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# Western Australia

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Online individual TFN registration

ATO Office Locations

ATO

www.ato.gov.au

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**D. Centrelink 1300 368 811**

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**Centrelink 1300 368 811**

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Crisis Payment 1300 368 811

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Centrelink 1300 368 811

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Family Assistance 1300 368 811

1300 368 811

1300 368 811

Centrelink offices

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

Have you recently moved to Australia to settle?

Centrelink assistance – we speak your language

**E. Health Undertaking Service 1300 368 811**

Department of Immigration and Citizenship (DIAC) 1300 368 811

(HoS 1300 368 811)

1300 368 811

Health Undertaking Service 1300 368 811

1300 368 811

**Health Undertaking Service**

**Health Undertaking**

Health Undertaking Service 1300 368 811

Health Authority Clinic 1300 368 811

**1800 811 334**

(9am : 4pm : 24/7)

**F. ) 1300 368 811**

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www.dpi.wa.gov.au/licensing

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

**131 450**

**TIS National**

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

Centrelink 1b.6(2) 120

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**Centrelink (with interpreter assistance)**

**13 1202**

**Centrelink website**

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

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TIS National Client Liaison and Promotions

90ispromo@immi.gov.au 90ispromo@immi.gov.au

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National Accreditation Authority for Translators

and Interpreters (NAATI)l(00 00

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1300 557 470

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

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Enquiries Line

131 881

AMEP website

[www.immi.gov.au/amep](http://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](http://www.immi.gov.au/living-in-australia/settle-in-australia/find-help/where-to-help/index.htm)

AMEP 330p1230F,JC  
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**AMES WA**  
E Block  
Carlisle Campus - Swan TAFE  
Cnr Oats and Bank Sts  
PERTH WA 6101  
Tel: **9267 7335**  
Fax: 9267 7331

**Perth CBD region**  
Central TAFE  
Level 3, 25 Aberdeen St  
PERTH WA 6000  
Tel: **9427 1377**  
Fax: 9427 1981

**AMEP (109) 100 100 100 100**

[www.immi.gov.au/living-in-australia/help-with-english/learn-english/index.htm](http://www.immi.gov.au/living-in-australia/help-with-english/learn-english/index.htm)

Migrant Resource Centres/Migrant Service Agencies 90 4 90  
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**Centrelink 13 1021**

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**LLNP 100 100** [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 J 100 100 S 1300 363 079**

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

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

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- Ambulance
- Fire Brigade

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Strategy (IHSS)

IHSS (oF,JC3&U

[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)

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Youth Centre” Migrant Resource Centre  
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**Kids Helpline (24 (4F)**

**1800 551 800**

**Kids Help**

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

**The Source**

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

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**Parenting Line**

**9272 1466**

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**1800 654 432**

**Family helpline**

**9223 1100**

**1800 643 000**

**Legal aid9□9□**

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**Legal Aid WA**

**9261 6222**

**1300 650 579**

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**Social Security Appeals Tribunal**

**9229 1300**

**1800 011 140**

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

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**Crisis Care**

**9223 1111**

1800 199 008

**Women's Domestic Violence Help line**

9223 1188

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1800 007 339

**Men's Domestic Violence Help Line**

9223 1199

☐☐

1800 000 599

**Violence Against Women**

1800 200 526

(24 (4F&Jf ) )

**Violence Against Women ☐☐**

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

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**Child Abuse Prevention Services**

1800 688 009

**(CAPS)**

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**CAPS ☐☐☐**

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

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**Ombudsman9☐**

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**Australian Communications and Media Authority (ACMA)☐9☐F☐+☐1M**

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**Australian Communications and Media Authority (u5.d)**

1800 226 667

TTY ((1-4☐☐4☐☐ ) )

(03) 9963 6948

**ACMA☐☐☐**

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

**Australian Competition and Consumer Commission (ACCC)☐p.3☐5V☐9N☐☐**

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**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

<b><u>Financial Co-operative Dispute Resolution Scheme</u></b>	<b>1300 780 808</b>
<b><u>Private Health Insurance Ombudsman</u></b>	<b>1800 640 695</b>
<b><u>Superannuation Complaints Tribunal (SCT)</u></b>	<b>1300 780 808</b>
<b><u>Telecommunications Industry Ombudsman</u></b>	<b>1800 062 058</b>
<b><u>WA State Ombudsman</u></b>	<b>9220 7555</b>
<b>Freecall (Do,6,1E )</b>	<b>1800 117 000</b>

WA State Ombudsman at: <mailto:mail@ombudsman.wa.gov.au>

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**White Pages 5.dé 'Local Councils' eD**

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**Office for Seniors Interests and Volunteering**

**6217 8855**

**STDH 686**

**1800 671 233**

**Infolink**

**Infolink & fG o2 (oF, 1b**

**Alexander Library**

3rd Floor, Perth Cultural Centre  
James St  
PERTH WA 6000  
Tel: 9427 3111 or 1800 198 107

**The Australian Government Regional Information Service (AGRIS9**

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**Australian Government Regional Information Service 11N**

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**Regional Information Directory (o, ]**

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**Australian Government Regional Information Service**

**1800 026 222**

**AGRIS Regional Entry Point**

**[www.regionalaustralia.gov.au](http://www.regionalaustralia.gov.au)**

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**St Vincent de Paul Society**

**9475 5400**

**The Salvation Army**

**9328 1690**

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**Australian Red Cross**  
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**Australian Red Cross**

**9325 5111  
1800 810 710**

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**Lifeline** □□□

**Lifeline (24 (4F5.dç )**

**13 1114**

**Lifeline** □□

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

**Crisis Care**

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**Crisis Care**  
□□

**9223 1111  
1800 199 008**

**& 4P 4P** □□□

**Relationships Australia** □□q 6J □□□ f f □□('□  
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**Relationships Australia**

**1300 364 277**

**Relationships Australia** □□

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

**Men's Line Australia** □□□t -4P 5H  
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**Men's Line Australia (24 (4F)**

**1300 789 978**

**Men's Line Australia** □□

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

**Family Planning Association of WA**

Family Planning Association Hée. y" P 1j5e  
.fj



# Citizen's Advice Bureau

Citizen's Advice Bureau  
25 Barrack St  
PERTH WA 6000  
Tel: 9221 5711

13 2861

## Citizen's Advice Bureau

25 Barrack St  
PERTH WA 6000  
Tel: 9221 5711

## Services

Monday - Friday 9am - 5pm

7 - 11am 6 - 30pm

Weekends

7 - 11am 10 - 31pm

Public Holidays

## Tax Help

9am - 5pm

Monday - Friday 9am - 5pm

Tax Help

7 - 11am 10 - 31pm

7 - 11am 10 - 31pm

Public Holidays

Tax Help Centre

13 2861

Tax Help

13 2861





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

Men's Line Australia (24 (4F) 1300 789 978

Men's Line Australia website [www.menslineaus.org.au](http://www.menslineaus.org.au)

**Domestic Violence Counselling Services:**

**Crisis Care** 9223 1111

1800 199 008

**Centrecare** 9325 6644

**Women's Domestic Violence Help line** 9223 1188

1800 007 339

**Men's Domestic Violence Help Line** 9223 1199

1800 000 599

**Multicultural Women's Advocacy Service**

PO Box 1000  
Sydney, NSW

**Multicultural Women's Advocacy Service – Northbridge** 9328 1200 or 9227 8122

[whs.org.au/services/whch/mwas.htm](http://whs.org.au/services/whch/mwas.htm)

1800 246 655

5610 info@whs.org.au

HP 2

**Women's Healthcare House** 9227 8122

**ISHAR Multicultural Centre for Women's Health** 9345 5335

**Men's Advisory Network**

**Men's Advisory Network (MAN)**

PO Box 554  
Sydney, NSW

Department of Health

MAN

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**Men's Advisory Network (MAN)** 9218 8044

**Website** [www.man.org.au](http://www.man.org.au)

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**Child Abuse Prevention Service** (30% of, 4%)

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**Crisis Care** 9223 1111  
**Child Abuse Prevention Service (CAPS)** 1800 688 009  
 (24 (4F65.d) )

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

**Sexual Assault Referral Centre** 24 (4F6  
 f.f.f.f,6 Sexual Assault Resource Centre (SARC), Perth  
 :S" A(f, "Do, 6,1

**Sexual Assault Resource Centre** 9340 1820  
 (A) 9340 1828

1800 199 888

**Website** [www.kemh.health.wa.gov.au/services/sarc/index.htm](http://www.kemh.health.wa.gov.au/services/sarc/index.htm)

Princess Margaret Hospital for Children" Child Protection Unit 13  
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**Child Protection Unit**

**Princess Margaret Hospital for Children** 9340 8222

Rural Sexual Assault Resource Centres f.f.f.f,6  
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**Sexual Assault Referral Services**

**Albany – Albany SARC** 9892 2222

**Mandurah – Allambee Counselling Services** 9535 8263

**Kalgoorlie SARC** 9091 1922

**South Hedland – Acacia Support Centre** 9172 5044

**Bunbury – Waratah Women’s Support Centre** 9791 2884

**Broome – Kimberley Sexual Assault Information Service** 9169 1117

**Carnarvon – Gascoyne Mental Health Service** 9941 0560

**Geraldton SARC** 9964 1833

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 health clinic(He) ) family planning clinic 944 1111

**Youth Legal Service** 9202 1688  
 1800 199 006

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

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Royal Society for the Prevention of Cruelty to Animals (RSPCA) 9209 9300

RSPCA □□

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

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Mr Wong, Ms Smith, Mrs Brown, Dr Lee□□□□□

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Department of Housing and Works

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**Department of Housing and Works**

99 Plain St

EAST PERTH WA 6004

Tel: **9222 4666**

or **1800 093 325**

Website: [www.dhw.wa.gov.au](http://www.dhw.wa.gov.au)

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**Metropolitan Migrant Resource Centre**

**9345 5755**

**Centrecare Migrant Services**

**9221 1727**

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**Synergy**

**13 1353**

[www.synergy.net.au](http://www.synergy.net.au)

**Alinta Gas**

**13 13 58**

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

**Water Corporation**

**13 1385**

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

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Telecommunications Industry Ombudsman 5.0F 0.0F 0.0F  
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Telecommunications Industry Ombudsman 1800 062 058

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'Job vacancies' (Positions vacant)  
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Career Information Centre  
6404  
Centrelink

Centrelink 1 & 5

Job Search Information Line 13 6268

) 13 1202

Office locations

Centrelink assistance – we speak your language

www.centrelink.gov.au

## Job Network (o F,

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- **New Enterprise Incentive Scheme (NEIS)** – ,(E+@,4?Z

- **Assessment Fee Subsidy for Overseas Trained Australian Residents** 9000  
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Job Network (800) 678 264  
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**Job Network Access** Job

**Job Seeker Hotline**

**13 6268**

**Job Network**

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

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**Australian Apprenticeships**

**13 3873**

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

**Workplace**

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

**Australian Jobsearch**

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

**Skilled Migrant Job Seeker**

<https://skilledmigrant.gov.au>

**Jobguide**

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

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**Trades Recognition Australia**  
 GPO Box 9879  
 CANBERRA ACT 2601  
 Tel: (02) 6121 7456

**Trades Recognition Australia**  
 GPO Box 9879  
 CANBERRA ACT 2601  
 AUSTRALIA  
 Tel: **+612 6121 7456**  
 Fax: +612 6121 7768  
 E-mail: [traenquiries@dewr.gov.au](mailto:traenquiries@dewr.gov.au)  
 Website: [www.workplace.gov.au/tra](http://www.workplace.gov.au/tra)

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Australian Skills Recognition Information 90\

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**Overseas Qualifications Units (OQU)** o o - o o

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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 (DEEWR) **Australian Education International - National Office of Overseas Skills Recognition (AEI-NOOSR)**

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**AEI-NOOSR Hotline**

**1300 363 079**

**AEI-NOOSR website**

[aei.gov.au/AEI/QualificationsRecognition](http://aei.gov.au/AEI/QualificationsRecognition)

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**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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**Tax File Number (TFN)** Australian Taxation Office (ATO)

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TFN Declaration Form

Income Tax Return

Goods and Services Tax

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Australian Taxation Office

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TFN Helpline 13 2866  
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TFN Declaration Form (TFN) 13 2866  
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**ATO International Tax Essentials**

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



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Centrelink Rent Assistance (to, 7 4F 14

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Pharmaceutical Allowance (+2%)

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### Family Assistance

Family Assistance Office 1b

Family Assistance (Family Tax Benefit 90, 90 Child Care Benefit (Child Care Tax Rebate 90, 90 Bonus (Maternity Immunisation Allowance 90, 90)

Family Assistance

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Family Assistance Office

**Family Assistance Office 11 & 5**

511 13 6150  
 1800 13 1202  
 TTY (1-800-410-4100) 1800 810 586  
 Family Assistance Unit [www.familyassist.gov.au](http://www.familyassist.gov.au)

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1966 Youth Allowance, Austudy, AUSTUDY, AUSTUDY  
[www.centrelink.gov.au](http://www.centrelink.gov.au) 1800 13 1202

**Youth and Student Services** 13 2490  
 1800 13 1202

**Centrelink Family Assistance Office 5**

Centrelink Family Assistance Office (nominee) 1800 13 1202

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 1800 13 1202

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**Centrelink's Customer Relations Unit** (1800 050 004)  
 1800 13 1202

Centrelink 1800 13 1202

**Family Assistance Office**

13 1202 5111

Family Assistance Office (13 1202 5111)

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**Centrelink Multicultural Service Officer**

Multicultural Services Officer (MSO) (13 1202 5111)

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**Centrelink**

Centrelink (13 1202 5111)

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'Welcome to Centrelink' (13 1202 5111)

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www.centrelink.gov.au

We speak your language (13 1202 5111)

Centrelink (13 1202 5111)

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Moved to Australia (13 1202 5111)

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Centrelink multilingual (13 1202 5111)

M&A (13 1021)

Employment Services Newstart Special Benefit (13 2850)

Age Pensions Pensioner Concession Cards (13 2300)

- (13 6150)

Youth Allowance Student Services (13 2490)

4 (13 2717)

Centrelink International Services (13 1673)

New Apprenticeship Line (13 3633)

6th Floor (1800 050 004)

Centrelink TTY ((1-454) (1800 810 586)

6th Floor TTY (1800 000 567)

5 (13 1202 5111) +613 6222 3455

**Family Assistance Office**

Family Assistance Office (13 1202 5111)

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**Education Department of WA**

**9264 4111**

[www.eddept.wa.edu.au](http://www.eddept.wa.edu.au)

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**Catholic Education Commission**

**6380 5200**

<http://web1.ceo.wa.edu.au/>

**Association of Independent Schools  
of Western Australia**

**9441 1600**

[www.ais.wa.edu.au/](http://www.ais.wa.edu.au/)

Suite 3 / 41 Walters Drive  
Osborne Park  
Western Australia 6017  
Email: [admin@ais.wa.edu.au](mailto:admin@ais.wa.edu.au)

Mailing Address:  
PO Box 1817  
Osborne Park DC 6916  
Western Australia

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programs English Language Schools  
ELS English Language Centres ELC 3s

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<b>Beaconsfield Intensive English Centre</b>	<b>9335 5806</b>
<b>Highgate Intensive English Centre</b>	<b>9328 3725</b>
<b>Koondoola Intensive English Centre</b>	<b>9343 4617</b>
<b>Mandurah Intensive English Centre</b>	<b>9535 5800</b>
<b>Mirrabooka Intensive English Centre</b>	<b>9344 8655</b>
<b>Nollamarra Intensive English Centre</b>	<b>9349 5866</b>
<b>Parkwood Intensive English Centre</b>	<b>9457 4721</b>
<b>North Lake Senior Campus Intensive English Centre</b>	<b>9314 0410</b>
<b>Cyril Jackson Senior Campus Intensive English Centre</b>	<b>9379 5156</b>
<b>Mandurah High School Intensive English Centre</b>	<b>9535 3800</b>







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www.privatehealth.gov.au  
www.phiac.gov.au

**Private Health Insurance Ombudsman** **1800 640 695**  
**Private Health Insurance Ombudsman** [www.phio.org.au](http://www.phio.org.au)

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**Emergencies**

White Pages

White Pages 5.d Hospitals' P

Health Benefit Card Pension Concession Card

'Casualty' Emergency' 14724 (F)

A+ (GP)

HealthDirect

HealthDirect  
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**HealthDirect** **1800 022 222**

**Website** [www.health.wa.gov.au/services/detail.cfm?Unit\\_ID=799](http://www.health.wa.gov.au/services/detail.cfm?Unit_ID=799)

**General Practitioners** GP

'general practitioner' GP

Yellow Pages 5.d 'Medical practitioners'

**Bulk bill**

Medicare  
Medicare  
Medicare  
Medicare  
Health Care

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1b.6d priority telephone line(55.d" )

Medicare 0813 626 626  
1300 131 450

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TIS National Doctors Priority Line (24 (4F)

1300 131 450

TIS National Interpreter

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

Specialists 1300 131 450

GP 1300 131 450 Specialist 1300 131 450

1300 131 450 & 1300 131 450

+61

1300 131 450

Chemist Pharmacy 1300 131 450

1300 131 450

Centrelink

1300 131 450

Health Care Card 1300 131 450

Pension Concession Card 1300 131 450

1300 131 450

Medicare 1300 131 450

+61 1300 131 450

1300 131 450

Medicines Line

1300 888 763

(+61)

1300 888 763

Website

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

Child Health Centres 1300 131 450

1300 131 450

HealthInfo 1300 131 450

1300 131 450

HealthInfo

1300 135 030

1300 131 450 Ethnic Childcare Resource Unit

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Ethnic Childcare Resource Unit

## Community Health Centres

Community Health Centre 1300 131 450

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'Community Health Centres' 1300 131 450

'Health' 1300 131 450

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GP 1300 131 450

1300 131 450 Community Health Centre 1300 131 450

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Multicultural Health Worker 1300 131 450

Community Health Centre 1300 131 450

1300 131 450

Migrant Health Unit 9221 4445  
1 800 9221 4445

**Migrant Health Unit**  
17 Murray Street  
PERTH

**9221 4445**

### 6PM4

**Kidsafe WA** Child Accident Prevention Foundation of Australia (08) 9340 8041  
1800 9340 8041  
Kidsafe WA  
1800 9340 8041

Kidsafe WA

**9340 8041**

**Help in languages other than English**

**131 450**

**Website**

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

### M4\$

M4\$ 1800 671 811  
1800 671 811  
Community Health Centre  
1800 671 811

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Community Health Centre

Community Health Centre  
1800 671 811

Child Care Benefit  
1800 671 811

**National Immunisation Infoline**

**1800 671 811**

**Australian Childhood Immunisation Register**

**1800 653 809**

**National Immunisation Infoline**

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

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**Aged and Community Care InfoLine**

**1800 500 853**

**Seniors**

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

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Commonwealth Carelink Centre 79 (P/ B

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**Commonwealth Carelink Centres**

**1800 052 222**

**Carelink Centres website**

[www.commcarelink.health.gov.au](http://www.commcarelink.health.gov.au)

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Community Health Centre"



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Australian Library Gateway  
Australian Internet Cafes

[www.nla.gov.au/libraries](http://www.nla.gov.au/libraries)  
[www.gnomon.com.au/publications/netaccess/](http://www.gnomon.com.au/publications/netaccess/)

# 13. Department of Immigration and Citizenship

Department of Immigration and Citizenship (DIAC)

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DIAC Living in Australia

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

Living in Australia web pages

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

DIAC

**Western Australian DIAC Office**

411 Wellington St

PERTH WA 6000

Tel: **13 1881**

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citizenship resource book

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**Citizenship Information Line**

**131 880**

**Citizenship**

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

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**AEC website**

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

## Resident Return Visas (subclass 99)

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

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Migrating to Australia

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

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[www.immi.gov.au/contacts/overseas/index.htm](http://www.immi.gov.au/contacts/overseas/index.htm)

