

**INFORMATION KIT
FOR
NEWLY ARRIVED REFUGEES
AND HUMANITARIAN ENTRANTS
LIVING IN FAIRFIED CITY**



Produced by
Fairfield Migrant Resource Centre
2002
Tel: 9727 0477 Fax: 9728 6080
www.fmrc.net

Welcome to Fairfield City

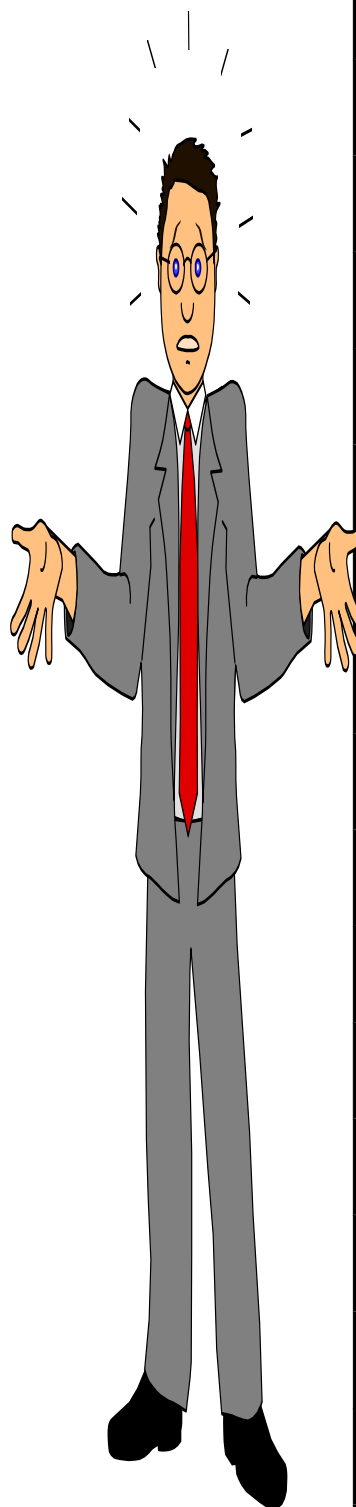
Arriving in a new country can be quite difficult especially if you have no one to assist you. On the other hand you may be receiving a lot of diverse information and this may be confusing.

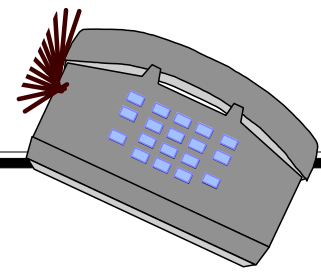
This kit has been designed to inform you about the services available in this area, and how to access them. If you require any further assistance or information please contact us at Fairfield Migrant Resource Centre on 9727 0477.

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TRANSLATING & INTERPRETING SERVICES



Free Translating and Interpreting Service (TIS)

This service is provided free of charge and operates 24 hours a day, 7 days a week, covering more than 100 languages. It is a national service, therefore no matter where you are in Australia you can use this service free of charge. The telephone number to contact is **13 14 50**. **Interpreters can attend appointments with you or you can use the service over the phone.**

When you contact **TIS on 13 14 50** you might experience one of the following:

-  You will be connected with an operator immediately or;
-  You will hear a message in English, and possibly other languages, telling you to wait until you are connected with an operator or;
-  The line will be busy and you will have to try again.






Once you are connected to the operator you will need to:

-  state your language to the operator who may or may not speak your language;
-  the operator will then place you on hold until an interpreter is obtained.

Once you are connected to the interpreter you need to request that you be connected with the organisation that you wish to speak with, give them the name of the person and their telephone number. For example, if you want to speak to Fairfield Migrant Resource Centre you need to say: *“Please connect me to the Fairfield Migrant Resource Centre, telephone number 9727 0477,”* and give them the name of the person you want to speak to.

Translating Documents

TIS will also translate documents, free of charge, for new arrivals up to two years from date of arrival. It is important that you get all documents translated within this time, even if you don't need them immediately. The service covers documents which you need to settle in Australia such as:

-  *Birth certificates*
-  *Marriage certificates*
-  *Driver's licence*
-  *School certificates and professional qualifications*
-  *Job references*

To have your documents translated you can go to your nearest AMEP provider. In Fairfield these are:

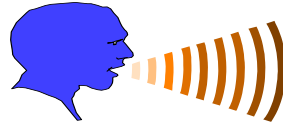
- ⇒ **AMES: 6-8 Alan St, Fairfield. Tel: 9726 4288**
- ⇒ **AMES: 2 Hughes St, Cabramatta. Tel: 9786 4242**

Once your documents have been assessed as eligible for a free-service, they will be sent for translation and returned to the address you have provided. Documents usually take up to 20 working days.

The Ethnic Affairs Commission of NSW also does translations, however there is a fee. The contact number for Ashfield office is: 9716 2222.

EMERGENCY CONTACTS

DIAL 000



In the case of emergency **dial 000** and ask for **AMBULANCE, POLICE OR FIRE BRIGADE**. You have to give your name, address, phone number and explain what the problem is. Make sure that you have all this information written down, because you might be asked to spell your name and address. In case of poisoning, call the **Poisons Information Centre on 9692 6111 for advice**. Other emergency numbers are listed in the front section of the 'White Pages' telephone directory.

SPECIALIST SERVICES

Services for Torture and Trauma Survivors

STARTTS (Service for the Treatment & Rehabilitation of Torture and Trauma Survivors) assists refugees who have suffered torture, organised violence or other trauma in their country or on their way to Australia and who are still living with the effects. Some of the common effects include sadness or depression, sleeping problems and nightmares, painful thoughts and memories, feeling as if you are reliving the past experience, and memory and concentration problems. If any of these apply to you then call us on 9794 1900 and ask for the Intake Officer

STARTTS

152-168 The Horsley Drive

Carramar NSW 2163. Tel : 9794 1900 (you can catch bus 828 from Fairfield Station).

Fairfield Migrant Resource Centre

Fairfield Migrant Resource Centre also provides a service for newly arrived Refugees and Humanitarian Entrants. The service provides information, support and referral on a number of different issues including education, employment, accommodation, financial advice and health. Simply drop into the Migrant Resource Centre to make an appointment or call 9727 0477. **Fairfield Migrant Resource Centre is located on the 2nd floor of Cabramatta Community Centre, corner of Railway Pde and McBurney Rd, Cabramatta 2166. Tel: 9727 0477 (close to Cabramatta train station).**

CENTRELINK

Families or Individuals who have come to Australia under the Humanitarian Program and are permanent residents are eligible to get benefits from Centrelink. To get financial assistance you have to be registered and depending on your situation you may be eligible for one or more of the following:

- ⇒New Start Allowance
- ⇒Parenting Allowance
- ⇒Family Payments
- ⇒Additional Family Payments
- ⇒Rent Assistance
- ⇒Sole Parent Pension
- ⇒Aged Pension
- ⇒Special Benefits

When you apply for income support you will need to provide a Tax File Number. If you don't have a Tax File Number, Call 13 28 61 and ask how to apply.

There are many other benefits that are not listed above that you may be eligible for. The ones listed above are simply to give some examples. If you feel you are not eligible for the above benefits you may be eligible for something not listed. The best thing to do is to go to your nearest Centrelink office with your passport or travel document as proof of your status of residence in Australia. These are listed below:

**29-33 Barbara St.
Fairfield 2165**

**251-257 Cabramatta Rd
Cabramatta 2166.**

Tel (for both): 13 24 68

Centrelink offices are walking distance from the train station.

Each Centrelink office provides interpreters in different languages on different days. Centrelink also provides a multilingual telephone service on 13 12 02. When you are answered by the operator you will simply need to state what language you speak.

They will then try to get an information officer who speaks in your own language. If they are unavailable they will take your name and telephone number so that they can call you back when one is available. If you would prefer to see someone in person, you can make an appointment at your nearest Centrelink Office

EMPLOYEMENT - INCOME SUPPORT

Once reregistered, Centrelink has a direct responsibility to support migrants, and you should ask for the Multicultural Service Officer (**MSO**) for ways that they can assist you with finding work. Depending on eligibility you may be allocated a case manager who will help you find employment. If you need further employment or job search assistance ask at Centrelink - you can get help even if you are subject to the two-year waiting period.

Fairfield Migrant Resource Centre

Fairfield MRC **Skilled Migrant Placement Officer (SMPO)** provides case management services to unemployed migrants. SMPO officer can assist any skilled migrant person with preparation of personal resumes, information on English classes and other vocational training courses, assessment of overseas qualifications and assistance in **identifying suitable job vacancies**.

SMPO also provides insurance for unpaid work experience placements.

Material Assistance

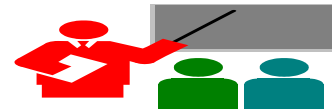
There are a number of organisations that can provide material assistance in an emergency. They may be able to help you with food, clothing, furniture, gas and electricity, or telephone bills. Some of the main ones are listed below:

- ⇒ **St. Vincent De Paul. Tel: 9823 2299.** They will do a home visit and assess how they can help you. They are open Mon-Fri 8.00am-4.00pm and Sat 8.00am-noon.
- ⇒ **Smith Family, 128 Terminus St, Liverpool. Tel: 9821 1977.** They will do a telephone assessment and then may give you an appointment.
- ⇒ **Salvation Army, 11 Kenyon St, Fairfield. Tel: 9727 3380.**
- ⇒ **Community Aid, 25 Barbara St, Fairfield. Tel: 97267133.**
They are all close to train stations.

ENGLISH CLASSES FOR ADULTS

Refugees and Humanitarian Entrants are eligible to receive 510 hours of free English classes at the Australian Centre for Languages (ACL). It is important that you enrol with ACL within 3 months of arrival as after that time you may no longer be eligible. ACL has two (2) centres in Fairfield City:

- ⇒ **AMES: 6-8 Alan St, Fairfield. Tel: 9726 4288**
- ⇒ **AMES: 2 Hughes St, Cabramatta. Tel: 9786 4242**

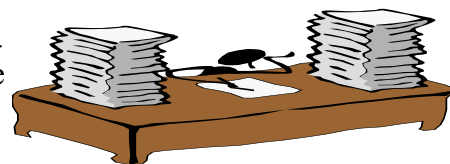


Both services are close to the train station.

When you go to the ACL you will need to have with you your passport and visa number. They will first check whether you are eligible for 510 hours of English classes or not. If you are eligible you will be informed about what will happen next. This may include an interview. The interview is usually held in a week or two from your registration. You will be assessed for speaking, listening, reading and writing in English, and placed in the most appropriate class. You will be invited to an Orientation class in about 4 weeks time and then placed in another class. ACL provides Child Care services for their students, however the number of places is limited.

ACCOMMODATION / HOUSING

The Department of Housing assists people with accommodation. They provide different types of assistance. These include the following:



Public housing - These are government-owned houses that are rented to low and moderate income earners. You need to place an application at your local Department of Housing. You will need to fill out the form "Application for Housing Assistance". You will be informed in writing regarding the decision concerning your eligibility. Whether you hand in your completed application form or post it you will get an acknowledgement slip as proof you have applied. If you don't receive an acknowledgement slip within one month of returning your form you should contact the Department in writing or in person. If there are changes to your address or circumstances you need to notify the Department. If you are eligible you will be placed on a normal waiting list which **may take a few years** before your turn is reached. You will not have to pay more than 20% of the gross household income if you are receiving Centrelink payments.

What if I can't wait that long ??? You will need to apply for **Immediate Housing Assistance**. You will need to fill out the form "Application for Immediate Housing Assistance". If you are approved the Dept of Housing can offer you either priority housing or rental assistance, i.e. maximum 4 weeks bond and 2 weeks advance rent, service connection fees, removal expenses and rental arrears.

Priority Housing - If you are approved for immediate housing assistance but private rental accommodation is not affordable or appropriate the Department will make an offer of public housing ahead of other persons on the waiting list.

There are **two Department of Housing offices**:

1-3 Hamilton Rd, Fairfield
Tel: 9754 6800. Close to
Fairfield train station

Bonnyrigg Plaza,
Bonnyrigg Avenue, Bonnyrigg.
Tel: 9822 3999

Community housing - The closest community housing for this area is Hume Community Housing which is an incorporated non-profit company. It has houses and units under a number of different programs which are located mostly in the Fairfield, Liverpool and North Campbelltown areas. Briefly, rent is assessed at 25% of the gross income of every member of the household except for additional family payments which is 15% and children between the ages of 16 to 24 who receive Austudy do not have this assessed as income.

Hume Community Housing
Shop 3 119 The Crescent FAIRFIELD 2165
Tel: 9724 0544 (Close to Fairfield train station) or
9 Bigge St, Liverpool, 2170. Tel: 9600 7287



If you are homeless or in a crisis you may be able to get emergency accommodation assistance by contacting the homeless persons on 9265 9081 or 9265 9087. They are open between the hours of 8.00am and 10.00pm. After that there will be a telephone message of the places that you can contact.

TENANCY ADVICE

If you have any Tenancy problems The NSW Tenants Advice and Advocacy Service provides free confidential advice and help. The closest service for residents living in the Fairfield area is South West Sydney. The address and times are listed below:

South West Sydney Tenancy Advice and Advocacy Service
School of Arts Building (next to the Westpac bank)
306-310 Macquarie St
Liverpool. Tel: 9601 6577



You have to make an appointment first, because they have only two workers and cannot take people who just drop in. Telephone advice is available from 9.30am-12.30pm, Mon-Fri.

There is a **Hot-line** available for quick advice and the number is **9251 6590**.

HEALTH SYSTEM IN AUSTRALIA

MEDICARE is a government health cover system which provides you with free doctor's visits as well as free hospital services as a public patient. It can also help you pay for eye tests but not for actual glasses. Dental services are not covered, nor are ambulances, home nursing, podiatry, physiotherapy, chiropractic or pharmaceutical items.

If you have a job a small percentage of the tax on your income is deducted to pay for Medicare. If you do not have a job there is no charge for Medicare. Anyone who is legally a permanent resident of Australia is eligible to be covered by Medicare. You will need to enrol at a Medicare office. To receive assistance you will need to bring proof of your residency which can be:

- A foreign passport with a residency stamp;
- Australian citizenship papers;
- Other acceptable identification documents.

Your nearest Medicare Office is:

Shop 70 Fairfield Chase, Fairfield.

Telephone: 13 20 11.

Several private health insurance companies offer additional medical cover. The cost and type of cover vary widely so if you decide to get additional insurance it is important to check the details of your policy carefully before you sign the document. Private health cover may allow you to choose your own doctor or to receive hospital cover or services quickly. However, you have to pay to get this type of care.

As a public patient you will receive a high standard of care without any costs, but you can expect to wait long periods of time for the use of hospital services. However, if you are in need of urgent medical attention you will be seen immediately. For non-urgent matters visit your local doctor, otherwise known as a GP (General Practitioner). All you have to do is present your Medicare card. The closest public hospital for Fairfield City is: **Fairfield Hospital, Cnr of Prairievale Rd & Polding St**

Prairiewood NSW 2176. Tel : 9616 8111 Catch bus 826 or 827 from Fairfield or Cabramatta train station.

Dental Services

Fairfield Hospital provides free emergency dental services to holders of Health Care cards or Pension cards. People will be seen in emergencies for relief of pain between the hours of 8.30am and 4.30am weekdays. School aged children receive free routine dental checkups at school. Contact your child's school regarding this.

Dental Clinic, Fairfield Hospital

Cnr of Polding St and Prairievale Rd

Prairiewood NSW 2165

Tel : 9616 8186 or 1300 55 93 93 for an appointment

Health screening

If you are newly arrived there is a service that provides **free health screening**. You may have been given a letter from the overseas post to contact this service. They provide general checkups, chest X-rays, blood tests and immunisation. The service is located in Liverpool and is a State wide service. If you have not been there you can go if you have been in Australia no longer than 2 years. They will take your name and address and later send you a letter with an appointment. The address is:

**Chest Clinic, 3rd floor
Health Services Building
Corner of Campbell & Goulburn Sts
Liverpool 2170
Contact Wendy or Evelyn on 9828 4888.**



New Arrivals Refugee Program

This service provides information to refugees on all aspects of the health system in Australia. The information provided is by bilingual community educators. Languages covered are Arabic, Assyrian, Bosnian, Vietnamese, Laotian and Spanish. Sessions may also be conducted in English using interpreters for languages not listed. Each family will receive an information package which includes The Information Kit on the Australian Health System and other health related pamphlets. For further information call **9828 5911 at Liverpool Area Health Promotions Unit.**

Community Health Centres

Are free and confidential. Services provided include:

- * Speech pathology
- * Baby and child health services
- * Counselling and therapy
- * Help promotion service
- * Multicultural help worker
- * Free service
- * Hearing serving
- * nursing

There are 3 Community Health Centres in Fairfield City:

Cabramatta Community Health Centre
7 Levuka St (close to station)
Cabramatta 2166. Tel: 9728 7233

Fairfield Community Health Centre
53-65 Mitchell St (close to station)
Fairfield 2165. Tel: 9794 1700

Prairiewood Community Health Centre
Cnr of Prairievale Rd and Polding St (next to the Fairfield Hospital)
Prairievale 2176. Tel: 98123 8299

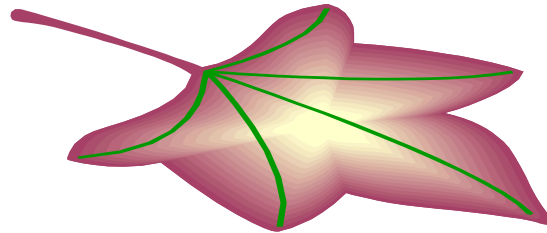
These centres can provide free health interpreters.

Women's Health Services

Fairfield Women's Health Centre (close to station)

25 Barbara St, Fairfield 2165 Tel: 9726 4059

Gives advice, support and referral on women's issues including PMS, menopause, birth control, pregnancy, abortion, pap smears and sexually transmitted diseases.



Multicultural Family Planning

356 The Horsley Drive, Fairfield. Tel: 9754 1322

Gives advice on birth control, pap smears, pregnancy tests, sterilisations and sex education. This service is free and confidential.

Immigrant Women's Health

Mcburney Rd, Cabramatta. Tel: 9726 1016 and

92 Smart Street, Fairfield. Tel: 9726 4044. The fax number for both is 9726 4928.

Provides health education, legal services (Every second thursdays only [9:30 am - 3pm], bookings are essential), women's clinic and breastfeeding support group.

Immunisation

Immunisation protects children and adults from infectious diseases such as diphtheria, tetanus, whooping cough, polio, measles and mumps. Immunisation usually involves an injection which can be obtained from immunisation clinics, GP's and some hospitals. These places can give you a list of recommended child and adult vaccines. Contact Fairfield City Council on 9725 0222 or the immunisation clerk on 9725 0294.

Climate

There are high incidents of skin cancer in Australia. To prevent damage to the skin wear a hat and sunblock protection cream when outside, especially in summer. Sunglasses and creams are available from chemists. Children are particularly at risk so ensure they are protected at all times.

**Physical and sexual abuse are crimes in Australia.
You do not have to accept it as a part of your life.**

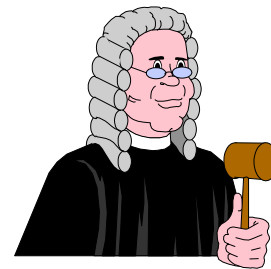
Domestic Violence line

This service provides telephone counselling and referral for women experiencing domestic violence. It is a free and confidential service. You can call from anywhere in NSW. The telephone number is 1800 65 64 63.

Domestic Violence Support Project

This service provides support, referral and emergency accommodation for women experiencing domestic violence. This service is free and confidential and is located at:

Fairfield Migrant Resource Centre
Corner of Railway Parade and McBurney Rd
Cabramatta 2166
Tel: 9727 0477
Mobile: 0419 874 321



Sexual Assault Service - 9828 4844

Women's Legal Resource Centre

This service provides free telephone advice on a range of issues.

9.30am to 12.30pm Monday to Friday

1.30pm to 4.30pm Monday to Friday (not Wednesday)

They also provide free advice on Wednesday evenings.

The telephone number is **9749 7700**. You have to contact them to make an appointment first, and then you will be given their address.

They also provide outreach services at **Fairfield Immigrant Women's Health Services** in Fairfield on 9726 4044.

LEGAL AID

Legal advice and information is available from: The Legal Aid Commission. Tel: **9219 5000** or Fairfield Legal Aid Tel: **9727 3777**. They also provide a service at Cabramatta Community Centre, corner of McBurney Rd and Railway Pde, Cabramatta. Tel: **9727 0477** on Tuesdays 9-11am by appointment and 11am -1.00pm "drop in".

IMMIGRATION ADVICE

Free, independent and confidential immigration advice and information is available by phone from the Immigration Advice and Rights Centre. **Monday, Wednesday & Friday, 2 pm-5 pm. Tel: 9281 8355. Fairfield Migrant Resource Centre also provides immigration advice by appointment. This service is available on Mondays.**

MEDIA

Many newspapers in Australia are printed in different community languages. SBS (Special Broadcasting Service) have programs in different languages. SBS radio programs and SBS TV programs operate every day of the year. **Contact 9430 2828 for specific information regarding your language.**



LIBRARIES

Libraries usually have sections with different community languages, so you can read books, magazines, videos and audio tapes even if you do not speak English. Fairfield City Library also has a Toy Collection. Families with children between the ages of 0 to 8 may be enrolled as borrowers. One toy and one puzzle per child can be borrowed for three weeks. Contact 9725 0365 for more information. There are LIBRARIES in:

Fairfield **Tel: 9725 0370**
Cabramatta **Tel: 9725 0367**
Bonnyrigg **Tel: 9725 0339**

Smithfield **Tel: 97250371**
Wetherill Pk **Tel: 9726 7969**

TRANSPORT & TRAFFIC

Visit your local Motor Vehicle Registry (**32-36 Harris St, Fairfield or Shop 4, 144 Polding St, Fairfield Heights**) to **apply** for a Driver's Licence or to change an existing overseas Licence. The test of your knowledge can be done in your own language, so you can do it as soon as you come to Australia. **The Roads and Traffic Authority (RTA) phone number is 13 22 13.**

You might also be eligible for different concessions if you are attending English classes or if you are a pensioner, so check with your local transport authority and Centrelink.

RECREATION

Fairfield City Council provides many recreational activities e.g. swimming pools, festivals, senior citizen activities, youth activities, clubs, etc. For further information please contact the recreation Department of Fairfield City Council on 9725 0702.

IMPORTANT NUMBERS

POLICE 000
AMBULANCE 000
FIRE BRIGADE 000

Fairfield Hospital 9616 8111

Poisons Information Centre 13 11 26

MEDICARE 13 20 11

CENTRELINK (multilingual telephone) 13 12 02

Domestic Violence Line 1800 656 463

Domestic Violence Project 0419 874 321

Dept of Housing **Fairfield** 9754 6800
Bonnyrigg 9822 3999

Fairfield MRC 9727 0477

Telephone Interpreting Service 13 14 50

Roads & Traffic Authority 13 22 13



SPECIAL THANKS

This information kit (1997) was originally compiled and edited with the assistance of the following individuals and organisations:

- ♥ DIMIA
- ♥ FAIRFIELD MRC
- ♥ CENTRELINK
- ♥ DEPT.OF HOUSING
- ♥ NARP
- ♥ FAIRFIELD COUNCIL
- ♥ HUME COMMUNITY HOUSING
- ♥ MEMBERS OF FAIRFIELD HUMANITARIAN ENTRANTS FORUM

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Fairfield MRC accepts no responsibility for omissions or incorrect information regarding individuals, services or organisations. It would be appreciated if any omissions or inaccuracies were reported to Fairfield MRC: Contact John Owen on 9727 0477 or cpo@fmrc.net

Listing of services or organisations should not be understood as endorsement of that service or organisation by Fairfield MRC.

