$ d4, RTA) 7□7E06° F8 .%1ä 6üÈ +Ü 8=87Ä 8\$ 02P
 -CRenting in Queensland (È =y8Ä 9P)F6° F8

Residential Tenancies Authority
 1300 366 311
www.rta.qld.gov.au

P8□ :0B□Gm86xDC□ 8□

DD+□88F• :0B -C 6xD@CÈ\$=8 4,17 E%L+α 8Bdk72P8 E%T 3L838
 DF• .%1ä 6üè2P DD+° 88F•:0B +Y8x 9P)F” 3L83850E GI:072P =88p)•
 :0B8x +FOE” GI:0 91.72P 9P)FÈ First Home Owner Grant (=8:0B 2ÄT8Ä
 :8)Ä 4=50E 3L838
 .%18x +FO88F” 8x 8i8Ä” Fx7È 88x ñä8tF8Ä \$ 8id47 7E”
 .(4!47X .GI:072PÈ .%18x +4 \$=8 -G11ä Gm8t%1ä 6Ä ?=88x 7F0E

9< BÊCE ,l2P=à \$FCE F@ . & l9x 8 , 02P l8x
7x98H18FFCE 987E 68 02P78 2P+F02P#6%#

)) :0B□

68□ 1(ACE 7E .(:N 8i8Ä -C/Gm894)hF• /x78CE 9l.´ 88 0:6 F" 3L 838
50E Centrelink 3L-8x -O 4# 94288+ 9l.´ :0B8x 4=50E 3L 838
9l.´ :0B8x 88F• \$d 488t 0F6Ä F#E 8DÄ , Ad -C Fx7Ee0 h=2e7 &(° =84
838

)) :0B 9l.(7 4F• 7(±i :

Department of Housing

1300 880 882

Website

www.housing.qld.gov.au

Department of Housing8CE7! 1ã4 98G#/hite Pages 98G~G1.8CE Housing Dept of
F+Y 3L)%L6è838 .

Emergency housing

3M88□ 3M8Ä %T1G7 =F" 7ä :88x 88F" 6x(l 7(±)• 98GFCE47X

St Vincent's Homeless Persons Centre (l8Ä) 3846 1466

Salvation Army Men's Hostel 3832 1491

Youth Emergency Services Inc 3357 7655

Hannah's House (7 2e =2Ä h= 0:6) 3812 1395

Immigrant Women's Support Service (IWSS): www.iwss.org.au

Domestic Violence (49l E!)Y) 3846 3490

Sexual Assault (2eE!)Y) 3846 5400

/3E8□ -H:7!7 8 7ä 58CE :8! 9l=] .(9x F8),(Ü G8 d48" 58CE
:8!7 8E 959F• 7(±i 9P)F" 88

Fx3L958-49I2G□ 2P/x3□

8□ F08 +° F08 ;p7 2XCE° F" 7) 49l7Y 2P/x30 8381ü ;p)•
81ä 4d +8" 987 8) F• 2P/x309P)8ÄÄ -,ä Bã° FCE47X

49l7Y 2P/x3□67□ 2P+E4d 987□F\$ 2P/x30 2G7 Fx7E• :6 G8506° F#
68 1(8t 84 :0B7 0FCE .FCE 3x 88CE98d)= 0Z 2P+F• 78
86849l7Y 2P/x30 88F• 08x F0E 2P+F0E 8987)=8Ät8CE 0± 9l8x
8FFE 8" :E7E8 .

98d:

Energex

13 1253

Ergon

13 1046

:

Origin Energy

Natural Gas	13 2461
LP Gas	13 2462
Elgas	13 1161

16L\$:

AI:(872P8 16L\$:0!=2P 45" 88:0! 48GÀ 98G^G1A/white Pages
 98G^G1.80 Government Section 7 +4%L6è 838

98G^

d68 Telstra GÀ E F6E 98G^GÀ Yellow Pages 98G^G1.80 Mobile
 telephones and accessories (Hh\$E\$ -C 6y2l2P, Telephone – long distance (98G^
 4798G) F+Y 3L)'%L6è838 .

8& :E 68 2P/x30 7\$ 3L3L4 Fx7E" :\$ +802P7 2P+F0 987 F\$
 2P/x306è G8x F" .(4!47X 2P/x306è 8A&CE 2P/x30 7\$%P /x78x 9150E
 9ld958p)• =2P° .(lõ 88+8° dF• !è :07E 8" .48" ñä Gm8t
 8088CE 6• :2P.(\$ \$ 958t 68L8CE88t :2P° 2TGIF0\$ -H)• F\$ 2P/x30
 6è 70E47X9P98Gè 48" +7ä 8x 3L88p+x /x78t 42A0E 895%T3L
 8389P98Gè :080E +8d50E 1270E47XGm8t 2T.7& (50898C72P
 848 • 1270E 3L\$ 838

GI:080E+8t 1(8" Hh\$E\$ 98G° 4:ô 88 Hh\$E\$ 127 6x:0 /x44 3L838
 8°L958p)• 98GB6E 9P98G^ Gm88)• 98GF" ñä E F6E . \$ Gm8t 30E
 488" +ü 3L838 Hh\$E\$ 8F4d 987 891 -C -95 8h :08 :08 1D .(6x
7x98H 8EE) F26 F .

Telecommunications Industry Ombudsman (Bâ @,(4820E 16ù 7h.4p) 8t 6A•
 Q 837 4F0E 756è-C \$ 668 +8t 9l.(° 8FF7038\$ 82IF• 9l.(°
 88F2Pè 8-18C! -JIF0E 6x()• 70E47X

Telecommunications Industry Ombudsman 1800 062 058

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

7. 7□

□□

GI:0 % 488t 88" 4 F" 3L 83017è 8:08Ä 6ð /æ :88x F" 3L
888 8P95 7E, 8ÄN -C d3T, F8E :8' ,ä 8Ä• !{72P8CE C8I 8TGI8CE
:87 75F8x -,?" 3L8 88E C8I 16• %7 8(° 8

:88 4,18t CH¼B087 job vacancies (:ð(Gm8t 'Positions vacant') • EF8
:88 8Bdk72P8 =r8x 3L 838 Yellow Pages 98G²G1.7t 8Bdk 7Y ADD7
d)%P -08 7Y 688 838

GI:0 75:088t 8! :ö 88x 88F" **Centrelink -C Job Network 7□%)'8"**
4888\$ %)8x F8E" **Job Network** □ 8%L8,8t 78x :8F8E 88F"
GI:09l.7t 88x +.8t -088è:8!168è-C 9l.' 88 2e%L6è 838

1) 8F8E 18Ä 6 88E 7Y ?78t) Gm8**Centrelink Career Information**
Centre 7□78E 88E :ö -jE' 959E• :ð CH¼8Bd/\$ F8E 68x" 88x 88Ä
G88E 8" 99' G8+F• 48 %T88

Centrelink 7□□

Job Search Information Line	13 6268
756□878□ 66□ :8□	13 1202
P8□ -j□	1,12□ 88?CE
\$ 66□□ %F9l.(<u>Centrelink assistance – we speak your language</u>
8-18Cì	<u>www.centrelink.gov.au</u>

Job Network 2P/x3□

Job Network F8E 7) 7Y 2P/x38 488 .6x(ì 188" 87 E F88

- **Job Search Support Services** (:ö :8 2P/x38 Centrelink Gm8t Job Network GÄ
%)' :½ F\$:8ÄÄ 488E :8ÄÄ 488 /"¼ 48 !8 :88x =r8
:8F8
- **Intensive Support Services** (;E :8 2P/x38 – 8Bd/\$ G10 488 88E
7:07Ä 8Ä8x 8ì 28F8E -jE %8x 9P)F8 .
- **Intensive Support – Job Search Training** (;E:8 – :ö G1)– F\$:8ÄÄ
P8958p)• +8E 88x 9P)F8E Job Search (:ðd3T FÜ8 -C Job Search
Networks (:ö 88A) G88)Y2P -C:64=a d3T8x E F8E G%) %8"
838
- **Intensive Support – customised assistance** (;E:8 – +8l :8) – F\$
:8ÄÄ 888° 88x 9P)F8E :88E 7Y 88x .2QF8E :88E 887
+8è :8F8
- **New Enterprise Incentive Scheme (416□ =>:8 F8);(Ü , NEIS) – 468Ä**
8Ä8CE /x:88 488E %38 . =17 88 NEIS :88x -08x 3L8 88 88E
/x:88 =ßF%6| 2ÄÜ 18ù G1) , 3L8' :8 -C 988x 9P)F8
- **Assessment Fee Subsidy for Overseas Trained Australian Residents (F78U**
GI:0 888x 88F• D8* .(98– 4G -C D8 /x7Y :8

Job Network 9P)6ùž %)'F#E 8p)• :68" .(8%L#E 8t 6x8x :0:506° F# .
7ùGÀ :#4A0 88F" 95-958p)• :6%8x F06° F#

+8 :68t Centrelink 7 8#Job Network Access ,h* 428x 17F" 3L 83#
7) Job Network Member d472P#E 98Gd, .)1d, D#0 , Bd?C#0# -C @(FBd(8Bdk
E F#2P/x30 9P)F# . 8#.* E F#0E 2P/x30 \$F• \$ 82IF• 9I.(° 88F•
7#i

Job Seeker Hotline **13 6268**

Job Network website www.jobnetwork.gov.au

Centrelink # F7- d3T 89I7 \$F2P\$ 2#F0E :0!72P 4# 7Y 2P/x30 \$F• 98x
9P)F#

Centrelink 1#48t :07E :q 2pBd1 6x# +8t \$:0!7 88?#CE 83#1#4
88?#E White Pages 98G^-G1.8CE # Centrelink A-C Centrelink 8-1#C7 3L)' %L6#3#

\$ 82IF 9I.(

Australian Apprenticeships **13 38 73**

8-18C www.australianapprenticeships.gov.au

Workplace website www.workplace.gov.au

Australian Jobsearch website www.jobsearch.gov.au

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

Jobguide website www.jobguide.deewr.gov.au

8

E8 8#i)4958p)• 89I -OÀ F#E 8" 93#,) +; 7ùGÀ -C 50E
350E .67t M8t 98) .672P 0,hF" dGÀ :#%T 8#

d3T8#

)F,É 2Á 8#ù 98d Gm8t@48Bd# :6ù 8#i 8#p+" ,) F• 8#i GI:072P
6À 89I8" %L#° 6x(i d472P 2XF" :8 3L 83# . Al:(# 1# n#ä 6x(i)•
7#0E47X

Trades Recognition Australia

GPO Box 9879

MELBOURNE VIC 3001

98G: **03) 9954 2537**

Fax: (03) 9954 2588

8-18Ci www.workplace.gov.au/tra

1800 6x() 7047X

Trades Recognition Australia

GPO Box 9879

CANBERRA ACT 2601

98G: +612 6121 7456

Fax: +612 6121 7768

E-mail: traenquiries@dewr.gov.au

8-18Cì www.workplace.gov.au/tra

Trainingline

1300 369 935

\$F• F88

C9I :672P 88Ä =r 88Z nã Gl:0 d3T 89I 9I. (Australian Skills Recognition Information) 8-18C7 7(F• %)d4 ,8Ä4 Gm898,16ù d47 7047X

:0 -C :4:0 **Overseas Qualifications Units (OQU)** 72P □ F772P ?E• d3T -C 8Äx 89I -Oß %38\$ 8ÄF• 9I.(° 88F•7047X

Skills Recognition website

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

Australian Education International-National Office of Overseas Skills Recognition (Gl:0

9P 8U -C F7- d3T 89I 4 d4 , **AEI-NOOSR**)8x B5" Department of Education, Employment and Workplace Relations (DEEWR)72P F7- 8ÄN /x7 \$F• 9I.(-C 8Äx ,h)• 9P)F8 . \$ 8ÄF• 9I.(° 88F•7047X

AEI-NOOSR Hotline

1300 363 079

AEI-NOOSR website

aei.gov.au/AEI/QualificationsRecognition

=I: AEI-NOOR 7 7047X 8987 Overseas Qualifications Unit (OQU)° G85" .(4!47X Fx7E• nã , OQU 72P 50E 80E" :8 88

68 nãE F772P 8U -O8t 98,188" Gl:0 4-0ÄI 75:088° nã F772P 3LFF2 :6ù 8U8x Gl:072P 89I-Od 88F" Fx7E• 78 F68x 88F•F/x 986• Gm88:8x :70E :8F88E-HELP 7 F88Ä 88x 3L8 838

FEE-HELP

1800 020 108

Going to Uni website

www.goingtouni.gov.au

ASDOT E F8):(Ü F88Ä d:48x 977E C9I :672P F7- 8U 98,188x 88F•8Ä D4 -C 4G /x78x 89I :88x 9P)F8 .

ASDOT Hotline

1300 363 079

ASDOT website

[aei.gov.au/AEI/Qualifications RecognitionInformation/Asdot](http://aei.gov.au/AEI/QualificationsRecognitionInformation/Asdot)

58CE 8Äx 88F•,12P4 7568 %L6816 68p+" -748x F06° F8 .9P2 8Ü756è 8 8 =19F047X

0,h 9(710/ 78□ F□)

GI:08□70)88t 957%LE 79I. -C :0/:4:0 -É F02P Ä 4:8□ .(GI -O8x8Ä 8388& -Ét 7Y 0)8ÄCE Ä- 94 8< -C 94 % 98 88CE918x +4F8

Workplace Authority (:8□)□ 70)8Ä -C 7Y0 +Ü, 88F" Gl:0 :8Ü 4ø 4387 \$F• ,h* 8Ä -C 9I.(° 9P)F8E F8 78 :0D88Workplace Authority E DF• :8Ü

9E3L° F0E ,) F• 08")9IF•6 D4F#Workplace Authority 8E +Ü :0
 3L8 88?00E 88p+ B! -7 2P/x30 B5" 98G)• 7E" 3L838
 :8Ü -É 6Ä 957%L8 4F" 7E58" 88x nÄ **Workplace Ombudsman (:8Ü**
7h.8p)8Ü.44 Gm87\$:8Ü0E 88-d15j 7.° 9#E" 3L838DF• :8Ü
 7h.:4p8t 7\$:8Ü -É 88-d%T3L8 8E +Ü F% Gm86jh° 9#0E 7\$:8Ü
 -É 4F0E 88F" -8 2Ä0x 48Ä" 3L88p+ Workplace Relations Act 1996 (8'
 1996) F02P 2Ä0 \$18Ä 8Ä %T3L8 8E 0)8Ä \$-E" 3L8
 838

GI:0 :8Ü 4)\ 4387 \$F• \$ 8ÄIF• 9I.(° 88F2P#Vorkplace Infoline (:8Ü
 9I.((8) 7 7E0E GI:0 9I.80Vorkplace 8-18C# -JIF0E 3L8 838

Workplace Ombudsman website www.wo.gov.au
756 878 66 :8 **13 14 50**
Workplace Ombudsman Helpline **1300 724 200**
Workplace Infoline **1300 363 264**
Wageline **1300 369 945**
Workplace website www.workplace.gov.au

:8Ü)\É Workplace Relations Act) 7 8(° +Ü 7Ü)8Ät %9E7 48F0E
 48F0E 68x Ä 8387:0E 0)8Ä %9E7 48F0E Gm848F0E
 6E 88T)• 0)8Ä FF" 3LE 68810IF• 9I.(° 88F2P# **Australian Council**
of Trade Unions (GI:0 %9E 7EG , ACTU)) 7E0E47X

ACTU Helpline **1300 362 223**
ACTU website www.actu.asn.au

7\$ (Superannuation)

Superannuation (78t 9I\ C(:8x \$/xF0E C#1¼ 6F• 8Ü C888 .78t
 9821058p)• 9IXC(:ö 94É Gm87\$ 3L8' 8p)• 68 838% d8 %68CE 7\$
 C8Ä 9I\ C(:ö G0E.(8Ä 7E 6%L688 . GI:072P 8CE +Ü 7Y
 0)8Ä 7\$ D& G888

GI:072P8CE78t .(Bé '3LD'(Super)'(° F#

\$.8CE nÄ 7Y08t -É 8(° 7Y)8Ä 2Ä0E% 7 F#E 68L° 7Y 0)8Ä
 2TBF• 7\$ d8p)• 9586° F# .7Y 0)8Ä E 68x 958E 8" 488
 7Y04 68CE 7\$ 958 959IF• 68x # G#F0E 88F2P# 68CE 7\$ D&
 48E 1ÄÄ 7E0E 68x .(4!47X\$ 8ÄIF• 9I.(E 6x(7t M38

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

2I<

Tax File Number (TFN, 2I< 8)' -G!)**Australian Tax Office (ATO** , GI:0 2I,h2P)72P
 P8- -C \$E -PF#E 8T-G18+ +Ü 98CE 2Ä Fx7E0E %8 . TFN 4=ä
 72T8x %4!47X 1ü 9I=J07Ä TFN8x 6E 48Ü /" -J8t 8Bdk8x 877E
 887(8-TFN &%)8t 8° :087 8; F0E4 48 488Fx7E• 188t 7 Ä

91.(7t Gl:0 :0288 .6±0 8° G7 7D8p)•TFN 8x -OÀ %L4 885E
 TFN8x.(GIF26° FCE :E8I! Hh\$E\$98G^% 8F" 3L8E 7 948E2P 6%8
 4=2P 4 Centrelink 1h 472P 480E ATO (2l,h2P) 8-18C72P F86F" 3L8 8¼
 6x TFN Helpline 8p)• 98GF0E 8F" 3L8 838TFN -PF½=888t 28 888
 88x 48A0A %L+7:04 TFN Declaration(TFN 4) 6A8x 68 F" 8+α ,E
 58EFN 8x 6A7 68+" %86x:õ 50E TFN 8" 6E 7ä 7:0E FN -PF½9<1
 488" :8 98E 911058- 2l< 8'18CE 68L° 9PF"3L688
 -H¼ 7z958- 7ä 9P7F8E GÀ X87 8 180 68 308° 18")7 3L88" 88p+" ,
 F" 108 31 88 **Income Tax Return** (3L8' 2l< -LG0E 9E3L4@P6F88p)2P
 5E Gl:0 -E0E 9578x -O8p+income tax return 8x 8AeF" E Gl:07t F772P ?E• +8
 3L88x -QH8 7E%LE 8" .(B88
 Gl:0E \$.80E E172P 10 D2pC8- **Goods and Services Tax (GST, .4 4?2) 4**
 .7 %8GST E :8x F8E 47 E F06L6è 838d.,958- 4E¼, \$.80E 8U -C
 8CE 2P/x30(8U -C6)7t M8t .6E GST 4 +9P%8
 +8° /x:80 7E5F" 7ä **Australian Taxation Office** (Gl:0 2l,h2P) -C \$ /x:808CE
 8 88F" Gl:0 /x:80 -G1 (ABN)4 Fx7E8 .10IF• 9l.(° 88F2P Australian
 Taxation Office 7 7E" .(4!47X

Australian Taxation Office (ATO) 7(□

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

F7 □ 81 □ C8 □ -C 3L8 □

Gl:08 □ 88t 982102P -¼ 3L80 \$F" 2l8x !F0E 2l-LG0E (tax return) 7
 78p)•Bd8CE +8 3L88x 4F6° F8 50E 2l< +958x 88F• Gl:0 88-(resident
 of Australia)8:8CE 7 .E 5 167 8(° 8l%L66° F8Gl:0 2l=á (ATO)8t 2l<
 80E7 \$F• 8F° %d 88F" 8-18C7 9l.(° 9P)F8

ATO E 6x(7t M8t 3L8' ?=7 \$F• 9l.(° 9P)F" 3L838 .

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

F772P 02l \$16 2Ä" 88x 7ä 2Ä" -P2F• 472P 2l8x .0F8x:(8 2Äx
 4F6° F8 .F7- 2Ä" Gl:072P 02l \$16" %7ä ,ä , 2Ä \$F" F7-
 2l8x !F8x 7ä F7- 2l<)9P7 F8%T 3L8 838 .)9P4 F7%LE 2l8x)9P
 2l<(creditable taxes) 8(° F8 .

Gl:0 2l72P +9P4 %LE F7- 2Äx 4F6° F88" F7- 2Ät Gl:0 -C F7)•Bd
 ?E• D4 \$16 3P3L87 \$F" !F6° F" 2l68x 8E" E)%T 3L8 838

8. 1G .(8

GI:0 9l.ē n =F• 1ēx :8FCE 8Ä58" %L)X)YFē 1ēx :8Fē
2P/x3Ø 9P)Fē)4ē 1ē95 8P95 2e77 d7 FCE 83ē . 1ēÄ88t :0)•Centrelink
(° Fē 9l. d48x Bē" 9P)%ē . Famiy Assistance Office ē 498CE :88x
9P)Fē

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

Centrelink 3L

Centrelink 3L\$ GPB878t 58CE /x8Ä A(3Ø -C 3L80 8ā8x E Fē C9IF• 1ē7 \$X
83ēGI:0 75:0ÄÄ %L2ē Fē 3L\$ \$d d88" 957%ē 6x(i =19ē
756ē +Fē" Centrelink 72P Bē!48x :02TF" 3L83ē58CE +ē)Centrelink 7
6x(i 98G)• 7ēCE 3L83ē

Centrelink (multilingual services) 13 1202

Centrelink website www.centrelink.gov.au

Centrelink 3L\$ 4=5CE ē 48Gē 2PCEÄ -C 7 F1/2P, 8tF1/2 9Ä !ē! -C 3M2Ä)\
9l.)° 9P)F2ē° Fē . 48Gē 9ē 4F• \$ 8ÄIF• 9l.ē 888CE8G^G1° Bē"
Gm86x(iCentrelink 8-18C72P.Bd " Proving your identity to Centrelink" (Centrelink7
48Gē 9P))° \$ē8ē)4ē Gm81d Ä° Aē8ē)4ē 4ēē

3L81 :8 3L\$ 4=5CE ē 48Gē 2PCEÄ -C 7 F1/2P, 8tF1/2 9Ä !ē! -C 3M2Ä)\
Centerlink 72P Australian Taxation Office 7 9E3L4AäTFN 4=2P° 9P)F" 3L83ē

\$d d8

8-L958p) □ 1j, \$F• 8^-08ē GI:072P 2 x %6| 75:0ÄÄ :6° Fē , Gø
\$.8CE 1ēÄ8Ü 3L\$ 4=5CE ē 48Gē 2PCEÄ -C 7 F1/2P, 8tF1/2 9Ä !ē! -C 3M2Ä)\
3L\$ 4=5CE ē 48Gē 2PCEÄ -C 7 F1/2P, 8tF1/2 9Ä !ē! -C 3M2Ä)\
3L\$ 4=5CE ē 48Gē 2PCEÄ -C 7 F1/2P, 8tF1/2 9Ä !ē! -C 3M2Ä)\
86'8Ä 7ēx -Od 88F2Pē GI:072P 10 x8 10F6° Fē .

\$d d8 +9P

0 Gm8888CE ?Bē 2Ä• 8^-08ē 2 x \$d d872P +9P%ē . 8ē F\$
8^-08Ä GI:07 \$F8x ē 8^, 88CE 4ē GI2e%L6ē8p+" ,8CE -d78Ä -C.6Ä
8ē 7!4 , d872P +9P %ē

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

\$.8CE 3L\$ 4=5CE ē 48Gē 2PCEÄ -C 7 F1/2P, 8tF1/2 9Ä !ē! -C 3M2Ä)\
1ēÄ8Ü 3L\$ 4=5CE ē 48Gē 2PCEÄ -C 7 F1/2P, 8tF1/2 9Ä !ē! -C 3M2Ä)\
1ēÄ8Ü 3L\$ 4=5CE ē 48Gē 2PCEÄ -C 7 F1/2P, 8tF1/2 9Ä !ē! -C 3M2Ä)\
8ä" 80ē Special Benefit 7 \$F• ¥• 88T4 %T3L68ē Gø .(:Assurance
of Support)8p)• 8^-0 7x 7ēē 58CE G08ē 50Ä :0%P 68x 1ēÄē %T
8ē

75:0ÄÄ 8.F" 7ä Carer Payment (8.8- 3L\$ 8ē" 88x 3L\$ 88p+ \$d d87
F\$%L:ô 63ēDF• :2858p)• 8.8x FCE 88x 7ä \$dd8 %67 8.8- 3L\$
F\$ 8ē" 88x 3L83ē

FOE Gø,+8,-86'8Ä Gm8Dì+Ü %L28x ñä 3L\$ Gm87\$ x -O8p4
 3L\$ 838 .+6± 9P 16Ä.(8Ü 90Z F\$%LË ñä GI:07 10x %6| :ð Fx7É68"
 7\$ x -O8p4 3L\$ 838 2009 x 1 8 G88àGI:022 Pð 16Ä.(8Ü 08x =5.
 1B8\$

8080E 88 88F 88d 3L

2008 x 1 8 18°Bd **Crisis Payment (88d 3L)** 8x 2008 x 1 8 1 87 Gm88Gø
 GI:07 FOE 8080E 88Ä 78ÜL68p+ 88t \$€ M8t /x8Ä :E FOE
 2/56° F\$.

- subclass 200 – Refugee (!D)
- subclass 201 – In-country Special Humanitarian (Iè CBL 8080E)
- subclass 202 – Global Special Humanitarian (2Iø CBL 8080E)
- subclass 203 – Emergency Rescue (h= 9P), ,ä
- subclass 204 – Woman at Risk (88d 7 2e)

8" 3L\$80E 8x %Ld 88F2P Centrelink 7\$ Gm88L\$ 8x 866° FOE 88I95 (8x
 P 866° F\$F88t GI:07 8 8087 F 8] G7 8° Iè =á
 88x 4:ô Centrelink 7 78E 78E :ô 14 8° 8Iè =ä 9E3L4@P6F\$.

1) FOE 8080E 88Ä 88F•88d 3L\$8t 84.8+ 88E F\$ 8x %LË 1(80E
 8 9I=] Fx7É :8FOE 88F•Ë 88I :88888d 3L\$ 68LË P880E Centrelink
 d., 3L\$()@Ci.(9x Gm886E¼ 3L\$0 M8t Ë/xË 9P7-)80B:08?OE 60 M3\$

Family Assistance (49:8) 3L

.6 8Ä 8Ë ñä GI:0 9I.72PË :8Ü 4188x Føe F6° FË 49I8x :8FOE
 88F2P **Family Assistance Office** 8 BË \$Ä• 3L\$8x 9P)F" 88:07È 49%
 3L\$8p) Family Tax Benefit (49¥ 2I< GPB) -C Child Care Benefit (.8U 3L\$), Child Care
 Tax Rebate (.8U 2I< GË, Baby Bonus (6xd .(3)ä Maternity Payment (8ä
 3L\$) -C Maternity Immunisation Allowance (8ä 7-9E9' 3L\$)4 838

8°L958p)• 8x 78p)Ë GI:0 75:0Ä /x8Ä 866° FË +»4:ô 7Z4 838 .8"
 3L\$7Ë \$d d88" 60849¥ :8 3L\$8t 3L8' .(9 7!F"8x F" 18:ô 2GF0Z
 ¥• 68L4 6x8x 8F" FOE 8" :E7Ë . Family Assistance 3L\$8t 3L8' B80
 FOE 8IF\$.

Family Assistance Offices (49¥ :8 1ä4) Ë Centrelink, Medicare -C Australian Taxation
 offices 7 83868 3L\$7 4=8x 88 4F• \$ 8ÄF• 9I.(° 88F2P Family
 Assistance Office 7 78E47X

Family Assistance Office 7

98G 13 6150
756 878 66 13 1202
 TTY (6886'8Ä) 1800 810 586
 Family Assistance website www.familyassist.gov.au

16 2l 818CE 88t Youth Allowance Gm8t Austudy7t M8t 16A8Ù 3L\$ 88" %3L
838\$ 82IF• 9l.(° 88F2P# www.centrelink.gov.au° -JIF0E47X

Youth and Student Services

13 2490

756 878 66

13 1202

Centrelink Gm8t Family Assistance Office7t 7(F 48

48x 84F2P Centrelink -C/Gm8t Family Assistance Office7t 7E"1A Gm8Eè
(Äominee)° :ôF0E 3L838

8t y8

3L-8x -Od 88F2P# :@P6° F" 98" 838 . :Ä0 68p4 7ä 3L\$:ê8" -ñ
Gm8tE:0T 3L838

Centrelink

3L-8x -O8p4 7ä -0P 168x Centrelink 7 6XP 9IG% 68" :0%L\$ F06°
F#-ñ58t \$E M38

- 3L86° -ñ
- :02Ä -ñ
- 6p Gm8t# 7.'
- F6ù 48Ä Gm8tE:ò 7.'
- :8Ù 48Ä Gm8tE:ò 7.'

DF•Centrelink 4 .(!E +0 Dið 8± Fx7E• 7ä \$8x F06° F# .

Centrelink# Q8CE +7 ð d78+± 8° BE" 2P/x38CE:8x FÜA#?#8!l
9P6lñj Gm8t44 158" 88x 7ä 6x()• 7E0E47X

Centrelink's Customer Relations Unit

(,hB6) 1800 050 004

756 878 66

13 1202

P89l.(GI – 58CE P89l.(E -E FÜ70E F4%P 7ä Centrelink Gm8t Family
Assistance Office 72P 88" 3L838

Family Assistance Office

3L-8x -O8p4E 7ä 3L\$ 88" 75F8x -,?" 3L8E 49¥ 16• -ñ \$F2P Family
Assistance Office7 B506° F# . 58CE Ä -C=y8.7 \$F• \$ 82IF• 9l.(°
88F2P# Family Assistance 8-18C† -JIF0E47X

Centrelink Multicultural Service Officers (Centrelink 1312 2P/x3 1312)

Multicultural Services Officers (MSOs) 8:08Ä -C 10 :0!16Ä 88F• Centrelink 80E
 70P/x308872PÈ Q -C :0!16Ä 88F• F8);Ü -C 2P/x30 \$F• 9I.(°
 9P)F0E Centrelink 4 2P/x30 FÜAà 3L80% È 8Ä 2P/x30 \$Ä0E 9P)F0

10IF• 9I.(

Centrelink

Centrelink È F\$ 2P/x30-C 3L\$ 4F• +8t 9I.(° 9P)F0 . 1) \$F• 8:08Ä -C :0
 660 7560 6x\$ 10x 88F2P Welcome to Centrelink '7t M8t 8°L 6)è E F52P
 -71%P E-88F• 9I.(° 9P)F0., 6)è 8Ä -71%P 9I.(° 8F0E" 13 1202 7
 70E00 GD8:0- www.centrelink.gov.au ° -JIF02P We speak your language °
 2TBF0E47X Centrelink GD8:02P Individuals Ä A50E G0Ä Moved to Australia Ä
 2TBF0E "Centrelink 3L\$ -C 2P/x30 4F• \$ +8t 9I.(° =r6x.(4 3L4 8306x(ì
 98G^-0I° 1070E" \$ 9I.(° -O8p4 3L830

Centrelink multilingual (756è8780E \$ 66è :0)	13 1202
Appointments and opening hours	13 1021
Employment Services, Newstart, Special Benefit	13 2850
Age Pensions and Pensioner Concession Cards	13 2300
Parent or guardian	13 6150
.E0 Gm8t(GI80	13 6150
Youth Allowance and Student Services	13 2490
860, :00 -C 8GI80	13 2717
Centrelink F70 2P/x30(F7- 7\$	13 1673
New Apprenticeship Line	13 3633
Q Fp&e	1800 050 004
Centrelink TTY (6606'8ÄY	1800 810 586
Customer feedback TTY	1800 000 567
F772P 98GE0 70	+613 6222 3455

Family Assistance Office

Family Assistance Office È DF• 2P/x30-C 3L\$ \$F• 9I.(° 9P)F0 . 1) \$F•
 8:08Ä -C 7560 :0 660 6x\$ 10x 88F2PÈ -71%P 49¥ :0 9I.(4 400
 -71%P Family Assistance 3L\$ \$F• 2X2P 1à8x -Od 8F0E"
13 1202)0 70E00 Family Assistance 8-10C† -JIF0E Multilingual Services°
 2TBF0E47X

9. B

) B 3L

-3 2P/x3

AI:(&7 d= 9P7FCE 9l. Gm8t088" 775F" 3L 8 -3d=\ -C 7 Q2T8" 836

6|è =y8Ä-C 48E 7) :ø!=á -C -]IQ 2pBd d=7!, P4 -C))9l.(2pBd72P 8' 489l.775 -3Ø, d=\ -C 7 Q2T7 4F• 9l.(6x(j)• 7FE47X

Transinfo

13 1230

www.transinfo.qld.gov.au

99' -3Ø 48E 7E50E" 7083L4 9P)FCE , -3Ø GÄ 98GFCE -O8p4 3L 836-3Ø GÄ Yellow Pages 98G^-G1.7 'Bus and coach scheduled services(-3Ø -C 47-3Ø 3Ø4:" 2P/x3Ø' F+Y 3L)'%L6è836 .

B4 2P/x3

B4 GI:08CE.8CE 8D72P FCE 24 48 7E7B48CE dDD 888CE,Bdd4 7Ex IÄB4 GÄ Yellow Pages 98G^-G1.8CE taxi cabs' F+Y 3L)' %L6è 836.8CE 8E HT=6è 17E 16x 88F•CBL B4 488

P8 (

1 -C:E= 4,17 DD+E° FCE 1e\ +8Ù -C:E=\ 9848Ø2P 8FCE 3L8 836=\ 8/x 8)/x , 8:Ø -C 8Ø958- (G8x E FCE 636 . 8) F• /x78t \$P 88Ä -Ø :Ø6° F . :0! BØ2P 8)'F• =(y 98:088" -,!Y• 66" 8E 66x .(j) 6x(j)• 7FE47X

Registrar of Encumbered Vehicles

1300 658 030

3246 1599

Office of Fair Trading website

www.fairtrading.qld.gov.au

=(y 88x 88F•8i8Ä 9l.(58CE 8tFØi 8i GÄ 7FE47X8i 48x 88F 68 6 +8 6 78x 8FFd 987 2P+8x F 447 .

+8 :0 -C BØE 8%=\ 7088Ä GEGÄ 8E 8" 72P :E=\ 88Ä 88F•=(y 1à7 F½ 9l.(.(G -C Ø 2P/x3Ø 58CE =4 8Ù !D 7t M8t 2P/x3Ø 9P)F \$ +8t 2P/x3Ø GÄ 1 6x /xGÄ7Ä 4ØE \$:0 -C BØ 8E 8Ä GEGÄ B" GØ8CE GPB,(GI -88° G5F 6x(j)• 7FE47X

Royal Automobile Club of Queensland (RACQ)

13 1905

RACQ website

www.racq.com.au

GI:072P 708FCE 88F2P 88F1½Ø8 +FiØi Fx7EØ Driver's licence □ ?ØCE 88F•9l.(9P1 8Ù \$] GØ 5° F 8 8 =19FE47X

=19: GI:0 BØt \$Ø1¼ 6ØØ . 9P5 8Ù GI:0 E C Ø 8x=19FE47X

10. 8U0 .(8U

.(8U

-,E□ 6x%& -DGOCE 488x 88F" 7) 8TGI8CEAθ, -C D@CAθ, .(8U 2P/x3θ
83θ Yellow Pages8098G^-Gl.72P \$A• .(8U 2P/x3θ =r8x 3L83θ ?F•
:4/x° 4Aθ preschools Gm8kindergartens, 8T6x&x %.(θ child care Gm8day care
2pBd, ,à 6x88CE .+Ût \$.+Û 49θ" \$)• %.(θ family day care %8"
83θ

DF• 6x88" 2P)• 67θ° -d7à .+Ût \$GFθ 9l.(%8x !θ 3L8θ .+Ût
83θ +θ , playgroups □ 83θ

Playgroup Association

3855 9600

AMEP 3L6Û =I2QFθ %6| -,F)m 6x%8x 88F•,h* .(8U8" 4θ 3L83θ AMEP 3L6Û
F"\$ 488x θ• Gθ\$ F6Û F8)•(θx F" 72θ .(8U/x4 :θ%L:ô 68p,θ .(8U/x
:4/x° Bθθ 8" :E7θθ

9l.4 9P)Fθ 6x(i 1θ7 \$F• 9l.(° 88F2Pθ :

- 5θθ :θ!7 8θ .(8U 2P/x3θ
- 4θ .(8U 8TGI-C 4θ 8À
- .(8U /x7ÿ \$F• 9l.' :θ
- Cíθ θθ" Fx7É• 6x%7 \$F• 9l.' 2P/x3θ
- \$A• ,IG95 -dθx 4:θ 6x%8x 88F• 2P/x3θ

Child Care Access 9l.(2P/x3θ 7θθ47X

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

1800 670 305

TTY (66θθ'8Àÿ

1800 639 327

Diversity in Childcare, Queensland Inc

3861 1022

.(8U -C \$ /x7θx :θFθ 88F•Child Care Benefit (.8U 3L\$) -C Family Assistance (49¥
:θ) 3L\$θx -O8p4 3L\$ 8θθx dθθ47X(9P8 8U 1θ18U θθ)

F•

Preschool(8T?θθt 4-5 2l 6x%& +Û,7À 4θθPreschool 8t 6x%&" Fÿ 8è
4d 98 F7 8U=θ5 9l2P95,à 16θ5 P-P8x Fθ θt :Aθ

6 2l72P 15 2l 1θ8CE 6x%8t 8θθ58p)• Fÿ 46° Fθ6x8θt \$P 4-5 2l72P
F• 48Aθ \$F• Gm8θ =Gθ θU8x :4/xFθ 88F" .(Bé 17-18 2lθ F6θx
θAθ12-13 2l 6x(θCE 6θθ primary school (θF•)7 θ , 8Gθ high school
(Gm8t 'secondary school') θ %θ

5θθ 8À)F• Gm8t1θÿ .(!θ 3L83θF\$:θ!8CE F• 6θx .(4d
88F2Pθ/White Pages_98G^-Gl.7 8θθSchools F+θx .(4θ
8-1θCi www.education.gov.au)• -]lFθ47X

Government school(F□)8t ,h1ô θU8x 9P)Fθ \$..θCE Fθt F• θU -C
3θ ?T F8)•(θx 6Aθ 88F" d.θx 7θθ:θθt F+θ 8θ

. F+Ü 9P)FÖE F# 9P)FÖE F+Ü :Ö? 3L8ÖE Ö 8U
8Ä 2P/x3Ö 83Ö . F+Ü 8Ä 7Öx, DÖ Ö2P -C F; 8TÖ0 (FÖ%T
7Ö8x 9P)F6° F" 7Ö 83Ö
=I9: 84/x8Ä 2Ö• F28t Fx 9868x !F6° F" 3LÖ 83Ö8ÄF• !Ö8t
F\$ F72P GÖÖE47X .

Education Queensland International

3224 6958

Website

education.qld.gov.au/marketing/eqi/

Non-government school (1Ö8t 3L6Ö .0FÖE 995 .2Ä d48Ö CÖIF•
8U=Ö8x 4:ö 88x 3L83Ö1ä 8U7 4F• 9I.(4 Fx7ÖÖE .4Ö 1ä 8U
4)\ Ö8x =rÖ 2TBF• F7 :ÖE 7Ö8x ?F" 3L83Ö

**Ö8ÖE 8Ä 7Öm7 +Ö after school care Gm8Öschool holiday programs 7Ö4F" F\$
F7 ,I8ÖE .(4!47X**

/x756Ä 8t

**756Ö +FÖE 1) ÖF• 8-0 8ÖE 6Ö° 88F" 88Ä%L68p+Ö ;E756è F8)Ö8x
9P)FÖE 756èF(ELS) -C 2pBd(ELC7 Ö)'F" 3L83Ö . ESLF8)Ö 4F• \$ 8ÄIF•
9I.(ÖE :Ö!F; ! Education Queensland7 7ÖÖE47X**

ESL and Cultural Diversity

3237 0815

B74

**756Ö 1Ö7ÖE 6Ö 9PF%P756Ö FÖE F+Ü -C.(GI8Ät F7 BÖ!48x 7ÖÖÖE
8Ö 4)F• ,I9P° 8ÖE 3L 83ÖDF• F7 7ÖÖE 88F" **Translating and
Interpreting Service (TIS National, B7Ö -7Ö 2P/x3Ö)Ö 87F" 3LÖ 83Ö****

F+Ü -C.(GI8Ät AI:(Ö :Öñ FÖÖE 8U8x 88F" Fx° !F" Fx7ÖE 6ÖÖ .

Translating and Interpreting Service (TIS National)

13 1450

TIS National website

www.immi.gov.au/tis

Ö)'

**8tÖ F7 Ö)'4AÖ 88F2PÖ 98G^Gm8ÖP8- +Ö8p)• FÖF7 7ÖÖE47X
Ö8ÖE 7 Ä! GI:0 8| 2PÖBÖÖE Ö :Ö2PÖE -C 898 8U7 4)ÖP F; d)'8x
E FÖE 2PÖE Fx7ÖE :Ö +ÖDF• 7Ä 9E9'2PÖE 9P4F" Fx7ÖE 88x 3L83Ö**

:6Ü 8U

**VET (Vocational Education and Training, :6ÖU -C G)) -C TAFE (Technical and Further
Education, d3T -C Ö% 8U) @3Ö :6Üd3T -C 16Ü d3T8x 8FÖE F28x 88F" +Öè
9ÖÖÖÄ• @3Ö Ö%L6è 8Ö 9I.(d3T ,/x:ÖÖ 2P/x3Ö6xCi -C -,Ö6è ,4E -C
GIB^ 4)\ 2P/x3ÖÖE -C 7ÖÖE1ä ,)F• Ö8x E FÖÖE 83ÖVET -C TAFE
College Ö 3L6Ö .0FÖE \$=Ö F28ÖE 8Ä)• 8Ä 8FÖ .6Ö @3Ö
9(secondary school) 8ÖF)Y8x 7ÖÖ 1ÖIF• 9I.(° 88F• 7ÖE**

TAFE Queensland

1300 308 233

www.tafe.qld.gov.au

GI:08 (double-degrees) -C A6, 7i28x F" 3L838\$F# DF• :68x 88F•\$ @30 9P)F" 3L\$ 838

8F• -C @30 4F• 9l.(° 88F2P# F\$ \$F7 7#0# **going to university**
 8-18C# -JIF0E47X

8-18C# **Study in Australia 72P** GI:0 8TF7 4F• 8T7# 9l.(4 12 P80E66#
 4#

Going to Uni website

www.goingtouni.gov.au

Study in Australia website

studyinaustralia.gov.au

10IF• 9l.(° 88F• 7#i

<u>Griffith University</u>, Brisbane, Nathan, Gold Coast	3875 7111
<u>James Cook University</u>, Cairns	4042 1111
<u>James Cook University</u>, Townsville	4781 4111
<u>Queensland University of Technology</u>, Brisbane	3864 2111
<u>Central Queensland University</u>, Rockhampton	4930 9777
<u>University of Queensland</u>, Brisbane, St Lucia	3365 1111
<u>University of Southern Queensland</u>, Toowoomba	4631 2100
<u>University of Sunshine Coast</u>, Maroochydore DC	5430 1234
<u>Australian Catholic University</u>, Brisbane, Mitchelton	3623 7100
<u>Bond University</u>, Gold Coast, Robina	5595 1111

\$F• 09I80E /x78t 3L6u , .3L/x7Y#P/x, 3M2ÀC 8°L 2G#x° E F5#4#
 :67 \$F• \$ 8#IF• 9l.(° 88F2P# 6x(i =I9#0E47X

**Going to Uni
 Student Enquiry Line**

1800 020 108

Youth Allowance (16-24 2l 1#) -C **Austudy 3L** (25 2l 81)8t)8%P F68x F#E EA8,
 F28x 88F• 8#I958# :68\$1# \$F• 8-08# \$=# 2x \$d d88"
 957%#., 8#I95 :8 9P# 4F• 10IF• 9l.(° 88F2P# Centrelink 7 7#0E47X
 (9P8 8#) 1#A8U #x).

11. 8 9P

Medicare

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

8X 7. 6x .(Medicare 7 %)F6E 88F2P 7 À , 7 F½2PCE-C 75:0 /x8À 4:ô
Medicare 1à2À -JIF6° F

Medicare 6à)\$Ø ?CE, p206ñ-P?CE , =É 90I 7ÉÉ Gm8t1à .8 88 %8t
@-FCE 63 Medicare 7 4F• 10IF• 9I.(É 9P1 8Ù \$/ G 5° 8 8
=I9FCE47X

Medicare website

www.medicareaustralia.gov.au

Centrelink Health Care Card

+8 Centrelink 3L-8x -O 4ñ 2À Ìàt ñä 9I.4 -PF7E Health Care Card °
-O8p4 3L\$ 8388" ?É 7) 4:ô F"8GPB8x .7 FCE 6E% -C 8CE 2P/x30
(80a?CE -C 6à)\$Ø)° E FCE Centrelink 7 4F• \$ 82IF• 9I.(É 9P8 8Ù 16À8Ù
8 =I9FCE47X

Health Care Card ° 2ÀTFCE 855 8" ? 86è :É +Ü d.,958- .8 -C?05
Medicare ?& 9P4F26° F

1à 8 (G

+8t GI:088t 1à 8CE .(G :0x 2TBF .8" .(G8t 1à Gm8t)ñ .872P P8-
G6P8CE ?CE 8: Gm89868x @-FCE Medicare 4 @-FCE 6E 2P/x30 :½CE -C
\$.8CE 45 2P/x30-C 6à)\$Ø G20 %8x E FCE @-FCE /x7Y 9CE 6ÀCE
1à 8CE .(G7 48F0x" 1987 7) D& /x, FCE 82IF 78x BE .(4
8 :E7E

8)Xy

9I. 08CE 1à 8CE .(G 488x 80E 88F" 80195 8)Xy8x 9P)F81à 8CE
(G 488x)R" ñä 6x(Ì 158x :0:526° F

1. **30% G** – Medicare 8X F\$%L+ , .8 ?CE @-, , 8PL ?CE ('.9a (ancillary')
Gm8t.4 (extras)) @-, Gm88" %,4:ô @-, +Ü,, 9P)FCE 95-É• 8CE .(G8x
4:ô 88x ñä , +Ü GI:088t 30%80GGBx =É" 8X" 838 (65-
69218CE168 35%80GGE, 7021 818CE 168 40%80GGB" 957Y).
2. **Medicare 4 3L** – \$.8CE GI:0 12188t Medicare 3L8" 2I< !Y
E FCE . Medicare 4 3L8t É 1% .48p)2P , 959F• 1à 8CE
.8 @-7 48%L6è 83 6~ C0IF• 3L8' F 68x 0FCE -É 16À
.0% .3L8' F 68t G8888\$ 7\$ GI:0.¼ 70,0008+ @F@Gm8t
498° ñä 7\$ GI:0.¼ 140,0008
3. **D2 8(G** – 8" 9P 9d7 .8 @-7 48FCE 8)KCE 88F• 88
.8 @-, 31-¼ 288x :ò 78 18° 8G 48FCE 1(àt 31-¼ 288x
:ò 78 18° 8987 48F• 1(À\$ %8F• 3L:48CE@-, 88F" \$ +8t 68x
:7CE % .8" /x78t .8 @-, 488x -, * 5 7\$ \$ 2 D2pC4
81%

31-¼ 288x :ñ7 8 1 8° Gø Gl:07 \$FÆ 1j 7\ 8-08Äx 88F" Cíø 9B"
957% Medicare 802P (%)'8x F•!Bd 12 P8 8Tø 1ñ 80G7
48FÆ ñä :ñP/x78x :FCE 638

Medicare 7 (%)'8" %FBGø =ßF7 .8@-, (%)'8x)K0Æ 8" :E7È8
Medicare 7 (%)'8" %FBGø12 P8 8Gø .8@-7 48F0Æ; .8 @-, 488x
81F0Æ 80 214 :D +8 78 \$2 D2pC7 F\$Æ Dø 80E .(G .48x
:0Æ 7È%T 88

10IF• 9I.(

8-18C □ www.health.gov.au -C www.phiac.gov.au° -JIF08 6x()• 70E0E" 1ñ
80E .(G7 4F• \$ 10IF• 9I.(° 68p4 3L 838

Private Health Insurance Ombudsman **1800 640 695**

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

Commonwealth Carelink Centres (7\$Pl.' .(GlA 2pBdÆ 8- -C 86'88x %.(È
1ñÄ 9I.(-C:88x 9P)F8 .

Commonwealth Carelink Centres **1800 052 222**

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

80E :8□

84□

8□ C9I 80E 2pBdGm8t88CE 8=472P -O8x3L 838)ñ -C 1ñ
.88tWhite Pages_98G^-Gl.80Hospitals F+7 3L)'%L6è83864)\$0 4F•
9I.(È 9P3 8U8=. 8 * =I9F0E47X

.87 44 È .)7Y :E8-6E¼ -C Medicare ?& , 1ñ 80E .(G ?& , Health Benefits Gm8t
Pension Concession Card ° 2750E47X

8=. ?È)ñ .88CE 'Casualty(8=4)' Gm8tEmergency(8=4)' 72P 24 48 488

168" 88=F0E 68x ñä general practitioner (8°L :80E))•Bd 80E 86x -O8p26°
F8

8°L :8□ (GP)

8□ 1B4 6x\$ ñäÆ +p94D\4ä Bd ('general practitioner' Gm8GP(□ FpGm8t
80E 2pBd7 426° F8 .80ä Gm880E 2pBdÈ 50P 2TBF0E 3L 838- Yellow
Pages 98G^6|è 'Medical practitioners' (7 3L)'%L6è838

:8 80E =2P° **bulk bill**(:5x 9I.□ .(□))□ =5" 3L 838855È

Medicare 6Ä7 2P+F0E %L 8" 6Ä8" \$ Medicare)• .(l0l 80Ä :8x4
:0%8,);0 68p+" 80E 50Ä 7Èx .0F" 3L 838 8)\$ ñäÈ

:8 Medicare Gm8t1ñ 80E .(GGÄ F\$%T ñ7 422P /x7Y 16CE=ä F0E 3L8
83868 ñ8 Medicare Card 7t Health Care Card ° 4:ô 426° F8 .

81□ 8CE :ā %67 7aT3P88 98G2T8x 1a7CE 5CE 88F" Bē!47À Bē!FCE F" 3L8388" 2P/x38 5CE 75:08À Gm8GI:04-08- nā ,ā :8 Medicare 7 8EE @-%T nā 5CE 808À /x7.8 68" 88è 8 .8CE 98,188t DF• Fx7È• nā G8:ôBē!1ā 76E" 3L8 838

TIS National Doctors Priority Line (24 48)

1300 131 450

TIS National website

www.immi.gov.au/tis

98,18CE

GP • -|IFCE 8987È 98,18CE-|18" .44 F8 80È =Gø ?CE 88F" 5CE \$ 808 Gm8specialist (98,18CEÀ 88" 3L8 838

86E¼

81□ 5CE 868" Fx7ÈCE 25F" nā **chemist (Gm8pharmacy)** 7 49|< =i988x 4œ8 3L838F29P* /x)E• 7) 6E8t =i988" 868° F8+8° Centrelink 72P 9P)F•Health Care Card Gm8Pension Concession Card 4 88p+" C9IF• 86E¼ \$F" F"88" %8 .672P 86E8x 8FCE & Medicare Card 8 4:ô 426° F8 . 86E8CE :ô150)-8x :08CEÀ 86è .(G%?CE 68t 8" 88x nā ,18CE 8" :E7È86E¼ 4F• 9I.(-C 88" Fx7È• nā 618À 86d F8 6x(i 7(±)• 98GFCE47X

Medicines Line

1300 888 763

(87872P 788am

72P 6pm)

Website

www.nps.org.au

Community Health Centres (:782pBd)

Community Health Centre □ +8 7)m8CE16À !at /x78p)• 2P/x38 9P)F8 +8 2pBd4 \$ %8F• 2P/x38 9P)FCE 638 .,) ! \$=8 48• 2P/x38 8GI, .(" 8U -C :ñ,pa8CE8CE 8GI , ?72t8 -C 16À .):ô E F8 . 8" 2pBd#White Pages 98G-8I.8CECommunity Health Centres' Gm8t 'Health7 3L)'%L6è 838

914 □

914□T ,19P -C 914 :G6 88F" 88" Fx7È• 16x 88F" 7) 4:ô 2P/x38 1%L6è 838\$.8CE nā 914 18CE 678x -.)F8 88" Fx7È• 168t general practitioner (8°L :8CE) Gm8t Community Health Centre 8! 8CE 2pBd7 78E6° F8 DF• 6x(i)• 78E88 %8

Queensland Transcultural Mental Health Centre

3167 8333

Outside Brisbane

1800 188 189

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

3L8 □ .8 -C \$GI 8CE 2pBd7E :0! 8-08Ä 16Ä 88F•2P/x30 9P)F# 8CE 98,14
D48"830 .8" 2P/x30 ?72t0 ,90j 70 2P/x30 8CE 9l.(° E F5050CE
66è ,*8x 88F•Multicultural Health Worker 4 80CE 7.È:0! .8 Gm8t
Community Health Centre 7 98GF" .(4!47X

6x% 698 -C 1 □ 7 □

GI:0 6x%17-EGEÄ- Kidsafe □ /x9l.' d48p)2P 6x% 698 -C 1à 7j 9l.(7t
2P/x30 .4Ü -C :0!16Ä 9P)F# .8" -74%P 6j08" Kidsafe 8-10C8CE
830h7X0)80x -C /yB0x 2m202P 400

Kidsafe QLD 3854 1829

Help in languages other than English 131 450

Website www.kidsafe.com.au

7-9E9'

7-9E98t 60x 60x F)7è D7072P .(GIF# 7-9E98t 80E958p)•
44F# 8t 6x0 +Ü 870x 88F" 000+» +» :07t :4:0 (NSW, VIC, TAS,
ACT)72P# A6x420 F7 6è < 6 7-9E9' d)'8x 7E08° B# A6x420
F# 60 604 7-9E98x 44F# 66E :0 60 %7-9E98t D\4à \$d4
Gm8t0! Community Health Centre 72P 44F" 3L830 .

:0! Community Health Centre Gm8t0!8072P 7-9E9' 2P/x30 8F" ñà ,&Ä
7E0E 60 7-9E98" 40CE 60P 44%T 3L80 60x .(6x6° F# .

.(8U GPB8x-Od 88F2P# 874 00 7-9E98x -O0 7-9E9' +9P4 %L60°
F#

National Immunisation Infoline 1800 671 811

Australian Childhood Immunisation Register 1800 653 809

National Immunisation website <http://immunise.health.gov.au>

?0E 2P/x3 □

F8 □ :0!7 \$P 2P/x3070x .0F# 1à ?0B0B" 830?0E :0x°
.(9F0E 88F2P# 1à 8CE .(G7 48F0E 3L830

:09l.' -C B00 9l.È DF•Centrelink F"8-?& 20ÄÄ 9PF%P-È8 !02P ,h*
?0E ?0E 9P)F09P)%L# 2P/x30 :0)• :0é -C d.,958- ?0E ?0E C#
E F00F\$:0! !0CE 8ÄIF• 2P/x30 8CE 2pBdGm8t87 7E" .(4 F"8-
2P/x30 F#F# 60x .(4)X"Centrelink 7 7E0E47X (9P8 8Ü 16Ä8Ü 09P

8- 8GI 2P/x3 □ 87 □

10: □ 8- 76Ä 8GI# 49I72P \$ 810 1è 3L6# 88x 88F•2P/x30+ 49I7 # 3L
6# 88T# .8j 86' ,1088=F• 16,8GI8CE Fx7Ee, 49¥ Gm8t?• 80" 80p+ Gm8t
\$ 00" 68# 49I 2G0" H0 00° 3L0 8308- 76ÄÄ (care home)72P
9P)F# 8GI.(\$ 958t 00" Fx7E• 88t 0 8T0i :0B Gm88tC(/00)F"
3L0 80x 80

Aged Care Assessment Teams (ACATs, 8- 8GI D4 D48t 88" 49I72P 2Á 2GF6E
88F2P 66 8TGI80I.' :8 2P/x30 Fx7E.6 Gm88- 7E2A 48A6+
FEE \$F2P 96Bx 9P)F6

8- 7E2A 7bdd° 8F" 7ä 6x(7t M8t 5 P8CE8 838

- 8X 7.' D4
- 7E2A =rd
- /x7Y 1D
- 957Y
- 81à -C9I=] .

8- 8GI ,I9P7 \$F• 88" Fx7E0E 7ä 6x()• 7E0E47X .

Aged and Community Care InfoLine

1800 500 853

Seniors 8-18C

www.seniors.gov.au

Commonwealth Carelink Centre 8- -C 86"88x %.(E 1E)x :8FCE 9I.(°
9P)F6\$ 8AIF• 9I.(° 88F• 7E] :

Commonwealth Carelink Centres

1800 052 222

Carelink Centres website

www.commcarelink.health.gov.au

18IF• 9I.(

,7 18IF• 8CE 2P/x30-C 9I.(° 8F0E" :0! 80E8CE 2pBd, Community Health Centre,
.8 Gm867 ,8E0E47X

12.)A7820

-,&H6

67 G%

GI:0 7 F½ .48A(bushwalking), ?Ê...-C 3Ø ?T7t M8" 67G%7 958- !{8\$
,) ! 6772P d6E6° F" +»4:ô 6p8 3L?8" 83\$

- F=72PÊ F1ô 988" D4FÊ :7!72P+ 3L75F0E47X69P! w-P
1872P+ 3L75F0E° F8+Û F=72P 988" 3P=dF0E 63\$
- Gp8ÄP 3L75F0E !4FÊ 8x FpF0E47X
- F»7 A0 Fp.68x 7-F0E 88F" +8Ä 6\$!47X8Ê CH¼687Ä :E7Ê•
1E8\$ +8t F72PÊ 7* d8 %67 F/8x 4Ê +8Ä 6\$ 19E0E
83\$
- B6ÄGI A8x -H4!47X .62! 3D@G72P F" 3L83\$
- total fire ban (G)Y 7x98:ôd8 %67Ê .8x Fp78 +8¼ -H/xAÊ
8%8GY 7x98:ô !0 \$F• 9L.(° 88F2PÊ 6x()• 7E0E47X .

Weather forecasts	1196
Bureau of Meteorology	www.bom.gov.au/weather/
The Royal Life Saving Society Australia	www.royallifesaving.com.au
Swim Australia	www.swimaustralia.org.au
Kidsafe	www.kidsafe.com.au

8T7Ï• 98G:GI

<u>Queensland Parks and Wildlife Service</u>	3227 7111
Camping in National Parks	13 1304
<u>Queensland Fisheries Services</u>	13 2523

6)H

:07 30F2pBd!è \$.80E newsagency 72PÊ 6Ä• 66P %P4,18x ?=F850E
8F0E C0I 4,18" 68p+" :0,18" 48\$

Special Broadcasting Service (SBS) B)k98 -C (87X -PÛ 6Ä• :7! 66P %P
+8t F8):(8" 83\$.:08 F8):(8" 8\$ 4,17 3L)'%L6è83\$2ÄL -09¥
(87X -PÛ +)8t National Ethnic and Multicultural Broadcasters' Council (NEMBC, ï
2ÄL -09¥ -C \$G^ -PÛ 888G)80E 8-18C72P =r8x 3L83\$

\$E 8Ee (87X -PÛ 6x(Ït M3\$° E F5\$

(87X -2	:0D8L
Community Radio 4CCR (FM)	89.1 KHz
Radio 4EB (FM)	98.1 KHz
<u>SBS Brisbane (FM)</u>	93.3 MHz

2P/x3 67 2P+4d 987 F\$ 2P/x3 2G7 Fx7E :6 G506°
F66 16t ,h* 4=á 2P/x3 Fx7E" 8p• 25F0E 8T*TV 4=á 48F6E
2P+8x F• 78 8608 .

8Bdk

8Bdk 178 7 80EE 68t 16A ,h* Gm894)hF• /x78CE 8Bdk 170 8U8x
9P)F6E F8)(8' +8" 838\$ 8AIF• 9l.(E 58CE :0!=0! :0! F, (4:0!
-C:07 7(EE47X)ñ 8P48t 8Bdk 178x ,h)* 9P)F" 3L8 838 .

Australian Library Gateway

www.nla.gov.au/libraries

Australian Internet Cafes

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

8" 8-10CE AI:(8CE 8P4 17 8T778 .

Directory of Queensland Public Libraries

publib.slq.qld.gov.au/directory/

Picabeen Community Centre (/@80)E ,h* @(FBd17Y -C 8Bdk 87Y ,á
P8:8 -C 3L68x 9P)F8

Picabeen Community Centre

3354 2555

Website

www.picabeen.org.au

7 2e 1á4. AI:(8 9l.(E 7 2e&x 88F" ,h* 8Bdk 3L68x 9P)F8 .

Office of Women, Queensland

1800 177 577

Website

www.qldwoman.qld.gov.au

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

Department of Immigration and Citizenship (8-04-0. , DIAC) +86 /x8Ä 9P-L 1ñj -C
 GI:0 4-0Äx 88F•76=88DF• DIAC 80Living in Australia 8- DB:7E GI:0 9I=ßx
 E F50E 7) 4:ô 8°L 9I.(4 836 .

DIAC ,18 **131 881**

DIAC 8-180 www.immi.gov.au

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

DIAC :0! 1ñ48t /x8Ä -C F4:Ñ ,ä 84 Gm875:0Ä 4=á % \$Ä• 8-0 2P/x3Ø
 6ñ° ?=F6

DIAC
 Level 1
 72 Nerang Street
 SOUTHPORT QLD 4215

DIAC
 Levels 11, 13- 16
 313 Adelaide Street
 BRISBANE QLD 4000

DIAC
 Commonwealth Centre
 Hastings Street
 THURSDAY ISLAND QLD 4875

DIAC
 Level 2, GHD Building
 95 Spence Street
 CAIRNS QLD 4870

GI:0 4-0

4-0

4.18 75:0ÄÄ GI:0 4-0ÄÄ %LÈ=ß-¼ 4-0Ä B507 F7E
 88B507 :4/xF0x 6x(8CE 8-18C72P F" 3L 8E 4-0Ä 8Ä =y8Ä
 88p26° F6 .

B507 F7CE GI:0 4-0Äx 88F•dAô 7E ,:½ GI:07 C9I d8 %6| =602
 88CE 88ß" 6E %8CE7E x 9F" ñä GI:0 4-0Äx 88F•4=2P° 8ÄeF0E
 %84=2P4 2e)958+ 4-0Ä 3L7 47 ñäOÄ %T884-0Ä 3L7 472P
 \$.8CE 2e8-4=88t GI:0 4-08" %Ld7 6'2P G4 2P68x F0E 7EäOÄ %T88
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Citizenship Information Line (GI:0 !) **13 1880**

Citizenship 8-180 www.citizenship.gov.au

GI:0 4-08" %L4 G7E GI:0 7 Äx 4=50E 3L 836 GI:0 4-0Ä 0 \$ 48CE
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 %)F" dGÄ 836DF•18 214 %L+"CEF" 3L 88 17 2I7 %)F" 3L 836

6Å8t 7æp Australian Electoral Commission (GI:0 2T4888G□ , AEC) -C AEC
 8-18C72P F" 3L 8384=2P F0E 8ÅeF0E" 79I.´ 2Tα , :0/:4:0 2Tα -C
 \$.:8CE :0!9I.´ 2T7 8%)'F0A %8 :02À 7bd495 \$ 1)7è 8%)' 6Å8x
 8ÅeF0E° F8(756è878CE 668 %F8x E F50E) \$ 8ÅIF• 9I.(E 8-18C72P
 488Gm8t ,180E8" 88x 7ä AEC 7 98GF0E47X

Australian Electoral Commission (AEC)

13 23 26

AEC website

www.aec.gov.au

Resident return visas (88□ /x8□)

+8□ GI:0 75:088+2P 80958p)• GI:0° 8 88F" 6Ax J 4\$"
Resident Return Visa 4 Fx7E" :8 +8GI:0)• 8847 Fx7E• /x88DIAC 7
 7E" .(4!47X .

GI:0)• 49□ -!l

-!l

-!lQ8t GI:0 =6E 98=èd88x @-F8E /x8Å 4=86° F8 .-!lQ /x8ÅCE 90E &(°
 C!8• 9PF•158" =!9%T 3L 83818IF• 9I.(E 48Ü 4Ee **Australian Overseas
 Immigration Office**(6x(! =!97 7E0E47X

Electronic Travel Authority (ETA) 4388t)8%P 30 7 P8CE 7 F18 F)182P , Gm8t
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 +8t \$ -!lQ8" 7 F½89I8x 76E0E FCE %47 GI:0 7 F8G8CE F8 .
 ETAE /x8Å 4=2P° 8ÅeF0E Fx7E 608\$ 8ÅIF• 9I.(E 8-18C
www.eta.immi.gov.au72P 488

8-0

GI:0 8-0 F8)•(ÜE 6x(7t M8" 2l 4:ô :07E F+8" 838

- **Family migration** (49¥ 8-0). 4=88 8Å8x G8F0E 88F• ?=8" GI:07 866° F8 .
- **Skilled migration** (d3T 8-0). 4=88 GI:08CE8P!l 2G• .67 d7 F" d3T8!l C8LF• 88" 866° F8 .
- **Refugee (!E) , Humanitarian (888E) Special Humanitarian (Cf8 888CE) -C Special Assistance (Cf8 :8) F8)•(Ü**

5 8-0 ?B8E 58CE ?=8" 8-0F0E 88F2P J66° F" 68• 7E 988"
 838 8-0 9I8t .)8E0E 8Å -88p)• 50A 95FF• 9I.(° 88F" -L&
 DIAC 7 7E0E47X \$ 8ÅIF• 9I.(E 6x(! =!9E0E47X .

Migrating to Australia

www.immi.gov.au/migrate

Australian Overseas Immigration Offices (GI:0 F7- 8-0 18h2À)E 8-18C!
www.immi.gov.au/contacts/overseas/index.htm7 +4%L6è 838

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

GI:0 2l 4:ô 98CE 9l.4 887\$ 9l.; :0 Gm8B50 9l.; ,â :0!
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2l8p)• 8À 98x F 8) F• 2P/x3 9P)-Od 88F2P ;p8x 2ÀTF" Fx7E
688

:0!16À 2P/x3

:78t 99' :0! \$â 1âf" 30?T,)A3820E -C,IG428x 9P)F0
:0!=ât DF• 8T6x.(2pBd,.(8U2pBd,=2À 4)\ 91âÀ ,6) -C 86"8À 2P/x30%
E-88F• -888CE :0 2P/x3 9P)F0

\$G^ 2P/x3

F4 GI:07 9l=F0E 88F• 8EF• 0ô -C 988x 9P)F" \$G^ -C :0! 16À 4)\
91âÀ" 7) :0!=â 83660 :0!=ât ,IG95 66058p)• 6À• -dñ 88CE
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\$P4

4.18 :0!8t ,h)• =y8x\$D F" 3L8E Gâ9P 0P48x 705FCE 8300P48t
/x756ACE =y8x2ACE 8¼ D :0,10 400\$.3CE 0P472PE 8Bdk 1â8"
4000P4 88?CE 4F• \$ 8ÀIF• 9l.(° 88F• 10Ci

Directory of Queensland
Public Libraries website

<http://www.libraries.slq.qld.gov.au/>

dAô 2P/x3

:78t :0! 8T:ô,) G848x 9P) ,10D0)300" F0• .(" d:48x
:43LFCE 88 9DF0 .:0!=ât DF• ;p P-P8x 4800+8° 50CE .%10x
-505" :0!=â ,l8002P F4° -O8p26° F0
:0!=ât 7) 3L -C 8678x 0FCE 830 .3L 487 \$F2P :0!=â Gm8877À
,l8CE F0E -H(â

10IF• 9l.(

F8 :0!72P 40• 2P/x3 4F• 10IF• 9l.(E F\$:0!=â Gm80P48x
-JlF0E47X:0!=â 98G~G -C :020/hite Pages 98G~G.l.805cal district(7
3L)%L6è830 :0!9l.7 4F• 9l.(E 8-10Cwww.gov.au/ 72P\$ 400 .

Local Government Directory

www.lgp.qld.gov.au/applications/lqDirectory/