

**sydney  
mcs**  
sydney multicultural  
community services

A free information booklet for people  
living in Sydney's Eastern Suburbs and  
Inner City area who are new to Australia,  
and their friends and family



# NEW ARRIVAL KIT

## TABLE OF CONTENTS

<b>Sydney Multicultural Community Services</b>	<b>3</b>
An Overview	3
Our Services and Programs	4
Community Support	6
<b>Group Activities</b>	<b>9</b>
<b>Some Suggestions for Your First Days in Australia</b>	<b>10</b>
<b>Emergency Services</b>	<b>13</b>
<b>Translation / Language Services</b>	<b>14</b>
<b>English Classes – Conversation and Education</b>	<b>15</b>
Adult Migrant English Program (AMEP)	15
Language, Literacy and Numeracy Program (LLNP)	16
<b>Centrelink / Family Assistance</b>	<b>17</b>
<b>Housing</b>	<b>20</b>
Renting Privately	20
Rights and Responsibilities	20
Public Housing	21
Emergency Housing	22
<b>Health Services</b>	<b>23</b>
Medicare	23
Emergencies	23
General Practitioners (GPs) / Family Doctors	23
Hospitals	24
Community Health Centres	25
Young People	26
Dental Services	26
Eye Testing	27
Mental Health / Counselling	27
<b>Overseas Qualifications and Skills Recognition</b>	<b>29</b>
<b>Employment Services</b>	<b>31</b>
<b>Youth Services</b>	<b>33</b>
Schools	33
Childcare	34
Community Services	34
<b>Legal Services</b>	<b>37</b>
<b>Financial Assistance / Emergency Relief</b>	<b>39</b>
<b>Community Centres / Organisations</b>	<b>40</b>
<b>Application for Membership</b>	<b>44</b>



## **SYDNEY MULTICULTURAL COMMUNITY SERVICES: AN OVERVIEW**

### **Our Mission**

Sydney Multicultural Community Services is a non profit organisation committed to the direct relief of suffering among people who, because of barriers such as poverty, isolation and disability are not able to enjoy the advantages of this society.

### **Our Centre**

Our Centre is committed to providing direct relief of suffering and enhancing the quality of life of people from Culturally and Linguistically Diverse (CALD) communities, including the aged, newly arrived migrants and refugees and those in crisis, suffering from language barriers, isolation, frailty, disability, sickness, dislocation, poverty, disadvantage, destitution, misfortune and helplessness.

Recently Sydney MCS became recognised as a Public Benevolent Institution (PBI), meaning as a charity organisation assisting disadvantaged people, donations to the Centre may be claimed as a tax deduction. This also enables Sydney MCS to provide staff a more competitive salary and therefore secure ongoing commitment and a high skill set for the organisation.

### **Our Aims and Objectives**

Our Centre's main objectives are:

- To encourage and facilitate development and empowerment among ethnic communities
- To promote and facilitate participation and cooperation between ethnic communities
- To develop and enhance greater understanding amongst funding bodies and local service providers of the needs of culturally and linguistically diverse communities and ethnic groups
- To provide direct aid and support to culturally and linguistically diverse members of the community, including the aged, newly arrived refugees and migrants, people in crisis, people who care for someone with a disability or dementia and families with young children

### **Access and Equity**

We offer services and assistance to all migrants, refugees and humanitarian entrants, regardless of circumstances, sex, religion, political affiliation, or ethnic background. The Centre ensures an equitable and accessible service by providing resources in various community languages and access to bilingual workers. Those seeking assistance can contact the Centre and speak to our staff who will ensure that all issues are dealt with sensitively, professionally and confidentially. Interpreters are used when required.

## OUR SERVICES AND PROGRAMS

### **Settlement Grants Program**

Funded by the Department of Immigration and Citizenship (DIAC) this program supports the settlement of newly arrived migrants and refugees through implementation of community development initiatives and provision of casework, information, referral and linkages into mainstream services. Sydney Multicultural Community Services has two generalist caseworkers (one who speaks Bengali) who work to support new arrivals in the Eastern Sydney and Sydney City regions.

The program incorporates both face to face direct casework and community development projects which aim to support and enhance both individual migrants and newly emerging communities as a whole. We consider bilingual casework to be a key component of our comprehensive support to a variety of CALD communities. For this reason we also provide regular opportunities for outreach casework from partner organisations at our Centre in addition to our own bilingual staff.

For casework, please ring to make an appointment:

- SMCS Caseworkers – available Monday, Tuesday & Friday 9:00am to 4:30pm
- Indonesian Caseworker – Friday 10:00am to 4:00pm
- Russian Caseworker – Thursday 9:00am to 1:00pm
- Maltese Caseworker – last Wednesday of the month 9:00am to 12:00noon

### **Poverty Alleviation Services**

Actual eligibility is deemed through a financial assessment conducted by a caseworker that takes into account Centrelink benefits, rental expenses, outstanding bills and accrued debt, medical costs and other relevant factors, and not everyone who is assessed will qualify for assistance. Special emphasis is given to supporting newly arrived migrants and refugees.

SMCS is an approved agent for the distribution of EAPA and Telstra vouchers, a form of financial assistance towards an electricity, gas or telephone bill for people in crisis, subject to assessment.

Our Emergency Relief Program assists people in financial crisis to deal with their immediate situation in a way that maintains dignity and encourages self reliance. We are occasionally capable of providing second hand household goods, linen, and other much needed items that are donated to the Centre.

### **Migration Assistance**

This service is provided free of charge to migrants and refugees in order to provide immigration consultation and advice. A migration agent is available for consultation at the Centre on the following days (by appointment only):

- Monday 9:00am to 12:00noon
- Wednesday 9.30am to 12:00noon

## **CALD Carer Support Program**

This program aims to develop and enhance carer support and counselling, carer advocacy, carer service provider partnerships, networks and activities for the CALD communities in the Eastern Sydney region, as well as ensure the long term viability of the CALD Carer support program by developing ongoing support services.

## **Multicultural Community Aged Care Packages (MCACP)**

Funded by the Department of Health and Ageing and covering the Eastern Suburbs, Inner City and Inner West areas, this program provides frail aged people with care in their home in the context of their language and culture. A range of services are provided depending on individual needs, and can include:

- Showering • Dressing/personal care • Light housework • Laundry • Light meal preparation • Supervision of medicine via blister pack • Shopping • Respite Care/ Emotional support and company • Transport to doctors appointments • Advocacy • other services

## **CALD Frail Aged Day Care**

Funded by the Department of Ageing, Disability and Home Care (DADHC), this is a day care program providing cultural and social activities, meals and outings for frail aged Italians, Chinese, Maltese, Polish and a Multicultural group who reside in the areas of Botany, Randwick, Woollahra, Waverley and Sydney. We also have Chinese, Italian, Maltese and Polish Senior Social Groups for younger and more independent clients. The Centre also hosts a Dementia Day Care program for CALD mild dementia constituents in the community who wish to join with others and engage actively in a way that suits them as individuals.

The Frail Aged Day Care program involves pick up and drop off of clients from their homes to the Centre by our bus (equipped also with hoist for wheelchair access). The day care involves activities and lunch (a small cost is incurred). Monthly outings for the combined Italian and Chinese group are arranged on the second Wednesday of each month. The Multicultural group outing is on the last Tuesday of each month.

## **CALD Community Visitors Scheme (CVS)**

Funded by the Department of Health and Ageing, CVS provides the opportunity for isolated aged care facility residents to receive a suitable voluntary community visitor who can talk to them in their own language. With the community visitor speaking the same language as the resident, the isolation caused by the language barrier is broken and therefore the resident finds improved quality of life through social contact.

A community visitor will regularly visit the resident they are matched with at least once a fortnight. The visitor and the resident may read, chat, do crosswords, reminisce or listen to music, watch TV together or go for a walk.

## COMMUNITY SUPPORT

### **Information, Resources and Referrals**

At Sydney Multicultural Community Services one of our key priorities is to ensure the provision of accurate information and appropriate referrals to the CALD community, particularly as migrants from non-English speaking backgrounds are among those most in need of contextual knowledge and linkages into the wider community.

SMCS has a wide range of resources, brochures and information available to both the public and other service providers. Our Centre utilises a comprehensive community network & service database to assist both clients and service providers with obtaining relevant information and making appropriate referrals. The Centre produces a quarterly newsletter aiming to draw together clients, members and staff in order to raise awareness of the issues that affect our clientele.

In addition to this SMCS has also recently translated the 'Life Story Album', a tool designed to assist memory retention for dementia clients, into seven languages. Copies are available in nine languages, including English, Italian, Spanish, Russian, Maltese, Chinese, Greek, Arabic and Polish.

### **Community Development**

Through community development strategies, SMCS seeks to empower individuals and communities to actively participate in Australian society. SMCS is involved in projects and networks with other organisations which seek to relieve suffering and distress among CALD communities, particularly refugees. As part of this process the Centre facilitates information sessions, larger community events, research and consultations with the aim of supporting CALD communities and promoting empowerment.

We also utilise an office two days each week at Ultimo Community Centre, for the purposes of increased visibility and increased access to services for clients living in the area. This outreach space has been generously provided by City of Sydney Council.

### **Information Sessions and Workshops**

Sydney Multicultural Community Services is always actively connecting with the community and providing opportunities to disseminate information, advice and facilitate community consultation. SMCS frequently organises information sessions and community workshops covering a wide range of topics relevant to the CALD community, such as health, legal issues, parenting, and housing.

## **Meeting Rooms**

The Centre offers a meeting room for our target groups, to provide an opportunity for group activities, information sessions, workshops and cultural activities. Interested individuals or groups can apply at the Centre for the use of the meeting room as well as other facilities.

## **Group Activities**

Various ethnic specific groups meet regularly at Sydney Multicultural Community Services during and also outside business hours, seven days a week. The aim of these groups is to empower and enhance self-esteem of clients. These groups provide a strong social network and significant level of support for participants. Many rely on the group meetings to be able to discuss, interchange and find an echo for their needs and ideas. SMCS supports these groups by providing information, services and access to workers, and generally to be concerned with their needs, attempting to meet them whenever possible. The Centre supports these groups with information, referral to appropriate services and encourages them to become self-sufficient.

## **Tax Help**

Each year Sydney Multicultural Community Services works in partnership with the Australian Tax Office in implementing its annual tax help program, particularly with regards to bilingual tax help for the CALD community.

Tax Help is a network of community volunteers who provide a free and confidential service to help people complete their tax returns at tax time. These volunteers are people from within the community who give up their time each year. They are not Tax Office staff, but they receive training and support from the Tax Office. Usually the Tax Help Program commences in July and continues the service until the end of October.

## **Library and Technology Access**

Clients, students and service providers can access our library for welfare-related reports, books, magazines, videotapes, reference books and consultation papers. Items may not be taken out of the Centre but people can browse material at the office and photocopy for a small fee. Other facilities available at the Centre include a television, CD player, binding machine, photocopier and phone (small charge may apply).



## **The Roundabout Café**

We operate a Community Café providing discounted and culturally relevant meals to the ethnic elderly while also offering a reasonably priced menu to the public (both for individuals and groups) in a quiet café setting. The café is located in the Eastern Suburbs and has both outdoor and indoor seating and a lovely outlook onto the park at Kingsford.

11 General Bridges Crescent  
Daceyville NSW 2032  
Ph: 9662 8276  
Open: Monday to Friday  
8.00am - 2.00pm

## **Membership**

SMCS Membership enables individuals to vote at our Annual General Meeting and become active participants in the Centre. Membership is open to all individuals for a small fee who are over 18 and reside, work or study in the Botany, Randwick, Woollahra, Waverley or Sydney Local Government Areas.

By becoming a member one would be joining a dedicated team who are committed to the issues concerning migrants, refugees and CALD communities. Members should be committed to social justice, access and equity principles and to the issues concerning our community.

An application for membership can be found on page 44.



**~ GROUP ACTIVITIES ~**

**Sydney Multicultural Community Services**

9663 3922

Chinese Seniors Group  
Monday  
9:00am-11:00am

Italian Seniors Group  
Friday  
9:00am-12:00noon

Greek Social Group  
Tuesday  
11:00am-2:00pm

Maltese Elderly Group  
Last Wednesday of the month  
10:00am-12:00noon

Polish Senior Group  
Last Wednesday of the month  
12:15pm-2:00pm  
Thursday  
12:00noon-2:00pm

Spanish Women's Group  
Wednesday  
9:30am-12noon



### **Apply for a Tax File Number**

Everyone who receives any income in Australia needs a Tax File Number (TFN). You can register through the internet, or application forms are available from Centrelink (see page 16), newsagencies or the Australian Taxation Office (ATO):

<http://www.ato.gov.au/youth/>

Telephone: 13 28 61

### **Register with Medicare**

The Australian Government provides help with medical expenses through a scheme called Medicare. You may be eligible to register for Medicare and gain immediate access to health care services and programs such as free public hospital care, help with the cost of out of hospital care, and subsidised medicines.

Medicare has a 'Welcome Kit' which is translated into many different languages. It explains Medicare and other government health services and the eligibility requirements for benefits and payments. Remember to ask for it when you visit a Medicare office, or you can visit:

<http://www.medicareaustralia.gov.au/public/migrants/language/index.shtml>  
and download the Welcome Kit in your own language.

To register with Medicare, you should wait approximately 10 working days after your arrival in Australia and then go to a Medicare office (see page 22) with your passport or travel documents.

### **Open a bank account**

People in Australia usually keep their money in a bank, building society or credit union. Australians use bankcards and credit cards for many purposes. It is advisable to open a bank account within six weeks of your arrival, since you will usually need only your passport as identification during this time. You should advise the bank of your Tax File Number.

### **Register with Centrelink**

Help with job seeking, social security payments and other assistance are provided through the government agency called Centrelink. Newly arrived residents can register with Centrelink to get help with looking for work, having overseas skills recognised, and accessing relevant courses. Centrelink can also provide application forms for Tax File Numbers and can assist you to lodge your application with the Tax Office so that access to any payments is not delayed.

If you have children, you may be eligible for government funded Family Assistance payments to help with the cost of raising them. For more information see page 16.

## **Register for English classes**

Communicating in English is very important and the key to your successful settlement. English language courses for new arrivals in Australia are provided under the Adult Migrant English Programme AMEP (see page 14). As a new resident, you may be entitled to receive free English language tuition of up to 510 hours (additional hours may be available to humanitarian entrants).

## **Enrol your children at school**

Under Australian law, children aged between 6 and 15 years must attend school. You should enrol your children in a school as soon as possible (see page 32).

## **Join a Library**

Libraries are great places for all ages to learn and have fun. Most provide free internet access, homework help, school holiday programs, toys, and access to extensive resources, including entire sections with books in other languages:

### **Botany Bay Council Libraries:**

[www.botanybay.nsw.gov.au/council/services/community/library.htm](http://www.botanybay.nsw.gov.au/council/services/community/library.htm)

Botany Bay Central Library 9366 3888  
Westfield Shoppingtown Ground Floor - Banks Avenue, Eastgardens

Mascot Library 9366 3587  
2 Hatfield Street Mascot

### **City of Sydney Council Libraries:** [www.cityofsydney.nsw.gov.au/library](http://www.cityofsydney.nsw.gov.au/library)

Customs House Library 9242 8555  
31 Alfred Street Circular Quay

Glebe Library 9298 3060  
186 Glebe Point Road Glebe

Haymarket Library 9265 9977  
744 George Street Sydney

Kings Cross Library 9246 4535  
Level 1, 50-52 Darlinghurst Road Kings Cross

Newtown Library 8512 4250  
8-10 Brown Street Newtown

Ultimo Library 9298 3110  
Level 1, Ultimo Community Centre - 40 William Henry Street Ultimo

Waterloo Library 9288 5677  
Waterloo Town Hall, 770 Elizabeth Street Waterloo

**Randwick Council Libraries:** [www.randwick.nsw.gov.au/library](http://www.randwick.nsw.gov.au/library)

Bowen Library 9314 4888  
669-673 Anzac Parade Maroubra

Matraville Branch Library 9611 6192  
1203 Anzac Parade Matraville

Randwick Branch Library 9399 6966  
Level 1 Royal Randwick Shopping Centre

**Waverley Council Libraries:** [www.waverley.nsw.gov.au/library](http://www.waverley.nsw.gov.au/library)

Waverley Library 9386 7777  
32-48 Denison Street Bondi Junction

**Woollahra Council Libraries:** [www.woollahra.nsw.gov.au/library](http://www.woollahra.nsw.gov.au/library)

Double Bay Central Library 9391 7100  
548 New South Head Road Double Bay

Paddington Library 9391 7988  
Paddington Town Hall, 247 Oxford Street Paddington

Watsons Bay Library 9337 1118  
Dunbar House, Clovelly Street Watsons Bay



## ~ EMERGENCY SERVICES ~

In an emergency, telephone 000 for:

- Police
- Ambulance
- Fire Brigade

Be prepared to provide your name, address and telephone number (if you have one), and the type of service you need. If you cannot speak English, you must first tell the operator what kind of help you need (simply say: “Police”, “Ambulance” or “Fire”), and then say your language. You will be connected to the Translating and Interpreting Service (TIS) directly (see page 13), and they will assist you to communicate with the emergency service you need.

### **Police**

Police in Australia aim to protect the community, prevent and detect crime, and preserve peace. The police may intervene in family issues where there is a domestic dispute or concern about physical, sexual or psychological abuse.

If the problem or crime does not require immediate police presence, you can call police assistance on:                      [www.police.nsw.gov.au/](http://www.police.nsw.gov.au/)                      131 444

### **Ambulance**

Ambulances provide emergency transport to hospital and immediate medical attention. This service may be free or discounted to people who receive a government pension, those with a Centrelink Health Care Card, or some people with private health insurance:   [www.ambulance.nsw.gov.au](http://www.ambulance.nsw.gov.au)

### **Fire**

The fire brigade puts out fires, rescues people from burning buildings and assists in situations where gas or chemicals become a danger:                      [www.nswfb.nsw.gov.au](http://www.nswfb.nsw.gov.au)

### **Utilities**

If you have an urgent problem with your gas, electricity or water service, contact:

Energy Australia customers:	<a href="http://www.energyaustralia.com.au">www.energyaustralia.com.au</a>	13 13 88
AGL customers:	<a href="http://www.agl.com.au">www.agl.com.au</a>	13 19 09
Integral Energy customers:	<a href="http://www.intergal.com.au">www.intergal.com.au</a>	13 10 03
Origin Energy customers (electricity/gas):	<a href="http://www.originenergy.com.au">www.originenergy.com.au</a>	13 24 61

If you smell gas, turn the gas meter off with the handle and call your gas provider.  
If you have an electrical fault in your house, do not try to fix it yourself, and if powerlines are down, or if anything has fallen on them, keep well away.

### Other useful emergency services:

Lifeline counselling	131 114
NSW Rape Crisis Centre	1800 424 017
Poisons Information Centre	13 11 26

**~ TRANSLATION / LANGUAGE SERVICES ~**

**Interpreting**

If your English is not good and you need to conduct business with a government agency an interpreter can be provided. Normally a telephone interpreter will be provided but if necessary some agencies can arrange for an interpreter to be present in person. If you have problems understanding government agencies' automated telephone systems, ring the Translating and Interpreting Service (TIS) directly and they will help you: 13 14 50

The National Accreditation Authority for Translators and Interpreters (NAATI) runs an 'Introduction to Interpreting' course to help people who want to start building the knowledge and skills required to be an 'accredited' interpreter. The course covers topics on Australian society, culture and Government systems, community interpreting, the ethics of interpreting, and qualities, attributions and skills of interpreters. Contact the NAATI Education Officer for information on course dates and fees, or visit the web site:

<http://www.naati.com.au>

9267 1357

**Translation of Your Important Documents**

A summary/extract translation into English of certain documents which are necessary for your settlement in Australia may be provided free of charge by the Department of Immigration and Citizenship (DIAC). Eligible documents include birth and marriage certificates, medical documents, driver's licence, educational qualifications and employment references. To be eligible for free translations, you must be a permanent resident or Australian citizen and you must request them within two years of your arrival or grant of permanent residence.

You can also lodge your request for translation through an Adult Migrant English Programme (AMEP) service provider:

- 1) complete a Document Translation Application Form available from any AMEP office
- 2) photocopy all documents and have all copies certified and signed by one of the following people: Justice of the Peace, Dentist, Doctor, Bank Manager, Pharmacist, Principal at a state school, Supreme Court Barrister/Solicitor, or Police
- 3) submit the certified documents at an AMEP office (see page 14)

Translated documents and certified copies will be returned approximately 20 days after you submit them.

The translation of other documents can be arranged through accredited translators at a cost. For a list of accredited translators in your language, visit the NAATI website (see page 12), or call the hotline: 1300 557 470

Community Relations Commission – Language Services  
Level 8, 175-183 Castlereagh Street Sydney

8255 6767  
1300 651 500

The CRC provides interpreting and translating services in most languages.

**~ ENGLISH CLASSES ~**

**English Conversation Classes**

Sydney MCS believes that English is an integral part of the settlement process in Australia. We provide basic English Conversation classes that are taught by volunteers and also provide the facilities for TAFE English classes (intermediate) conducted for Australian permanent residents.

Classes are held on the following days at our Centre:

Chinese Senior Group  
Monday 10:00am-11:30am

Basic Conversation Class  
Tuesday 9:00am-11:00am

TAFE Intermediate Class  
Monday 2:30-4:30pm  
Wednesday 2:00pm-4:00pm

Polish Senior Citizen Group  
Thursday 12:00noon-2:00pm

Free English Classes at other community centres (for full addresses see page 39):

Asylum Seekers Centre, Surry Hills	9361 5606
Bondi Beach Cottage	9365 1607
Bowen Library, Maroubra	9314 4888
Echo Neighbourhood Centre, Bondi Junction	9387 2885
Harris Community Centre, Ultimo	9552 1140
Pagewood Library, Eastgardens Westfield	9366 3888
South East Neighbourhood Centre, Eastlakes	8338 8506
South Sydney Community Aid, Alexandria	9319 4073
St Jude's Parish Centre, Randwick	9399 9400
St Martin's Anglican Church, Kensington	9663 1538
Surry Hills Neighbourhood Centre	9310 2888
The Junction Neighbourhood Centre, Maroubra	9349 8200
The Shop Women and Children's Centre, Waterloo	9699 9036
YWCA Sydney	9285 6211

Refugee Language Program	9351 6796
Centre for Peace and Conflict Studies	
Mackie Building K01, University of Sydney	
Refugees holding Temporary Protection Visas, Bridging E Visas and Asylum Seekers are eligible to enrol.	

**English Education Classes**

**Adult Migrant English Program (AMEP)**

You must register for AMEP classes within three months of arriving in Australia or gaining permanent residence, and begin classes within one year, or you will risk



losing your entitlement. You may be able to delay access to your entitlement if you first need to attend to family, work or other responsibilities. However, you should aim to begin AMEP classes as soon as you are ready as the classes help you to learn the basic English you need for every day life in Australia.

AMEP offers a range of learning options, including full-time or part-time classes at various venues and locations, as well as individual distance education or the help of a home tutor. Special classes for specific purposes, such as further study, professions, etc. Free child care for children under school age can be arranged if required to attend classes.

The following facilities provide AMEP education:

University of NSW Institute of Languages 1st Floor, Building 1 22-32 King Street Randwick	9385 0379 <a href="http://www.lang.unsw.edu.au/">http://www.lang.unsw.edu.au/</a>
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NSW AMES Surry Hills Level 3, 84-86 Mary Street Surry Hills	9289 9111 <a href="http://www.ames.net.au/">http://www.ames.net.au/</a>
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TAFE Randwick Corner of Darley Road and King Street Randwick	9469 8500
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TAFE Petersham 27 Crystal Street Petersham	9335 2500
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TAFE Ultimo Mary Ann Street Ultimo	9217 3400
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Nursing Assistant – English Language Preparation Course A special free course for people wanting to improve their language skills in preparation for further study and work in the health profession as nursing assistants	9217 3995
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The Smith Family Home Tutor Scheme Trains and matches volunteer tutors with newly arrived migrants and refugees to provide individual tuition in the student's home	9744 3188
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### **Language, Literacy and Numeracy Program (LLNP)**

You may be eligible for the (LLNP) if you have already completed an AMEP course or you are not eligible for AMEP.

TAFE NSW through its Open Training and Education Network (OTEN) is a specialist distance education provider.

The LLNP includes English writing, speaking, listening, reading, mathematics and vocational learning to assist you in finding a job. To be eligible you must be registered as a Job Seeker with Centrelink.

To be referred to OTEN for the LLNP, visit your nearest Centrelink office (see page 16)

The social security system in Australia provides income support and services for people who are in need through a government agency called Centrelink.

Eligibility for Centrelink payments will depend on your visa class. Even if you become a permanent resident of Australia, a waiting period for payments could still apply.

If you do not speak English, Centrelink can provide an interpreter for your appointment. You can contact Centrelink in your own language (multilingual services) by telephone:

13 1202

You must provide identification documents (passport and travel documents, bank account details and accommodation details) to Centrelink when applying for payments. You must have a Tax File Number (see page 8) in order to receive any Centrelink payments. Centrelink can provide you with an application form for you to lodge with the Australian Taxation Office.

### **Centrelink payment waiting periods and exemptions**

Generally newly arrived migrants must live in Australia as permanent residents for two years before they can receive social security payments, including unemployment and sickness benefits, student allowances and a number of other payments. To be eligible for age and disability pensions, you generally have to live in Australia for 10 years.

Refugee and humanitarian entrants are usually exempt from the two year waiting period. This also applies to their partners and dependent children if the relationship existed when the refugee or humanitarian entrant arrived in Australia.

A payment called 'Special Benefit' may be available during the waiting period, if you are in hardship because of a substantial change of circumstances beyond your control. This payment is only available in very limited circumstances. Not being able to find a job or running out of money are not sufficient reasons to qualify for Special Benefit. If you have migrated under Assurance of Support your assessor will in all circumstances be responsible for repaying the Special Benefit that has been paid to you.

If you become widowed, disabled or a sole parent after becoming an Australian resident, you may be eligible for an allowance or pension. You may also be able to get a pension without having lived in Australia for 10 years if you are covered by an international social security agreement.

### **Family Assistance payments**

If you have dependent children you may be able to receive a Family Tax Benefit and Child Care Benefit to help with the cost of raising them. Generally you must hold a permanent visa in order to be eligible but there are some exceptions. There is no waiting period for these payments, although they are subject to an income test. It is

important to understand that Family Assistance payments are intended only as income supplements, and are not enough to live on.

There is also a Maternity Allowance, paid to families on the birth of a new baby.

Family Assistance Offices have been established in Centrelink, Medicare, Australian Taxation Offices and ATO access sites where advice is available, or you can contact:  
<http://www.familyassist.gov.au> 13 6 150

### **Rights and responsibilities**

There are certain rules and conditions you must meet to receive Centrelink payments. If you don't, your payments may be affected and even stopped. You must tell Centrelink of any changes to your current situation including change of address, if you marry or separate, start working, or you have changes to your income.

### **Centrelink Multicultural Service Officers**

Multicultural Services Officers (MSOs) are employed to assist Centrelink clients from diverse backgrounds and develop links with the community. Your local MSO can tell you more about groups and services you can access in the area.

### **More information**

You can get other information by ringing the following numbers or by visiting the Centrelink web site:

General Appointments line	13 10 21
Employment Services	13 28 50
Youth Allowance	13 24 90
Australian Apprentices	12 36 33
Retirement	13 23 00
Disability, Sickness and Carers	13 27 17
Self Service	13 62 40
Complaints, Compliments or Feedback	1800 050 004

<http://www.centrelink.gov.au>

### **Centrelink Customer Service Centres**

Bondi Junction	231 Oxford Street Bondi Junction
Darlinghurst	137-153 Crown Street Darlinghurst
Maroubra	138 Maroubra Road Maroubra Junction
Redfern	Corner of George Street and Redfern Street Redfern

People affected by the standard two year waiting period can still access the following services:

- employment registration and referral to job network matching services
- job network access facilities (computers, telephones, fax, newspapers)
- referrals to English language classes
- apprenticeships and traineeships (information, advice and referral)

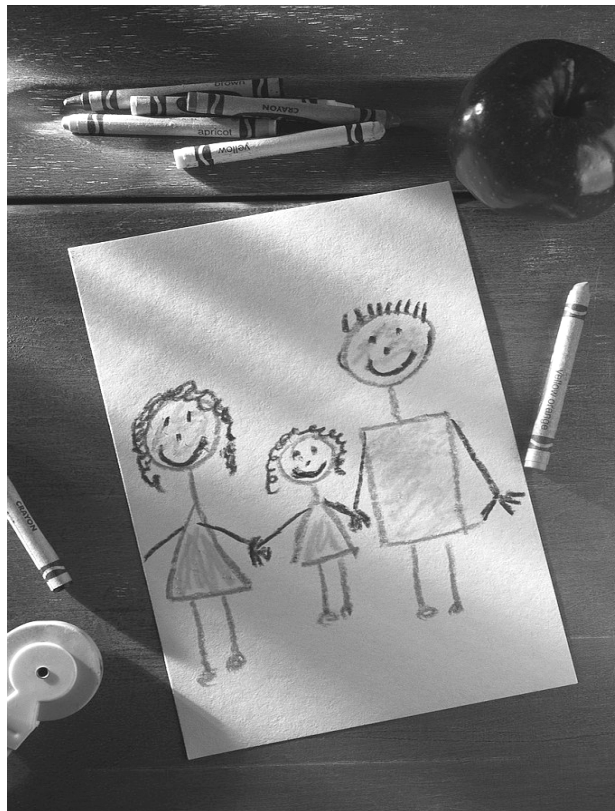
## **Welfare Rights Centre**

102, 55 Holt Street Surry Hills

9211 5300

A community legal centre specialising in social security law

The Welfare Rights Centre helps by advising people of their rights and entitlements and assisting them to appeal against a Centrelink decision they don't agree with.



### **Renting a private house or flat**

Accommodation is usually leased through a real estate agent or directly by private landlords.

Rental vacancies are usually advertised in daily newspapers. You can also visit a real estate office to see their list of available rental properties. A 'lease' or a 'residential tenancy agreement' is a document you sign when you agree to rent a property for a period of time. Do not sign a lease unless you fully understand the terms and conditions in the document, as it becomes legally binding after you sign it. You should also keep a copy of the lease for your own records.

### **Essential household services**

Whether you rent or buy, you may need to get the following household services connected – electricity, gas, water and telephone. Try to give the providing companies a few days notice before you expect to move to a new location.

Before signing any contract for household services, you should check that the service you are committing to is required given your living arrangements. For instance, you should not sign a three year contract for electricity supply if you are living in temporary housing.

You may also have to pay a rental bond (often 4 weeks of rent), which is refunded when you leave the accommodation, if you leave it clean, undamaged and with no rent owing. Rent is usually paid two or four weeks in advance. There are often properties available for 6 or 12 month leases.

### **Your Rights and Responsibilities**

Landlords or their real estate agents are required to give all new tenants a copy of the Office of Fair Trading (OFT) brochure called 'The Renting Guide'. The brochure has information about renting and is available in 17 languages. Make sure they give you a copy. For further information, contact the OFT: 13 32 20

If there is a dispute or disagreement with the landlord, you must continue to pay rent otherwise you could be evicted. By law, if you are more than 14 days behind in your rent, the landlord can ask you to leave with only 14 days notice.

Avoiding tenancy problems:

- take good care of the premises, and be respectful of the comfort and privacy of neighbours
- confirm any verbal agreements in writing and send a copy to your landlord

If you need help with landlord or real estate agent disputes, or just want general information about your rights as a tenant, contact a [free tenancy advice service](#):

Tenants Union Hotline

1800 251 101

If you live within postcodes 2000, 2006-2011, 2015-2021, 2036-2043, 2050 call:

Inner Sydney Tenant's Advice & Advocacy Service

9698 5975

73 Pitt Street Redfern

If you live within postcodes 2021-2036 call:

Eastern Area Tenants Service

9286 9147

2<sup>nd</sup> Floor The Boot Factory

27 Spring Street Bondi Junction

Free tenants advice and advocacy to help deal with disputes with landlords, real estate agents, Department of Housing or general information about rights.

Outreach service at The Junction Neighbourhood Centre

9349 8200

Shop 2, 669-673 Anzac Parade Maroubra

Every second Thursday

## **Public housing**

If you are receiving a Centrelink payment or are on a low income you can apply to rent public housing. The waiting time for public housing varies according to where you want to live, your household size, the urgency of your housing need, and the availability of public housing properties. The Department of Housing rents out its own publicly owned dwellings to people on low incomes at subsidised rates. There is usually a long waiting time for this housing, but faster access to public housing may be available in some circumstances.

Community housing is similar to public housing, only it is managed by non profit organisations rather than by the Department of Housing. The Office of Community Housing funds housing associations, co-operatives, churches, local government and other non-government community housing organisations to deliver affordable rental housing for people on low incomes. Most community housing properties are used for long term housing for people on low incomes.

Assistance may be available to people having difficulty finding or maintaining accommodation in the private rental market. Limited assistance can be given with bonds, rent in advance and rent arrears.

The Commonwealth Government offers Rent Assistance. Under this programme applicants may receive an additional top up to their Centrelink payment to assist with renting a property in the private rental market. The Department of Housing also helps people on low incomes to rent private accommodation through rental assistance schemes such as Rentstart. This usually includes assistance towards bond money, advance rent, as well as temporary accommodation where people are homeless.

For information about public housing or community housing, contact:  
Department of Housing General Enquiries 1800 629 212  
www.housing.nsw.gov.au

Housing Appeals Committee 1800 629 794  
Independent Appeals agency for Social Housing Clients 9715 7955

### **Department of Housing Offices**

Broadway 9552 9666  
Levels 1-2, 255 Broadway

Maroubra 9314 4056  
Level 7, 832 Anzac Parade

Surry Hills 9319 9333  
The Pottery, 31 Belvoir Street

Sydney 9268 3444  
Level 10, 234 Sussex Street

Waterloo 9310 8666  
Drysdale Ground Floor, 232 Pitt Street

Woolloomooloo 9358 5093  
93 Forbes Street

### **Emergency housing**

The Department of Housing may be able to assist people who are experiencing a short-term housing crisis and who are not eligible for public housing. If approved, the Department can provide short-term temporary public or private housing accommodation. Emergency Temporary Accommodation is only available to people who are in urgent need of short-term temporary accommodation, cannot resolve the need themselves, and cannot be accommodated by family or friends.

St Vincent de Paul Emergency Accommodation 9560 8666  
YWCA NSW Emergency Accommodation 9285 6211  
Dolores Refuge – women living in violent relationships 9389 4431  
Homeless Persons Information Centre 1800 234 566

The Youth Emergency Accommodation Line 9318 1531  
The Youth Emergency Accommodation Line provides a telephone information and referral service to homeless young people. It also offers a 24 hour crisis bed vacancy list that is updated daily Monday through Friday.  
St Laurence House – residential program for young people 9349 6438

## **Medicare**

The Australian Government provides help to permanent residents with medical expenses and hospital care through a scheme called Medicare. Medicare pays for most of the costs of visits to the doctor, x-rays, blood tests, public hospital care, optometrists and certain other services. For information contact:

<http://www.medicareaustralia.gov.au>

13 20 11

To find out if you are eligible and to enrol in Medicare, you should go to a Medicare office with your passport or travel documents:

Bondi Junction

Shop 7 Tiffany Plaza

The Interchange, Grosvenor Lane (above bus station)

Eastgardens

Shop 131B Westfield Shopping Town

152 Bunnerong Road Pagewood

Medicare does not pay towards ambulance costs, dental treatment in a private clinic, physiotherapy, spectacles, podiatry, chiropractic services, or private hospital accommodation.

## **Emergencies**

Emergency treatment can be obtained through some medical centres or the emergency departments of hospitals. When you go to hospital, remember to take with you any medicines you are using and also your Medicare card, private health insurance membership card, Health Benefits or Pension Concession Card.

Emergency treatment is available on a 24 hour basis at public hospital 'Casualty' or 'Emergency' Departments.

## **General Practitioners (GPs) / Family Doctors**

If it is not an emergency, you should first seek assistance from a family doctor (also called a 'general practitioner') or a medical centre.

Your doctor may 'bulk bill', meaning you will be asked to sign a Medicare form, and the doctor sends this form to Medicare, which then pays the doctor. Otherwise the doctor will charge you, and if you are eligible you may be able to claim the cost back from Medicare or your private health insurance fund. In either case, you must bring your Medicare card (and Health Care Card if you have one) to any visits.

GPs provide referrals to visit a medical specialist for further treatment. Usually a referral from a GP or hospital is required to make a specialist appointment.



If your doctor believes you need medication, you may be given a prescription to take to a chemist (or pharmacy). Many medicines, such as antibiotics, are only available with a prescription. You must also bring your Medicare card when collecting your medicines from the chemist shop.

It is important to read labels and instructions on medicines carefully and ask questions if unclear. For help or information about medicines, speak to a pharmacist, or from Monday to Friday, 9am to 6pm phone the Medicines Line:

1300 888 763

### **Centrelink Health Care Card**

If you receive a Centrelink payment or earn a low income, you may be eligible for a government Health Care Card (see page 16). The card will entitle you to a range of concessions, including the cost of medicines and doctor, dentist and ambulance bills.

Even if you have a Health Care Card, you will still need to present your Medicare card for all basic hospital and medical treatment in conjunction with your Health Care Card.

### **Private health insurance**

Many Australians belong to private health insurance funds, which cover you for treatment as a private patient in private or public hospitals, and can include some services that Medicare does not cover, such as dental and allied health services. The costs and types of cover vary widely, so if you decide to get private health insurance, it is important to check the details carefully before you buy the policy.

The government has introduced financial incentives aimed at encouraging people to take out private health insurance. There is a Commonwealth Government 30% rebate on private health insurance premiums (higher rebates for people aged 65 years and over), and a 1% tax levy on high income earners who don't take out private health insurance.

More information about private health insurance can be obtained by visiting the website (<http://www.phiac.gov.au>) or contacting the Private Health Insurance Ombudsman

1800 640 695

### **Hospitals**

Prince of Wales Hospital  
High Street Randwick

9382 3309  
9382 2222

The hospital's Multicultural Health Unit has interpreters and bilingual counsellors in a variety of languages.

Randwick Children's Hospital  
High Street Randwick

9382 1111

Royal Hospital for Women  
Barker Street Randwick

9382 6111

Royal Prince Alfred Hospital and King George Hospital 9515 6111  
Missendon Road Camperdown

St Vincent's Hospital 8382 1111  
390 Victoria Street Darlinghurst

Sydney Hospital 9382 7111  
8 Macquarie Street Sydney

### **Community Health Centres**

Community Health Centres provide health services for people of all ages at low cost. Not all centres provide the same support although most include nursing, health education and promotion, physiotherapy, dental care, medical care, counselling and social welfare. The services are free and confidential.

Bondi Junction Community Health 9387 1644  
Russian, Greek and Spanish counsellors

East Royal South Sydney 9382 8051  
7/9 Joynton Avenue Zetland

Darlinghurst Community Centre 9360 3133  
301 Forbes Street Darlinghurst

Redfern Community Health Centre 9395 0444  
1 Albert Street Redfern

St Vincent's Community Health Service 8382 1988  
301 Forbes Street Darlinghurst  
Provides physiotherapy, nursing, social work, counselling, other helpful services

Sydney Children's Community Health Centre 9382 8213  
Corner Avoca and Barker Streets Randwick  
A multidisciplinary team comprised of psychiatrists, clinical psychologists and social workers. Provides assessment and treatment for a wide range of difficulties encountered by infant, preschool and school aged children and their families

Waverley Community Health Centre 9369 0400  
War Memorial Hospital, 125 Birrell Street Waverley

Women's Health NSW 9560 0866  
Peak body for women's health and specialist centres – information and bookings

### **Immunisation**

Immunisation protects children (and adults) against harmful infections. Immunisation is not compulsory but is recommended for all children. A record of a child's immunisations needs to be presented when the child attends day care or starts school. This is so the child care centre or school knows which children have

not been immunised. Immunisations can be obtained from your family doctor or your Community Health Centre.

National Immunisation Infoline	1800 671 811
Australian Childhood Immunisation Register	1800 653 809

### Early Childhood Health Centres

Advice is available on the care and development of your baby or young child. Special groups and home visiting are often available. Your child's Personal Health Record is an important record of your child's health. If you do not have a Personal Health Record, you can get another one from the Department of Health NSW office by calling:

9391 9000

Bondi Beach - Cnr Wairoa Avenue and Brighton Boulevard	9130 2838
Botany - Corner of Botany Road and Chelmsford Avenue	9316 8814
Clovelly - Corner of Arden Street and Brandon Street	9665 1357
Double Bay - 1 Cross Street	9327 4649
Eastgardens Westfield - 152 Bunnerong Road	9314 0521
Karitane Cottage - 146 Avoca Street Randwick	9399 6999
Kings Cross - 19 Greenknowe Avenue Potts Point	8374 6311
Lakemba - 35 Croydon Street	9750 7866
Leichhardt - 11 Marion Street	9560 5604
Mascot - 51 Coward Street	9667 2666
Newtown - 60 Lennox Street	9557 1548
Paddington - Glenmore Road	9380 4295
Randwick - 73 Belmore Road (Royal Randwick Mall)	9398 3815
Redfern Park - Corner of Elizabeth and Redfern Streets	9698 1613
Waverley - 59 Newland Street Bondi Junction	9387 1981

### **Young People**

Youth health services provide information, advice and referral services for people aged between 12 and 24.

Kirketon Road Health Centre 100 Darlington Road Kings Cross	9360 2766
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Cellblock 142 Carillon Avenue Camperdown	9516 2233
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### **Dental services**

There are private dentists in your local area who usually charge a fee for service. You may wish to take out private health insurance to assist with the payment of dental services. The NSW Government also provides a limited range of free oral health care to eligible Centrelink concession card holders:

Sydney Dental Hospital 2 Chalmers St Surry Hills	9293 3333
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For children, the School Dental Service provides free dental care to all children from Kindergarten to age 14 (a waiting period usually applies). To make an appointment call:

1300 134 226

Chifley Public School Dental Clinic – Mitchell Street 9661 7189

Daceyville School Dental Clinic – Bunnerong Road 9344 6562

Mascot Public School Dental Clinic – King Street 9667 3534

After Hours Dental Emergency Service 9387 4777  
251 Oxford Street Bondi Junction

### **Free Eye Testing**

Sydney Eye Hospital (open 24 hours) 9382 7111  
8 Macquarie Street Sydney

University Optometry Clinic 9385 4624  
Level 1 Rupert Myer Building, University of NSW  
Barker Street Kensington

### **Mental Health / Counselling**

A number of services exist for people requiring help for mental health problems and mental illness. In most cases, people needing assistance for mental health difficulties should contact their general practitioner or Community Health Centre for help finding a mental health professional.

There are various telephone counselling services including Lifeline which offer free 24 hour crisis counselling. You may just need to talk to somebody, or want to use their specialist financial and gambling, or youth counselling services (see page 12).

Bondi Beach Cottage 9365 1607  
42 Brighton Boulevard Bondi Beach

Bondi Junction Mental Health 9366 8611  
26 Llandaff Street  
Provides adult mental health service, assessment, referral and case management

Maroubra Junction Mental Health Centre 9366 8711  
130 Garden Street

Relationships Australia 9387 4211  
Suite 1902 Tower One, 500 Oxford Street Bondi Junction  
Offers family relationship counselling, courses, programs and groups to promote healthy relationships and resolve disputes.

South East Neighbourhood Centre 8338 8506  
Shop 68 Eastlakes Shopping Centre Evans Avenue Eastlakes

Professional counsellor available on Wednesdays (appointments necessary).

St Vincent's Mental Health Service 8382 1911  
301 Forbes Street Darlinghurst (24 hour crisis team)

Sydney MCS 9663 3922  
Professional counselling by appointment.  
(English, Spanish, Italian)

The Junction Neighbourhood Centre 9349 8200  
Family Support Service offers counselling support specifically for men in a parenting or caring role who may be experiencing a variety of personal issues.

Transcultural Mental Health Centre 9840 3767

Information and consultation regarding mental health 1800 648 911  
and cultural issues in most languages (bilingual workers).  
Psychosocial, psychological and psychiatric assessments, education for clients and family members, grief and trauma counselling.

Torture and trauma counselling

The NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS) is a service providing counselling and support to people from refugee and refugee-like backgrounds.

Services include psychological assessment, counselling, physiotherapy, psychiatric assistance, educational and therapeutic groups, youth camps, community development and programs supporting families to adjust to life in Australia.

In addition STARTTS is specifically funded to provide support and counselling for newly arrived refugees within their first twelve months of settlement.

STARTTS has trained counsellors, project officers who speak a number of different languages and interpreters are organised to attend counselling sessions with clients if required. STARTTS services are non-religious, politically neutral and confidential. Further information can be obtained from the website or head office (Carramar):  
<http://www.startts.org> or phone them on: 9794 1900



## ~ OVERSEAS QUALIFICATION AND TRAINING ~

### **Qualifications**

It is advisable to have your qualifications formally recognised so that your opportunities are increased to work in the same profession in which you are trained.

#### Trades Qualifications

If you have trade qualifications in areas such as engineering, construction, metalwork, electrical or catering, the following organisation can advise you on how to have those qualifications recognised in Australia:

Vocational Training Unit  
Level 12, 1 Oxford St Darlinghurst

9266 8450

#### Tertiary Qualifications

The Australian Education International-National Office of Overseas Skills Recognition (AEI-NOOSR) provides information on how to have further overseas academic qualifications recognised in Australia.

In some cases overseas-trained professionals holding Australian citizenship or permanent residency may be eligible for the Bridging for Overseas-trained Professionals Loan Scheme (BOTPLS). The loans are applied to pay fees for bridging courses which enable overseas-trained professionals to meet entry requirements to practice their profession in Australia. For more information contact

NOOSR:

1300 363 079

There is an assessment fee subsidy for disadvantaged overseas trained (ASDOT) people who need assistance to pay for examinations for recognition (such as the Australian Medical Council exam, or the Overseas English Test. To apply for this subsidy, a person must be a permanent resident or citizen, be receiving a Centrelink payment, and they must not have applied for ASDOT previously for the same examination. To apply visit Centrelink (see page 16) and ask for assistance.

#### Recognition for Further Study

You may be able to have your overseas skills and qualifications recognised by TAFE NSW for entry to courses and for advanced standing (see below).

### **Vocational education**

VET (Vocational Education and Training) and TAFE (Technical and Further Education) courses are designed for students who want vocational, technical or trade skills. Numerous courses cover vocational training areas such as information technology, business services, arts and media, tourism and hospitality, construction and transport, rural and mining manufacturing, and engineering. VET and TAFE

colleges charge fees and students usually need to buy their own books. Students must complete secondary school to qualify for some courses (see page 32).

## Universities

Australian universities are among the best in the world. A normal degree course takes three or four years, but there are also double degrees and postgraduate studies which take longer to complete. Some courses have distance learning and part time options. For information on the admission process and courses, visit:  
<http://www.goingtouni.gov.au>

The Universities Admissions Centre (UAC) processes applications for most undergraduate courses. The centre now also processes postgraduate applications to some universities. For more information contact UAC:  
<http://www.uac.edu.au> 9752 0200

Youth Allowance (for people aged 16-24 years) and Austudy payments (for those 25 years and over) provide financial assistance for full-time students undertaking approved study. Both payments depend on income and assets being within certain limits. A two-year waiting period for newly arrived residents generally applies. For more information see page 16.



## ~ EMPLOYMENT SERVICES ~

Daily newspapers advertise 'job vacancies' (or 'positions vacant').

Any Australian resident can register with Centrelink for help in finding a job, even those not eligible for welfare payments. Once you are registered you can be referred to Job Network which consists of private, community and government organisations, contracted to the Commonwealth Government to help people find employment.

All job seekers can also use the free Job Network Access facilities at Centrelink (see page 16). A number of Job Network member agencies offer the use of telephones, photocopiers, fax machines, touch screens and computers (including the internet). As a newcomer, it is often a good idea to talk to an experienced employment counsellor to ensure that your approach to jobseeking is appropriate, particularly if you are having difficulties getting an interview.

Job Network's New Enterprise Incentive Scheme (NEIS) helps unemployed people start and run their own business. Participants may be able to get NEIS assistance which provides small business training, income support and advice during the first year of business.

AMES Skillmax communication and jobseeking courses assist people with overseas qualifications to improve their communication skills and employment opportunities in Australia:

9289 9111

The program includes specific training in confident communication in everyday situations, identifying potential employment, as well as preparing job applications and for job interviews.

The Department of Employment and Workplace Relations (DEWR) maintains several websites related to employment that can assist job seekers in Australia to find work. It provides access to on-line services and information, with guides to employment information, government assistance, jobs, careers, training and working conditions.

### **Employment Assistance**

Cover letters and resumes - many community organisations offer free services providing help to develop the skills necessary to apply for jobs in Australia.

South East Neighbourhood Centre has an employment services volunteer every Thursday from 11am – 2:30pm by appointment

8338 8506

Asian Women at Work offers services, activities and training to help Asian migrant women know their rights and contribute to Australian society.

Call 9793 9708 (Chinese) or 9793 9062 (Vietnamese).



## **Working conditions (employer/employee rights)**

Many jobs and working conditions are covered by Commonwealth or State Awards. Awards are legally binding on the employer, and cover such working conditions as minimum rates of pay, allowances, overtime, penalty rates, hours of work, and leave for holidays, long service, sickness or maternity.

Office of the Employment Advocate 1300 366 632

The Office of Industrial Relations 131 628  
Provides free advice and advocacy on rights and entitlements of workers  
<http://www.industrialrelations.nsw.gov.au>

## **Volunteering**

Volunteering in Australia is a good way of developing new skills, meeting new people, and trying out new career options, as well as gaining valuable experience in the Australian labour market. Volunteering is usually done through a formal organisation, is by choice, without payment, and for the benefit of the community.

Many community organisations recruit volunteers for their programs. You can also contact the Centre for Volunteering for information about programs and available volunteer positions: 9261 3600



## **Schools**

Preschools are available for all children aged four and above. Preschool helps children to develop physically, emotionally and socially before going to school.

It is compulsory for children between 6 and 15 years old to go to school. Children usually start school when they are four or five and often continue until they are 17 or 18 years old, in preparation for university or other further education. Generally children under 12 years old attend primary school and older children go to high school (or 'secondary school'). Some colleges (senior secondary schools) take only older students who are generally preparing for final examinations.

You can choose for your children to attend either a government (public) or a non-government (private) school. To find schools in your area visit:  
<http://www.schools.nsw.edu.au>

Public schools provide free education for Australian permanent residents, although most schools request a voluntary annual contribution to enhance the school's educational and sporting programmes. There are additional educational materials or services that parents can be expected to provide or pay the school to provide. Parents may need to provide their children with pencils, pens, textbooks and school uniforms (where appropriate).

Ask at your school about before and after school care or school holiday programmes.

Private schools charge fees, and they may have a religious affiliation or a particular educational philosophy.

## **Non-English speaking children**

Newly arrived children who don't speak regular English may receive English as a Second Language (ESL) support as part of their school program. Newly arrived high school aged students can enrol in an Intensive English Class. The Cleveland Street Intensive English High School provides intensive English tuition for recently arrived high school aged children to prepare for high school: 9319 4806

## **Enrolment**

To enrol your child in a school, contact the school by telephone or in person. You will need to take your visa or entry to Australia documents, proof of your child's date of birth, and any papers including school reports relating to their previous education. You will also be asked to show immunisation documents.

In public schools most students holding temporary visas are required to pay fees. Some visa categories are exempt from payment of fees and individual requests for exemption are considered on a case by case basis. For more information, contact:

The Department of Education and Training

9561 8000

## Childcare

There are many types of full time and part time child care services available for children too young to go to school and for outside of school hours. These include preschools or kindergartens, which prepare children for school, child care or daycare centres, which look after younger children, and family daycare where children are looked after by another parent along with their own family.

There are also playgroups, where parents and their children get together for the children to learn to interact together and for the parents to chat and share information.

Playgroup NSW has details of playgroups in your area: 9604 5513

While you are attending Adult Migrant English Programme (AMEP) classes, child care is free (see page 14). If you progress to a different study programme after completing your AMEP entitlement it is important to review child care payment arrangements as other programmes usually do not cover these costs.

For information provided by the government about child care services in your area, contact the Child Care Access Hotline: 1800 670 305

As mentioned previously, you may be eligible for the Centrelink Child Care Benefit and Family Assistance payments to help with child care and other costs (see page 16).

## Community Services for Young People

Local Government Area Councils run activities for children and young people throughout the year. Contact your nearest council office for information:

Botany Bay City Council 9366 3666

141 Coward Street Mascot

Randwick City Council 9399 0999

30 Frances Street Randwick

Sydney City Council 9265 9222

456 Kent Street Sydney

Waverley Council 9386 7999

31-33 Spring Street Bondi Junction

Woollahra Municipal Council 9391 7000

536 New South Head Road Double Bay

Bondi Amateur Swimming Club 9398 4925

Notts Avenue Bondi Beach

An active swimming club promoting the sport of swimming that runs free learn to swim classes for children aged 5 and over.

Bondi Beach Cottage 9365 1607

42 Brighton Boulevard Bondi Beach

Family and support services, casework and counselling, groups and activities.

Occasional care for children aged 0-5 years.

- Come In Youth Resource Centre 9331 2691  
461 Oxford St Paddington  
Providing Crisis & long term counselling & therapy; casework; housing information, referral & support; shower/meals/laundry; Activities Centre; Young Mothers' Program; outreach & medium term accommodation; assisting clients with Dual Diagnosis. Free Service for young people aged 13-24.
- Eastern Suburbs Police and Community Youth Club (PCYC) 9314 2536  
26A Bunnerong Road Daceyville  
Provides sporting and social opportunities for young people, as well as some family services.
- Hillsdale Community Services 9366 3889  
Eastgardens Library  
Westfield Shoppingtown Ground Floor  
Banks Avenue, Eastgardens  
Provides youth services.
- Kids Helpline 1800 55 1 800  
Free 24hour telephone counselling service
- Kooloora Community Centre 9661 9160  
167 Bilga Crescent Malabar  
Playgroup, activities and excursions, family support services
- Maroubra Bay/South Coogee Schools as Community Centre 9349 7154  
Based at Maroubra Bay Public School, this centre offers parenting workshops, transition to school program, computer courses and useful information
- Mission Australia 9356 8897  
Creative Youth Initiatives program – art, music and photography courses
- Playgroup NSW 1800 171 882  
Playgroups are a great way to meet new people in your community in a happy and relaxed environment, and for young children to participate in learning and fun activities. Playgroup NSW can refer you to the playgroup closest to where you live, or you can call this number for playgroups in Kingsford, Eastlakes, Maroubra, Matraville and Botany:  
9666 5047
- SDN Children's Services 9698 3144  
Assistance for families with children aged 0-8 years facing difficulties due to limited social support, violence, health issues or behaviour problems
- South Sydney Police and Community Youth Club (PCYC) 9319 4240  
Corner of Elizabeth Street and Phillip Street Surry Hills  
Sports activities and after school programs.
- The Fact Tree Youth Services 9319 2708  
703 Elizabeth Street Waterloo

A relaxed centre for young people. Services include counselling, court support, employment and training services, assistance with school work, activities, outings.

The Settlement Neighbourhood Centre 9698 3087  
17 Edward Street Darlinghurst  
Out of School Hours program, activities during school holidays.

The Shack Youth Services 9349 7263  
184 Maroubra Road Maroubra  
Community based organisation providing support to young people aged 11-24.  
The Shack provides a safe and supervised meeting place, free and low cost recreational and educational programs and activities, practical support, information, advocacy and referrals, case management and counselling.

YWCA NSW – Big Brother Big Sister youth mentoring 9285 6211



**~ LEGAL SERVICES ~**

Various services exist to support victims of crime or violence, including violence in the home (domestic violence).

24 Hour Domestic Violence Assistance Line 1800 656 463

Attorney General's Department of NSW  
Level 1, 160 Marsden Street, Parramatta NSW 2150  
Victims Services 1800 069 054  
8688 5511

Information on victim's compensation and counselling for victims of violent crime  
24 hour Victims Support Line 1800 633 063  
Assistance for victims of crime and their families 8688 5400

Energy & Water Ombudsman NSW 1800 246 545  
Independent resolution service for customer complaints  
(problems with electricity, gas and water)

Human Rights and Equal Opportunity Commission 1800 021 199  
Contact HREOC to make a complaint if you have experienced racial discrimination  
in relation to employment, accommodation, services, buying goods, or other areas.

Immigration Advice and Rights Centre (IARC) 9281 8355  
Free immigration advice and case assistance through telephone and drop-in centres.  
Telephone advice Tuesday and Thursday between 2:00-4:00pm  
Face to face on Monday evenings 6:00-9:00pm  
Level 4, 414-418 Elizabeth Street Surry Hills 9281 1609

Inner City Legal Centre 9332 1966  
6A/6B First Floor, 66 Oxford Street Darlinghurst  
Monday to Friday 10:00am-5:00pm

Kingsford Legal Centre 9385 9566  
The Law Building Ground Floor, University of NSW

LawAccess NSW 1300 888 529  
TTY: 1300 889 529  
Operating hours: Monday to Friday between 9am to 5pm excluding public holidays  
LawAccess NSW is a free government telephone service that provides legal  
information, advice and referrals for people who have a legal problem in NSW.  
[www.lawaccess.nsw.gov.au](http://www.lawaccess.nsw.gov.au)

Legal Aid Youth Hotline 1800 10 18 10  
Help over the phone for young people who need advice about a criminal law  
problem

National Children's & Youth Law Centre 9385 9588  
Law Building First Floor, University of NSW  
Independent community legal centre for children, young people and their advocates.  
Provides legal information primarily by email: [ncylc@unsw.edu.au](mailto:ncylc@unsw.edu.au)

Office of Fair Trading 13 32 20  
Information and advocacy - rights and responsibilities as a consumer  
Publish bilingual information, available on web site  
[www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

Redfern Legal Centre 9698 7277  
73 Pitt Street Redfern  
Monday to Thursday 9:00am-8:00pm  
Friday 9:00am-5:00pm

Telecommunications Industry Ombudsman 1800 062 058  
Level 3, 595 Collins Street  
Melbourne Victoria 3000  
<http://www.tio.com.au/>

The Shopfront Youth Legal Centre 9360 1847  
356 Victoria Street Darlinghurst 0418 407 290  
Ages 25 and under  
[www.theshopfront.org](http://www.theshopfront.org)

UTS Community Law Centre, Blackfriar's Campus 9514 2914  
Building B1, Blackfriar's Street Chippendale 9514 2919  
Free service for all UTS and TAFE Sydney Institute staff and students and provides  
professional assistance to the broader community.

Women's Legal Services NSW 9749 5533

Women's Legal Advice Line 1800 801 501

DV Advocacy Service Advice Line 8745 6999



**~ FINANCIAL ASSISTANCE / EMERGENCY RELIEF ~**

**Emergency relief**

If you need emergency food, clothing, shelter or furniture, you could seek help from non government organisations such as:

<u>Anglicare Bondi Beach</u> 60 Wairoa Avenue Bondi	9310 1211
<u>The Salvation Army Maroubra</u> 100 Boyce Street Maroubra By Appointment only on Tuesday and Friday 9:30am - 12:00pm & 1:00 – 3:00pm	9314 2166
<u>The Salvation Army Surry Hills</u> 339 Crown Street Surry Hills Monday to Friday from 10:30am	9360 1000
<u>Salvos Care Line Crisis Services</u> 24 hour telephone crisis counselling, information and referrals	1300 363 622
<u>St Vincent de Paul Society Maroubra</u> 785 Anzac Parade Maroubra By Appointment only Monday to Friday 10:00am – 12:00pm & 1:00 - 3:00pm	9344 9990
<u>St Vincent de Paul Society Redfern/Surry Hills</u> 317 Cleveland Street Redfern Monday to Friday 8:30am-3:30pm	9698 3594
<u>St Vincent de Paul Society Waverley</u> 332-342 Oxford Street Bondi Junction Monday, Tuesday, Thursday & Friday 10:00am – 12:00pm & 2:00pm - 3:00pm Wednesday 1:30pm – 3:00pm	9387 5614
<u>Sydney MCS</u> Emergency Relief / Financial Support by appointment	9663 3922

**Credit and Debt**

These centres provide confidential financial advice and assistance:

Consumer Credit Legal Centre Free financial counselling, information about loans, debts and banking problems Legal Advice Tuesday 10:00-12:30pm, Thursday 2:00-4:30pm	1800 808 488 9212 4711
Redfern Legal Centre By Appointment only Monday – Thursday 6:30pm – 7:30pm	9698 7277



**~ COMMUNITY CENTRES / ORGANISATIONS ~**

**General Community Organisations**

<p>Asylum Seekers Centre Free and confidential support for asylum seekers.</p>	<p>9361 5606</p>
<p>Australian Red Cross International Tracing, Refugee and Asylum Seeker services</p>	<p>9229 4111</p>
<p>Eastern Sydney Volunteer Home Visiting The Benevolent Society's Volunteer Home Visiting program offers practical support and encouragement to families with young children, supporting healthy parenting practices to enhance children's wellbeing and development</p>	<p>9170 7336</p>
<p>Echo Neighbourhood Centre 27 Spring Street Bondi Junction Settlement Services – bilingual workers, free information, referral and assistance to help new arrivals settle in Australia, group activities for migrants and refugees, information sessions and workshops about services and support systems.</p>	<p>9387 2885</p>
<p>Harris Community Centre 97 Quarry Street Ultimo Chinese community worker, family support, Chinese seniors group, multicultural playgroup and weekly shopping trips.</p>	<p>9552 1140</p>
<p>Holdsworth Street Community Centre 64 Holdsworth Street Woollahra Services for families with young children including family support and playgroup, aged care services and programs for seniors, disability services and community transport services, referral and parenting courses.</p>	<p>9302 3600</p>
<p>May Murray Neighbourhood Centre Settlement services for new arrivals Tongan bilingual worker.</p>	<p>9558 0999</p>
<p>Newtown Neighbourhood Centre Information, referral and resource centre</p>	<p>9516 4755</p>
<p>Redfern/Waterloo Intensive Family Support Services Family outreach worker, intake service, home visits, practical parenting support.</p>	<p>9698 9577</p>
<p>South East Neighbourhood Centre Shop 68 Eastlakes Shopping Centre, Evans Avenue Eastlakes Many services for CALD including multicultural support, advocacy and advice, casework and counselling, and various classes such as sewing, card making</p>	<p>8338 8506</p>

South Sydney Community Aid 9319 4073  
73 Garden Street Alexandria  
Bilingual Russian, Hungarian, German and Arabic workers, as well as a Russian support group, multicultural and sewing group, bus trips, and free computer courses. Also allows free access to computers, photocopier and fax.

St Vincent de Paul Society Family and Welfare Centre 9698 1529  
Counselling, household assistance, budget counselling, domestic violence and women's support groups.

Surry Hills Neighbourhood Centre 9380 5555  
Range of support and leisure services, community information and referral to appropriate organisations. Vacation care and occasional child care, multicultural English lessons, Tai Chi, walking group and sewing and cooking classes. Bengali, Chinese, Gujrati, Persian, French and Spanish speaking workers.

The Deli Women and Children's Centre 9667 4664  
72 Maloney Street Eastlakes  
Provides assistance/counselling on domestic violence issues, children's services and family support, parenting groups/training, playgroup and young mothers group

The Factory Community Centre 9698 9569  
67 Raglan Street Waterloo  
Chinese and Vietnamese family support services

The Junction Neighbourhood Centre 9349 8200  
Shop 1, 669-673 Anzac Parade Maroubra  
Provides practical, emotional, educational, recreational and social support services to people who live and work in the Randwick area. Multicultural parents support group, family support, women's domestic violence court assistance scheme, as well as outreach services

The Shop Women and Girls Centre 9699 9036  
133 Morehead Street Waterloo  
Art and craft program, cooking and sewing groups.

Ultimo Community Centre 9566 4333  
Little Bridge Hall Fax: 9566 4300  
40 William Henry Street, Corner Harris Street Ultimo

### **Ethnic organisations**

There are many ethnic and community organisations which may be able to help you or direct you to those who can assist you. There are also clubs, associations and religious organisations which you might want to join.

The Ethnic Communities Council of NSW is a non government peak body representing many organisations and people from the multicultural community. Its primary roles are advocacy, education and community development. Contact them for more information about ethnic groups in your area:

221 Cope Street Waterloo	9319 0288
The ECC also has a list of major ethnic newspapers, magazines and radio programs, and your local newsagency may be able to order newspapers for you if requested.	
Assyrian Resource Centre	9728 2594
Australian Arabic Community Welfare Centre	9649 2063
Australian Chinese Community Association of NSW	9281 1377
Provides a comprehensive range of community assistance to Chinese people. Services are free of charge and include provision of community information from government and other agencies, assistance in language and health problems, counselling, mediation, personal and family problems, gambling problems and referral. Settlement assistance for new migrants	
Australian Egyptian Council Forum For Arabic-speaking Coptic, Egyptian and Sudanese	0402 509 640
Chinese Australian Services Society	9789 4587
Indonesian Welfare Association	
Monday and Tuesday	9744 1866
Wednesday and Thursday	9558 0999
Iranian Community Organisation	9635 1249
Jewish Care	9302 8000
Settlement services for newly arrived Jewish migrants. Russian, Hungarian, Hebrew, German and Polish speaking workers.	
Lebanese Community Council	9790 7755
Philippine Australian Community Services	9672 3738
Russian Ethnic Community Council of NSW	9745 4244
Settlement services, information and referral	
SLASA	9724 2220
The NSW Spanish & Latin-American Association for Social Assistance is an independent community organisation dedicated to the improvement of welfare and participation of Australia's Spanish speaking communities.	
SLASA provides an outreach settlement casework service at the Junction Neighbourhood Centre every Friday by appointment	
	9349 8200
Thai Welfare Association	9264 3166
Provides advice and information regarding welfare services and settlement of Thai migrants, as well as community development projects for the Thai community.	

## CREDITS

The New Arrival Kit was compiled and created by Yasmine Loupis, Caseworker and Community Project Officer for the Sydney Multicultural Community Services Settlement Grants Program. Many thanks to Damien D’Cruz (Settlement Caseworker), Karen Kandur and Henny Mazurek (Front Desk and Information Officers) for their valuable assistance and contributions.

All comments and questions are welcome.

The Kit will be officially launched and distributed in June 2008 to community organisations and other agencies providing services to those from culturally and linguistically diverse backgrounds who recently arrived in Australia and require significant settlement support. The launch was made possible through the generous support of City of Sydney’s Local Community Grants Program.

## DISCLAIMER

The information contained in this New Arrivals Kit is believed to be true and accurate at the time of publication. However, changes in circumstances and/or policy development may impact upon its accuracy.

Sydney MCS is not liable to any person or organisation, whether in negligence or otherwise, for anything published or omitted from this publication. This resource should be viewed as a guide only, and should not replace professional advice. And it is recommended that all readers should obtain their own professional support and recommendations from the relevant services mentioned.

Views contained in this kit are not necessarily related to the views or opinions of any of the government or non government bodies that fund the Centre, including:

- Department of Health and Aged Care
- Department of Immigration and Citizenship
- Department of Ageing, Disability and Home Care
- Any other Local, State or Federal bodies funding Sydney MCS projects



**~ APPLICATION FOR MEMBERSHIP ~**

## SYDNEY MCS MEMBERSHIP

Date: \_\_\_\_\_

### Yearly Subscription

Organization	\$10.00
Individual	\$5.00
Pensioner/Student/Unemployed	\$2.00

I hereby apply for membership of the Sydney Multicultural Community Services Inc and state that I am over 18 years of age. I live, work or study in Randwick, Botany, Sydney, Woollahra or Waverley municipalities.

Full name \_\_\_\_\_

Address \_\_\_\_\_

Occupation \_\_\_\_\_

Phone \_\_\_\_\_

Signature of candidate \_\_\_\_\_

### Organization Membership

Name of organization \_\_\_\_\_

Representative of the organization \_\_\_\_\_

Address \_\_\_\_\_

Signature of representative \_\_\_\_\_

Signature of executive \_\_\_\_\_

**Note:** For organisation membership both or one of the organisation executive members and the nominated representative must sign.

This New Arrival Kit has been developed and produced by



3 General Bridges Crescent  
Daceyville NSW 2032  
Ph: (02) 9663 3922  
Fax: (02) 9662 7627  
info@sydnymcs.org.au  
<http://sydnymcs.org.au>

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