



St George
Migrant Resource
Centre Inc.

Welcome to Australia New Arrival Kit

A free information booklet for people living in St George and Sutherland area who are new to Australia, and their friends and family

Please inform us at the MRC if you notice any errors or inaccuracies in this publication.

This booklet is a project of:

St George Migrant Resource Centre
552 Princes Hwy, Rockdale 2216
Telephone: 9597 5455 Fax: 9567 3326



St George Migrant Resource Centre Inc. (MRC)

The St George Migrant Resource Centre Inc. (MRC) aims to develop and deliver services for migrants, refugees and people from Culturally and Linguistically diverse (CALD) communities in the St George and Sutherland local government areas

The MRC deals with the settlement needs of migrants and refugees living in the Rockdale, Kogarah, Hurstville and Sutherland local government areas. It is a community based organisation partly funded by the Department of Immigration and Citizenship (DIAC).

We Provide:

- Free information, referrals and advice in different languages on issues such as social security, housing, child care, English classes, employment and training.
- Sessional services: workers speaking Arabic, Cantonese, Macedonian, Mandarin, Spanish and Thai are available.
- Meeting room facilities.
- Access to photocopiers and fax machines (charges apply).
- Multilingual pamphlets.
- Projects and groups for the unemployed, elderly, women, language specific groups and social activities.
- Legal information and migration advice services.
- Gambling counselling Service, and
- Monthly job support group covering resume writing, interview skills and other job seeking assistance.

Services are available in the following languages:

- **Arabic, Cantonese, Mandarin, Spanish and Thai.**

If you are from another language speaking background we can assist you to access an interpreter.

For an appointment please call us on: **9597 5455**

Opening hours: Monday to Friday (9.00am to 4.00pm)

552 Princes Highway

PO BOX 381

ROCKDALE NSW 2216

Telephone: (02) 9597 5455

Fax: (02) 9567 3326

Email: sgmrc@sgmrc.org.au

The MRC also provides the following aged and disability services:

Multicultural Day Care Program

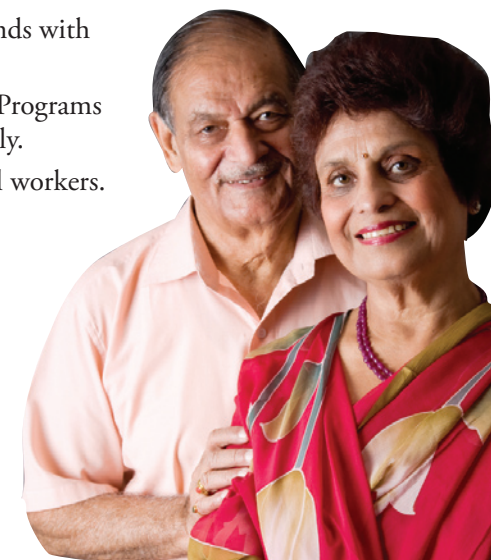
- Funded by the Department of Ageing, Disability and Home Care.
- Centre-based group activities for frail older people of culturally and linguistically diverse backgrounds living in St George area.
- Meal and transport service from and to Centre.
- 22 day care group covered: Arabic, Chinese, Greek, German, Italian, Macedonian, Maltese, Russian, Spanish and Arabic speaking Muslim women specific.
- 2 buses in operation.

Multicultural Community Aged Care Packages (CACP)

- Funded by the Department of Health and Ageing.
- Packages of support services provided to frail older people to enable them to live at home independently.
- Culturally appropriate services delivered by bilingual workers such as showering, home cleaning, shopping and transport to medical appointments.
- 97 packages.
- Language groups covered: Arabic, Chinese, Greek, Italian, Macedonian, and other minority communities such as Hindi, Spanish, Russian, Croatian, German.

CALD Community Care Program

- Funded by the Department of Ageing and Disability under the Home and Community Care Program (HACC).
- For people of non-English speaking backgrounds with disabilities, the frail aged and their carers.
- Links clients to Home and Community Care Programs and assists clients to live at home independently.
- Multicultural Hotline – operated by bi-lingual workers.
- Multicultural Access Project.
- Carer drop-in services, carer support groups.



BANK ACCOUNTS

You can open a bank account in any Australian bank or credit union. If you have been here less than six months you can open a bank account with just a passport as identification.

If you have been here longer than six months you need more documents to verify your identity (points system of identification).

If you are interested in a credit card or loan, you can get free credit advice in any bank or credit union.

Credit and Debt Legal

Advice Centre 9559 2899

Credit Line 9698 7277

CENTRELINK

Centrelink is a government service that provides financial support for unemployed people and those with low income.

You may be eligible for some Centrelink services such as: Newstart and other allowances: Pension, Rent assistance, Health Care card, and Concession card.

Rockdale Office

75 Railway St, ROCKDALE

Hurstville Office

430 Forest Rd, HURSTVILLE

Useful numbers:

Appointments, opening hours 131 021

Family Assistance Office 136 150

Disability, Sickness and Carers 132 717

Multilingual Call 131 202

Employment Services 132 850

Self Service 136 240

Website: www.centrelink.gov.au

COUNCILS

Rockdale, Kogarah and Hurstville City Councils provide and maintain services for the community such as: child care centres, community halls, buses, parks, libraries, environmental services, planning and development, roads and footpaths.

Rockdale City Council

2 Bryant St
ROCKDALE 9562 1666

Kogarah Municipal Council
2 Belgrave St
KOGARAH 9330 9400

Hurstville City Council
MacMahon St
HURSTVILLE 9330 6222

Sutherland Council
4-20 Eton St
SUTHERLAND 9710 0333

CHILDCARE

St George Migrant Resource Centre can help you with information about childcare. **Telephone 9597 5455**

Ethnic Childcare, Family and Community Services Co-op Building 3, 142 Addison Rd MARRICKVILLE 9569 1288

Centrelink may also be able to help with childcare fees.



WELFARE ORGANISATIONS

Welfare organisations provide support for people with low income such as: clothes, shoes, furniture, food, and financial assistance for electricity, telephone or medical bills.

If you are having similar problems, contact the St George MRC, we may refer you to those organisations that can help you.

Kogarah Uniting Church

18 Gray St,
KOGARAH 9587 5761

St Vincent De Paul
183c Forest Rd,
HURSTVILLE 9580 2459

Salvation Army
23 Dalcassia St,
HURSTVILLE 9579 3897

DENTAL SERVICES

All children under the age of 5 years; Full-time students between the ages of 5 and 18 years; and adults with a current Health Care Card, Pensioner Concession Card or Commonwealth Seniors Health Card may get some free dental service.

Contact the Central Intake Centre in your Area:

South Eastern Sydney 1300 134 226

Dental Emergency After Hours Service 9369 7050



DRIVER'S LICENCE

To get a NSW Driver's Licence you may have to do a knowledge test and road test even if you hold a driver's licence from your country.

The driver's handbook and the knowledge test are available in some community languages.

Interpreters in other languages are used for the knowledge test, but not for the road test. You also need proof of identity, such as a passport, Medicare Card or bankcard.

Roads and Traffic Authority (RTA)

Enquiries 132 213

Website: www.rta.nsw.gov.au/licensing/index.html

Local motor registry:

- **Shop 6, Mezzanine Level, Rockdale Plaza, ROCKDALE**
- **Ground Floor, 4-8 Woodville St, HURSTVILLE**
- **Cnr Cambridge St and Stoney Creek Rd, BEVERLY HILLS**

EDUCATION

For information about enrolling your child in a government primary or secondary school, contact:

Department of Education and Training (Arncliffe) and ask for the St George District Officer or the Community Information Officer **9582 2800**

Tertiary Education – TAFE and community colleges provide a wide range of vocational, non-vocational and trade courses;

TAFE NSW, St George College, KOGARAH	9598 6200
Gynea TAFE	
The Kingsway, GYMEA	9710 5000
Lotus TAFE	
Pitt St, LOFTUS	9710 5800
St George and Sutherland Community College	
ROCKDALE	9567 8499
HURSTVILLE	9580 7885
JANNALI	9528 3344

Major Universities in Sydney are:

University of NSW	9385 1000
University of Sydney	9351 2222
University of Technology	9514 2000
University of Western Sydney	9852 5222
Macquarie University	9850 7111

ENGLISH CLASSES

If you are a permanent resident you may be eligible for a free program of English classes or Home Tutorial support provided by the Adult Migrant English Program (AMEP). For course registration you should make an appointment to have an interview and take your passport with you and/or visa papers for proof of eligibility. English Classes for eligible migrants and refugees are available at:

St George and Sutherland Community College	
Rockdale English Centre 81 Railway St	9567 8499
ROCKDALE	
Butler Centre Level 1, 12 Butler Rd	9580 7885
HURSTVILLE	
127-129 Sutherland Rd	
JANNALI	9528 3344

Community venues also at Hurstville, Jannali and Campsie. Contact the College on 9528 3344 and ask for AMEP English.

TAFE NSW, St George College, Cnr Princes Hwy and President Ave KOGARAH	9598 6200
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Intensive English Courses are a special service for High School and tertiary students, who are permanent residents.

Kogarah Intensive English Centre Gladstone St KOGARAH	9587 0529
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Beverly Hills Intensive English Centre Melvin Street North BEVERLY HILLS	9533 1293
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If you need more information about English classes in the St George area, call us and we will help you: **9597 5455**

FAMILY SERVICES

There are some agencies, which provide support to individuals and families with special needs.

St George Family Support Service 42 Jubilee Ave CARLTON	9553 9100
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Relationships Australia Suite 1, 23-25 Frederick St ROCKDALE	9387 4211
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Centacare Marriage and Family Counselling – Endeavour House Level 4 3-5 Stapleton Ave SUTHERLAND	9545 1544
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SDN Hurstville Children's Education & Care Centre, 155 Dora St, HURSTVILLE	9580 7634
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Children's Services Learning Links 12-14 Pindari Rd PEAKHURST	8525 8222
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Sutherland Family Support Services	9528 2933
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HOUSING AND ACCOMMODATION SERVICES

NSW Department of Housing provides public rental housing, rental bond assistance and housing for people with special needs.

NSW Department of Housing Level 1, 2 Woodville St HURSTVILLE	9585 3311
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St George Community Housing Co. Suite 1, Level 3, 8 Crofts Ave HURSTVILLE	9585 1499
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Homeless Person's Information Centre	9265 9081
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St George Women's Housing CARLTON	9553 8411
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South Sydney Tenants Advice and Advocacy Service	9787 4679
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This is a free service, which provides information and advice regarding rights and obligations to public and private tenants in the Southern Sydney Local Government Areas.

HEALTH SERVICES

Community Health Centres

Hurstville Community Health Centre provides speech therapy and health care for adults, children, youth and families.

11-15 Bond St HURSTVILLE	9570 2877
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Rockdale Community Health Centre provides nursing, counselling, school medical and drug and alcohol health education.

16 King Street, ROCKDALE	9597 2644
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Peakhurst Community Health Centre provides counselling, podiatry, physiotherapy, dental clinic services, general nursing and children health services.

64 Stanley St, PEAKHURST	9534 2555
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**Mental Health Information and Referrals
(12.30pm – 4.30pm Mon to Fri)**

Telephone	9816 5688
FREECALL	1800 674 200

Family Planning NSW, Southern Region is a women's health service, which provides sexual and reproductive health service such as breast checks, pap smears, pregnancy tests, pregnancy advice, menopause advice and other services.

328-336 Liverpool Rd Ashfield NSW 2131	8752 4300
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HOSPITALS

St George Hospital and Community Health Centre Gray St, KOGARAH	9350 1111
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EARLY CHILDHOOD HEALTH CENTRES

HURSTVILLE 65/23-27 MacMahon St	9580 2150
KOGARAH 16-18 Gray St	9587 8060
ROCKDALE 27 Bryant St	9567 2368

Health Care Interpreter Services are available in over 50 community languages for people from non-English speaking backgrounds in public hospitals, Community Health Centres, Early Childhood Centres and some non-profit health organisation.

STARTTS

STARTTS provides counselling for trauma and torture survivors, in the St George area.

Early Intervention and Case Management programs provide services for newly arrived migrants such as assessment, counselling and referrals.

STARTTS also organises holiday camps for refugee children.

152-168 The Horsley Drive
CARAMAR
For an appointment telephone 9794 1900

IMMIGRATION AND CITIZENSHIP

For information regarding immigration issues or citizenship please contact The Department of Immigration and Citizenship (DIAC).

<http://www.immi.gov.au/>
Immigration 131 881
Citizenship 131 880
Translating and Interpreting 131 450

If you need advice about an immigration problem the Immigration Advice and Rights Centre provides a free advice service.

Immigration Advice and Rights Centre (IARC),
Level 5, 362 Kent St, Sydney
Telephone 9279 4300



(Advice Line on Tuesdays and Thursdays
2pm-4pm: 9262 3833)
<http://www.iarc.asn.au/>

INTERPRETERS

If you are having difficulty communicating with a service, and need interpreting services call:

Translating and Interpreting Service (TIS) telephone interpreter 7 day-24 hours.

Telephone 131 450

NSW Community Relations Commission
Interpreting and translating
Telephone 9716 2222

Health Care Interpreter Service
7 days – 24 hours 9515 3222
Centrelink Multilingual Call 131 202

LEGAL SERVICES

If you are a person with low income who has a legal problem, you may be eligible for free advocacy services.

Legal Aid Commission of NSW provides legal advice and advocacy services.

Ground floor, 323 Castlereagh St, Sydney 9219 5000

Community Legal Centre MARRICKVILLE 9559 2899

Women's Legal Advice Line 9749 5533

Law Access Online 1033 888 529

DOCS Domestic Violence line 1800 656 463

If you need more information, contact St George Migrant Resource Centre.



MEDICARE

All permanent residents of Australia are entitled to receive free medical services (bulk billing) but you must first apply for a Medicare Card at a Medicare Office:

Shop 218B Westfield Shopping Town, Cnr Cross St and Park Rd HURSTVILLE
(Mon-Wed 9-5; Thurs 9-7; Sat 9-12.30)

You will need to take your passport and identity documents in English (eg. birth certificate, marriage certificate, driver's license) to apply.

Contact number for Medicare Card 13 20 11

OTHER SERVICES FOR REFUGEES

The Australian Centre for Languages Pty Ltd (ACL) IHSS Consortium

Assists eligible refugees with initial orientation and support sponsors with relevant information. Contact either the St George Migrant Resource Centre or the ACL.

ACL Telephone: 9749 3338

OVERSEAS QUALIFICATIONS

If you need information and advice about overseas qualifications recognition contact:

NSW Overseas Qualifications Unit
8707 9600 Trade skills

NOOSR (National Office of Overseas Skills Recognition) Hotline 1300 363 079

SERVICES FOR PEOPLE WITH DISABILITIES

St George Area has many services for people with disabilities such as, employment and training, information, referral and support, rehabilitation, transport, special schools and organisations.

If you, your family member, relatives or friend need information about services for people with disabilities, please call St George Migrant Resource Centre CCCP 9597 5455

SPIRITUAL SERVICES

Many churches, mosques and synagogues are located in the St George area.

If you need more information please contact St George Migrant Resource Centre 9597 5455



TRANSLATION OF DOCUMENTS

In your first two years in Australia, you can have some documents translated free of charge through the Department of Immigration and Citizenship (DIAC). The work may take up to six weeks to be completed. Documents need to be submitted at AMEP providers. Contact:

St George and Sutherland Community College
81 Railway St
ROCKDALE 9567 8499



TAX FILE NUMBER

Australian Tax Office (ATO) Hurstville

Personal Tax
General Enquiries **132 861**

People need a tax file number for their bank, employment and for Centrelink. To get a tax file number you need identity documents such as passport, birth certificate, driver's licence, marriage certificate.

The Centrelink office may help you to get a tax file number. If you are having language difficulties an interpreting service is available.

The Tax Help Scheme can help you to fill in your tax return. It is available at the MRC from July-October.

EMERGENCY SERVICES

AMBULANCE 000
POLICE 000
FIRE BRIGADE 000

(Call 000 and ask for the service that you need)

POLICE STATIONS

36-38 Ormonde Parade
HURSTVILLE
9375 8599

13 Montgomery St
KOGARAH
8566 7499



PERSONAL EMERGENCY

Child Abuse Prevention Service 9716 8000
Domestic Violence Line FREE CALL 1800 551 800
Kids Help Line FREE CALL 1800 551 800
Parent Line 13 20 55
Poison Information Centre 13 11 26

ELECTRICITY, GAS, WATER

Energy Australia
– Power Failure 13 13 88
Gas AGL 13 19 09
Water and Sewage
Sydney Water 13 20 90
Dispute resolution scheme –
EWON 1800 246 545

THE TWO YEAR WAITING PERIOD



The “two year waiting period” means that newly arrived migrants provide for their own support during their initial settlement period in Australia or are supported by their sponsors. During that period the Australian Government does not provide social security payments for new migrants.

If you are affected by the two year waiting period you can access some services:

- Employment registration and referral to the Job Network Matching Services.

- Job Network Access Facilities; touch screen, computers, telephones, fax machines and newspapers.
- Referrals, to English Language Classes
- Bridging courses for overseas trained professionals
- Advanced English Courses and other English courses such as ESL classes
- Apprenticeships and Traineeships (Centrelink can provide you with all information and advice and relevant referrals)
- Job Access and Information Centres which provide career information services and materials for customers, as well as self help facilities such as fax machines, newspapers, touchscreens, and advertising job vacancies.

You may also be eligible to receive one of these payments or concessions:

Family Tax Benefit – provides some assistance with the cost of raising children.

Maternity Payment – paid to families on the birth of a new baby.

Parenting Payment (single) – if you become a lone parent after arrival in Australia.

Child Care Assistance – helps parents with the cost of child care.

Health Care Card – if you are receiving maximum Family Allowance or you are a low income earner.

Special Benefit – only payable in certain circumstances (beyond your control) and if you are in financial hardship.

Disability Support Pension – if your inability to work is due to physical, intellectual or psychiatric reasons occurred since you arrived in Australia.

Child Disability Allowance – helps people who care for a child with a disability at home.

Contact/visit Centrelink to find out if you are eligible for one of these payments
131 021

YOUTH SERVICES



Al Zahra Australian Muslim Youth (AZAMY)
1 Martin Ave
ARNCLIFFE 9599 3553

St George Police Citizens Youth Club
Ador Ave
ROCKDALE 9567 0408

YouthZone
Youth Centre for St George
143 Forest Rd
HURSTVILLE 9580 8008

St George Youth Services
St George Youth and Family Service
Level 1, 452 Princes Highway
ROCKDALE 9556 1769

