



**GYMEA**  
COMMUNITY AID  
& INFORMATION SERVICE

# **Welcome to Australia**

## **New Arrival Kit**

Information for people living in  
Sutherland Shire who are new to Australia.



# GYMEA COMMUNITY AID AND INFORMATION SERVICE

**We acknowledge the Dharawal people, the traditional custodians of the land. And pay respect to elders past and present. We extend this respect to all Aboriginal people living in or visiting the Sutherland Shire.**

## **Settlement and Multicultural Service**

Provides information, assistance and support for migrants, refugees and humanitarian entrants living in Sutherland Shire.

This includes:

- Information, Advocacy, and Referrals; for Centrelink, health, childcare, education and training, employment, English classes, legal issues, and family support services.
- Individual Support for men, women, families, and young people.
- English Classes
- School Tutoring
- Driving Programs
- Employment Assistance
- Technology Hub
- Migration Advice
- Volunteering and community friends

## **Community Connections provides services for people over 65**

- One-on-one social support
- Advocacy
- Group activities and social events
- Computer courses and transport
- Guest speakers and information sessions
- Men's groups

## **CENTRELINK AND MEDICARE**

Centre link delivers a range of payments and services for retirees, unemployed, families, carers, parents, people with disabilities, Indigenous Australians, and people from diverse cultural and linguistic backgrounds.

Medicare provides access to a range of medical services for eligible Australian residents and certain visitors to Australia. Medical services include, lower cost prescriptions and free care as a public patient in a public hospital.

### **MULTILINGUAL LINE**

Ph: 131 202

### **SUTHERLAND OFFICE**

36 Eton Street, SUTHERLAND 2232

Ph: 13 24 68

### **CARINGBAH OFFICE**

15-21 President Avenue, CARINGBAH  
2229

PH: 13 28 68

### **MEDICARE CONTACT NUMBER**

13 20 11



**centrelink**



**medicare**

## COMMUNITY HEALTH CENTRES

Community Health Centres provide services for people experiencing problems with their health.

### **SUTHERLAND HOSPITAL & COMMUNITY HEALTH**

430 Kingsway CARINGBAH, 2229

Ph: 9522 1000

### **MENAI COMMUNITY HEALTH CENTRE**

32 Allison Crescent, MENAI 2234

Ph: 9543 1111

### **THE SUTHERLAND COMMUNITY HEALTH SERVICE**

126 Kareena Road, MIRANDA 2228

Ph: 9540 7175

### **ENGADINE COMMUNITY HEALTH CENTRE**

116D Caldarra Avenue, ENGADINE 2233

Ph: 9548 4300

## COUNCIL

Sutherland Shire Council provide and maintain services for the community such as: Childcare centres, community halls, buses, parks, libraries, environmental services, planning and development, roads, and footpaths.

### **SUTHERLAND SHIRE COUNCIL**

4-20 Eton Street, SUTHERLAND 2232

Ph: 9710 0333

## CHILDCARE CENTRES



Sutherland Shire Council can help you with information about childcare.

Ph: 9710 0333 for further information.

## **ETHNIC CHILDCARE, FAMILY, AND COMMUNITY SERVICES CO-OP**

Building 3, 142 Addison Rd, MARRICKVILLE NSW 2204

Ph: 9569 1288

Centre link may also be able to help with childcare fees.

## DENTAL SERVICES



Free dental care is available at NSW public dental clinics for:

- All children under 18 years of age.
- Adults who hold a pensioner concession card, Commonwealth Seniors Health Card, or a Health Care Card.
- Anyone listed on your card is also eligible for free public oral health care.

## **LOCAL HEALTH DISTRICT- SOUTH EASTERN SYDNEY**

The Sutherland Hospital, The Kingsway, Caringbah NSW 2229

Ph:1300 134 226

## **DRIVER'S LICENSE**



To drive in NSW, you need to obtain a NSW Driver's License. If you hold a driver's license from your country, you may have to do a knowledge test and road test. The driver's handbook and the knowledge test are available in some community languages.

You also need proof of identity, such as a passport or government issued photo identification.

### **Service NSW**

Miranda Westfield, Kingsway & Kiora Rd MIRANDA 2228

Ph: 13 77 88

### **GyMEA Community Aid Drivetime Program**

This program supports people from migrant and refugee backgrounds obtain their NSW drivers licence

9524 9559

## **ELECTRICITY & WATER**



### **ENERGY AUSTRALIA**

Ph: 133 466

### **AUS GRID – ELECTRICAL EMERGENCY**

Ph: 13 13 88

### **SYDNEY WATER**

Ph: 13 20 92 (general enquiries)

Ph: 13 20 90 (emergency)



## ENGLISH CLASSES

If you are a permanent resident, you may be eligible for the Adult Migrant English Program & other English courses at TAFE

### **ADULT MIGRANT ENGLISH PROGRAM**

Ph: 9710 5939

### **GYMEA TAFE**

Ph: 9710 5100

### **LOFTUS TAFE**

Ph: 131 601

**For information on all English classes see the Gymea Community Aid and Information Service English Class Directory for the Sutherland Shire and St George area.**

<https://gymeacommunityaid.org.au/>

## EMPLOYMENT

### **JOB ACTIVE**

Job Active connects job seekers with employers to help job seekers find and maintain a job.

<https://jobsearch.gov.au/job/search>

Ph: 13 62 68

### **NSW INDUSTRIAL RELATIONS**

Provides information about working in Australia, including policies and your rights as an employee.

<https://www.industrialrelations.nsw.gov.au/>

Ph. 131 628

## **FAIR WORK OMBUDSMAN**

The central point of contact for free advice and information on the Australian national workplace relations system.

<https://www.fairwork.gov.au/contact-us>

## **EMERGENCY RELIEF AGENCIES**

### **ADVANCE DIVERSITY SERVICES (ADS)**

Assistance with Food, Electricity Vouchers, Opal Cards, Rent, Moving & Bond.

552 Princes Highway, Rockdale NSW 2226

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

Ph: (02) 9597 5455



### **ORANA- SUTHERLAND**

Orana provides Electricity Vouchers and have a Breakfast Club on Tuesday morning.

[www.oranainc.org](http://www.oranainc.org)

Ph: 9521 8280

### **SALVATION ARMY- WELFARE ASSISTANCE**

This phone number will connect you with the Emergency Relief Assessment Team who provide help with Food, Electricity Vouchers, Opal Cards, Rent, Moving & Bond.

Ph: 1300 371 288



## **WESLEY COMMUNITY SERVICES**

Wesley Outreach Service provides services for Food, Electricity Vouchers, Financial/Gambling Counselling, and Rent.

3A Stapleton Avenue, Sutherland, NSW 2232

Ph: (02) 9545 5541

## **CROSSROADS COMMUNITY CARE CENTRE**

Provides financial assistance, counselling and material aid

461 Captain Cook Drive, Woollooware 2230

Ph: 9525 3790

## **ST VINCENT'S DE PAUL SOCIETY**

Provides financial support services, food and soup vans, emergency housing and disaster relief

Ph: 9568 0262

## **EMERGENCY SERVICES**

### **AMBULANCE, POLICE, AND FIRE BRIGADE**

Ph:000

Ask for the service needed.



### **EMERGENCY + APP**

An app for your phone that uses GPS so callers can provide emergency call-takers with their location information. Also includes SES, Police Assistance Line and other numbers as options, so non-emergency calls are made to the most appropriate number.

## EDUCATION & TRAINING

### TAFE NSW

Provide an extensive range of courses and qualifications to suit everyone.

<https://www.tafensw.edu.au/>

Ph: 131 601

### DEPARTMENT OF EDUCATION

Information and help navigating the education system

<https://education.nsw.gov.au/>

### ST GEORGE & SUTHERLAND COMMUNITY COLLEGE

SGSCC to provides a range of quality vocational, accredited, and leisure courses and programs for learning and development

<https://www.sgsc.edu.au/>

Ph: 9528 3344

## FAMILY SERVICES

providing support to individuals and families who are struggling.

### SUTHERLAND SHIRE FAMILY SERVICES

90 Soldiers Road, JANNALI 2226

Ph. 9528 2933

### INTERRELATE

Interrelate provides services that strengthen and support all the relationships in your life – with yourself, your partner, your family, and your children.



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

383 Port Hacking Road, CARINGBAH 2229

Ph. 1300 473 528

### **CHILD & FAMILY COUNSELLING SERVICE**

A counselling service for parents who have children under 5 years of age.

Ph. (02) 9522 1000

### **FAMILY REFERRAL SERVICE**

Linking families, with appropriate available support services.

Ph: 1800 066 757

### **HOSPITALS**

Sutherland Hospital - The Kingsway, CARINGBAH 2229

Ph. 9540 7111

### **HOUSING AND ACCOMMODATION SERVICES**

Provides public rental housing, rental assistance and housing for people at risk of homelessness.

### **HOUSING NSW**

Level 2, 14-16 Central Road, MIRANDA 2228

[www.housing.nsw.gov.au](http://www.housing.nsw.gov.au)

Ph: 02 9526 4700

### **Link2home**

If you are homeless or at risk of homelessness in NSW.

Ph:1800 152 152

### **SOUTHERN SYDNEY TENANTS ADVICE AND ADVOCACY SERVICE**

Information and advice to tenants who live in the southern Sydney region.

[www.tenants.org.au/taas/sstaas](http://www.tenants.org.au/taas/sstaas)

Ph: 9787 4679

### **ST GEORGE AND SUTHERLAND HOMELESS HELP**

Information on accommodation, financial assistance, food and meals and local support services.

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

### **ST VINCENT DE PAUL – St George Sutherland Adults & Families Homelessness Support Service**

This service supports those who are homeless or at risk of homelessness, women and children experiencing domestic and family violence.

Ph: 9350 9652

Level 1/710 Old Princes Highway, Sutherland NSW 2232

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

Ph: (02) 9532 3110

### **WESLEY MISSION**

South Eastern Sydney Homelessness Intervention Service

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

Ph: 1300 259 789

## **HOUSING FACS**

Provides emergency temporary accommodation and long term accommodation - Ph. 1800 422 322

## **INTERPRETERS**



## **TRANSLATING AND INTERPRETING SERVICE (TIS NATIONAL)**

Available 24 hours a day, 7 days a week.

Call for an interpreter.

Ph: 131 450

## **MULTICULTURAL NSW**

For interpreting services contact Language Services on **1300 651 500** or email: [languageservices@multicultural.nsw.gov.au](mailto:languageservices@multicultural.nsw.gov.au)

## **IMMIGRATION AND CITIZENSHIP**

Information regarding immigration issues or citizenship.

## **DEPARTMENT OF IMMIGRATION & BORDER PROTECTION.**

**Immigration-** [www.immi.gov.au](http://www.immi.gov.au) or 13 18 81

**Citizenship-** [www.citizenship.gov.au](http://www.citizenship.gov.au) or 13 18 80

## **GYMEA COMMUNITY AID AND INFORMATION SERVICE**

Migration agent who provides free immigration services.

Ph: 9524 9559

## **LIBRARIES**

**Sutherland Library** - 30-36 Belmont Street, Sutherland

**Caringbah Library** - 376-378 Port Hacking Road, Caringbah

**Miranda Library** - 31 Wandella Rd, Miranda

**Cronulla Library** - Cronulla Central, Croydon Street, Cronulla

**Sylvania Library** - Southgate Shopping Centre, Port Hacking Road, Sylvania

**Menai Library** - Menai Marketplace, Allison Crescent, Menai

**Engadine Library** - 116E Caldarra Avenue, Engadine

## LEGAL SERVICES



**LAW ACCESS NSW (FREE**

**HELPLINE)**

Ph:1300 888 529

### **SUTHERLAND LEGAL AID OFFICE**

3-5 Stapleton Avenue, SUTHERLAND 2232

Ph: 9521 3733

## MENTAL HEALTH SERVICES

Provides support for the care and needs of people experiencing mental health matters.

### **SUTHERLAND HOSPITAL MENTAL HEALTH SERVICE**

1800 011 511

## **STARTTS**

STARTTS works with people who have experienced persecution, war, and violence before moving to Australia.

152-168 The Horsley Drive CARAMAR  
Ph. 9646 6700

**TRANSCULTURAL MENTAL HEALTH CENTRE**  
Ph. 1800 011 511 (Mental Health Line)

**MENTAL HEALTH LINE – 24 HOURS**  
PH. 1800 011 511

**BEYOND BLUE**

Provides information and support to help everyone in Australia achieve their best possible mental health  
Ph. 1300 22 4636  
<https://www.beyondblue.org.au/>

**ENOUGH IS ENOUGH**

Provides counselling and support groups to individuals  
Ph. 9542 4029  
7-9 White street, Jannali 2226

**MULTICULTURAL SERVICES**

**ADVANCED DIVERSITY SERVICES (ADS)**

A wide range of services to communities and families with a focus on recent arrived migrants, refugee, youth, families, older people, people with disabilities and carers.

552 Princes Highway, ROCKDALE 2216

[advancediversity.org.au/](http://advancediversity.org.au/)

Ph. 9597 5455



## **ASIAN WOMEN AT WORK**

Asian Women at Work is an organisation that works to empower migrant women in low paid employment.

Ph. 9793 5455

## **CHINESE AUSTRALIAN SERVICES SOCIETY (CASS)**

Services which create co-operation between Chinese Australians and other Australians through multicultural activities.

Ph: 9789 4587

## **GYMEA COMMUNITY AID AND INFORMATION SERVICE**

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

Ph: 9524 9559

## **RESOURCEFUL AUSTRALIAN INDIAN NETWORK (RAIN)**

Services for seniors from Indian Sub-Continent communities.

Ph: 8068 0877

## **SETTLEMENT SERVICES INTERNATIONAL (SSI)**

Provides a range of services for Refugees and Asylum Seekers.

2/158 Liverpool Road, ASHFIELD NSW 2131

Ph: 02 8799 6799

12/462 Chapel Rd, Bankstown NSW 2200

Ph: 02 8071 1050

81 George St, Parramatta NSW 2150

Ph. 9685 0100



## **POLICE STATIONS**

### **SUTHERLAND POLICE STATION**

113-121 Flora Street, SUTHERLAND 2232

Ph.9542 0899

### **MIRANDA POLICE STATION**

1-7 Willock Avenue, MIRANDA 2228

Ph.: 9541 3899



### **CRONULLA POLICE STATION**

34 The Kingsway, CRONULLA 2230

Ph. 9527 8199

## **SERVICES FOR WOMEN**

### **DOMESTIC VIOLENCE LINE – 24 hours**

Crisis counselling, advocacy and referrals for women experiencing partner or ex-partner violence.

Ph: **1800 65 64 63**

### **ORANA WOMEN'S HEALTH**

39 Gymea Bay Road, Gymea

Ph: 9525 2058

### **SALVATION ARMY – Miranda**

Emergency Accommodation services available in the City for women.

23 Kiora Road, MIRANDA 2228

Ph: (02) 9540 4460

## SERVICES FOR PEOPLE WITH DISABILITIES

Sutherland Shire has many services for people with disabilities such as, employment and training, rehabilitation, transport, specials schools and organisations.

If you need information about services for people with disabilities, please call **Gynea Community Aid and Information Service**.

Ph: 9524 9559

## THE DISABILITY TRUST

248 the Boulevard, Miranda NSW 2228

9540 3011

## ABILITY LINKS

Helping people with disability, their families and carers to support them to fulfil their goals, hopes and dreams by linking them to services

<https://www.abilitylinksnsw.org.au>

## TAX FILE NUMBER

### AUSTRALIAN TAXATION OFFICE

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 a passport, birth certificate or driver's license.

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

75 Railway St, ROCKDALE NSW 2216

Ph:13 28 61

## **YOUTH SERVICES**



### **PROJECT YOUTH**

Provides help for young people dealing with difficult situations.

91A Kiora Rd, MIRANDA 2228

Ph: 9525 7919

34-42 Allison Crescent, MENAI NSW 2234

Ph: 9543 6440

### **ENGADINE DISTRICT YOUTH SERVICES**

16-22 Station Street, ENGADINE 2233

Ph. 9548 2734

### **POLICE CITIZENS YOUTH CLUB (PCYC) SUTHERLAND**

Waratah Park, Eton Street, Sutherland NSW 2232

Ph. 9521 5690

### **HEADSPACE**

Suite 5/522 Kingsway, MIRANDA NSW 2228

Ph. 9575 1544

### **2CONNECT**

Providing services to empower youth, families and communities

2A/16 Boyle Street, Sutherland

Ph. 9521 6531



**GYMEA**  
COMMUNITY AID  
& INFORMATION SERVICE

We aim to build the aspirations of individuals and families to achieve inclusiveness, independence and participation in the community while recognising diversity and desire for well-being.



## **Settlement and Multicultural Services**

GyMEA Community Aid and Information Service

39 GyMEA Bay Road, GyMEA 2227

Telephone: (02) 9524 9559

Email: [settlement@gcais.ngo.org.au](mailto:settlement@gcais.ngo.org.au)

Settlement Engagement and Transition Support (SETS) is funded by the Department of Social Services.  
GyMEA Community Aid & Information Service (GCAIS) delivers SSP in partnership with SSI

MARCH 2019