

Canterbury-Bankstown
Multicultural Interagency
Service Directory for Refugees, Asylum
Seekers and International students

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Call Translating and Interpreting Service (TIS) if you would like to access an interpreter to assist you in calling any of the following services

1800 131 450



Please contact the organizations directly or check their website for further details to check their eligibility criteria as some services are specific to refugees only

Service Directories

Look up these websites for lists to relevant services, programs and events for Refugees, Asylum Seekers and International Students

Refugee Council

To search for many of the services that support refugees or asylum seekers in NSW, go to:

<https://www.refugeecouncil.org.au/services-nsw/>

City of Canterbury Bankstown Community Information Directory – for refugee specific services, search “refugee service” in the search bar at:

<https://www.datadiction.com.au/bin/dd.dll/Lincs?xps3&MBR=CBCITY>

The Multicultural Network

For services, activities and events in Canterbury-Bankstown, go to:

www.tmnlinks.net.au

Ask Izzy

Can't find a service to meet your needs? Type in the service you need in the search bar at:

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

COVID-19 Information Directory

To download Canterbury City Community Centre's Directory of the latest information on Centrelink benefits, emergency relief providers, health services including mental health, and other local services go to the following link:

<https://www.4cs.org.au/news-events/news/covid-19-information-directory>

Emergency Phone Numbers:

- 1800 Respect: 1800 737 732
 - 24hr counselling support for victims of sexual assault & domestic violence
- Domestic Violence Helpline: 1800 656 463
 - 24hr counselling support and accommodation for victims escaping violence
- Mens Line Australia: 1300 789 978
 - 24hr counselling support for men experiencing emotional, health, relationship issues.
- Parent Line NSW: 1300 1300 52
 - 24 hr parenting support for families with children aged 0-18yrs
- Tresillian NSW: 1300 272 736
 - 24hr parenting support for families with children aged 0-5yrs
- Mental Health Access Line: 1800 011 511
 - 24hr crisis support for families experiencing mental health challenges
- Your Room – Alcohol & other drug support: 1800 250 015
 - 24hour counselling support around alcohol & substance use
- Lifeline: 13 11 14
 - 24hour crisis support for suicide prevention
- Kids Helpline: 1800 551 800
 - 24hour support for children 5-25yrs and their carers/parents
- My Forever Family – Carer support: 1300 782 975
 - Support for carers; Mon-Fri - between 9am-5pm
- Link2Home: 1800 152 152
- Child Protection Helpline: 132 111

Emergency Aid

For assistance with food, clothing, household items and financial support:

- Prospect Project Australia - Camosie Sydney Help Hub
34 North Parade Camosie
Tel: 0402 787 571 E-mail: mail@prosperprojectaustralia.org
Delivery and pick up only. Please call to arrange a time.
- St Vincent de Paul
Main Phone - 13 18 12
Bankstown - 9796 1179
- Salvation Army
Main Phone - 1300 371 288
Camosie - 9718 7933

For Updated Information regarding Centrelink Payments and what you are entitled to, go to:

<https://www.servicessaustralia.gov.au/individuals/subjects/coronavirus-covid-19-and-how-we-may-help>

Or call 136 240
7 days a week, 24 hours a day
(You can ask to speak with an interpreter)

Support Services for Refugees and Asylum Seekers

Service	What they do	Contact
Asylum Seekers Centre	Accommodation, Legal & Financial support, Health, Employment Assistance, Nutrition, Education, and Social support	<p>Phone: 9078 1900 Fax: (02) 9078 1999 Website: www.asylumseekerscentre.org.au Email: admin@asylumseekerscentre.org.au OR intake@asylumseekerscentre.org.au Address: Becher House, 43 Bedford Street, Newtown, NSW 2042 Opening Hours: 9am to 4pm, Monday to Friday</p>
Australian Afghan Hassanian Youth Association (AAHYA)	Education & Training, Employment support, English classes, Material aid (household goods, food), Referrals, Social Activities	<p>Phone: (02) 9738 7460 Facebook: Search "Australian Afghan Hassanian Youth Association" Email: karimi.aahya@gmail.com Address: 1 Bellona Avenue, Regents Park NSW 2143 Opening hours: 10am to 4.30pm, Monday to Thursday; 10am to 2pm on Friday</p>
House of Welcome	Casework, Material Support: Financial assistance, Electricity Vouchers, Foodbank; Form filling, Accommodation support: Short to medium term housing; Employment Programs and Support	<p>Phone: (02) 9727 9290 Website: https://www.stfrancis.org.au/house-of-welcome Email: office@houseofwelcome.com.au Address: 197 The Trongate, South Granville, NSW 2142 Opening Hours: 10am to 3pm, Monday to Friday</p>
Immigration Advice and Rights Centre	<p>Free Legal advice to eligible people in NSW or in immigration detention. Assistance in relation to:</p> <p>Migration and family violence, Partner Visas, Protection Visas and Humanitarian Visas, other Family Visas like Parent, Child, and Carer Visas, Visitor visas, Visa cancellations, Citizenship</p> <p>*IARC can't assist with:</p> <p>Student Visas, Withdrawal of sponsorship, Retirement Visas, Skilled and Investment Visas, Migration to other countries, Judicial Review</p>	<p>Phone: (02) 8234 0700 Website: https://iarc.asn.au/ Email: iarcadmin@iarc.asn.au Address: Suite 3, Level 8, 377-383 Sussex Street, Sydney, NSW 2000</p> <p>NOTE: For Assistance during COVID-19, fill out the enquiry form found at https://iarc.asn.au/contact-us/</p>

Jesuit Refugee Service Australia (JRS)	Emergency Assistance (temporary shelter, foodbank), Casework support, Community Activities, Employment support, School Engagement, Legal advice, Targeted Advocacy, Empowering Women Project	Phone: (02) 9098 9336 Website: http://www.jrs.org.au/ Email: intake@jrs.org.au Address: Jesuit Refugee Service (JRS), 2 Darcy Rd, Westmead, NSW 2145
Life Without Barriers	Status Resolution Support services (SRSS): Casework & Advocacy, Employment support, English Classes, Legal advice (visa matters), Material Aid (financial, household goods, food), Mental Health, Referrals, Social Activities, Health Services	Phone: (02) 9508 4000 Website: www.lwb.org.au Email: info@lwb.org.au Address: Suite 1, Level 1, 81 Railway Street, Rockdale NSW 2216
Metro Assist	Settlement Services including: one on one Casework support, Citizenship Preparation Course, Supporting new and emerging communities with Leadership Training and Mentorship, Migration advice, Housing support, Community Groups and Programs	Website: www.metroassist.org.au Email: metroassist@metroassist.org.au Head Office: Phone: (02) 8594 0300 Address: Level 2, 59-63 Evaline Street, Campsie, NSW 2194 Ashfield Office Phone: (02) 9798 1700 Address: Suite 1, 260 Liverpool Road, Ashfield, NSW 2131
Migrant Employment Legal Service	The Migrant Employment Legal Service (MELS) is a state-wide Legal Service addressing the exploitation of migrant workers. They offer free, confidential Legal advice and Representation to migrants and temporary visa holders in New South Wales.	Phone: (02) 8002 1203 or Text: 0475 360 241 Website: mels.org.au Email: info@mels.org.au Address: 12-14 Seaview Street, Dulwich Hill, 2203
NSW Refugee Health Service (SWSLHD)	Asylum Seeker Advocacy & GP Clinics, Refugee Health Nurse Program, Early Childhood Refugee Nurse Program, Disability Support Program, Community Education Program, Multilingual Health Resources	Phone: (02) 8778 0770 Website: www.swslhd.health.nsw.gov.au/refugee Email: refugeehealth@sswahs.nsw.gov.au Address: Suite 1, Level 3 157-161 George St, Liverpool, NSW 2170 For Health Resources in your language, look up this link: https://www.swslhd.health.nsw.gov.au/refugee/gpinfo_oLang.html

<p>NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)</p>	<p>Services: Culturally appropriate counselling and therapy (for individuals, families and groups), Group Work, including self-support groups, health education and other activities. Psychiatric assessment and treatment, Physiotherapy, Therapeutic Massage and Acupuncture, Pain management and Exercise Groups. Activities for young people, including Camps, Excursions, Information and Referrals and Casework support.</p>	<p>Phone: 02 9546 6700 Website: https://www.startts.org.au/ Email: stts-startts@health.nsw.gov.au Address: 152-168 The Horsley Drive, Carramar, 2163</p>
<p>RedCross Emergency relief support for people on temporary visas</p>	<p>Financial relief to meet urgent needs during the COVID-19 pandemic. Emergency relief is to help people meet their basic needs, like food, medicine or shelter.</p> <p>Australian Red Cross has received Government funding specifically to support people who are on temporary visas with a small one-off emergency relief payment.</p> <p>Emergency relief payments are not income support. They are limited and we know may not meet all needs that you have.</p>	<p>To apply for Emergency relief go to: https://www.redcross.org.au/get-help/help-for-migrants-in-transition/help-for-migrants-in-transition</p>
<p>Refugee Advice & Case Work Service (RACS)</p>	<p>RACS provides free Legal advice, Assistance and Representation, for financially disadvantaged and vulnerable people seeking asylum in Australia.</p>	<p>Phone: 02 8355 7227 Website: https://www.racs.org.au/ Email: admin@racs.org.au Address: 30 Botany Street, Randwick, 2031</p>
<p>Settlement Services International</p>	<p>Ability Links NSW Program for those with disabilities, Employment, Migration Services, Early Intervention, Community Support Program, Asylum Seeker Assistance, Arts & Cultural Program, Community Engagement, Community Hubs, Small business Start Ups, Multicultural Foster Care, OurVoice, ParentsNext, Refugee Employment Support Program, Refugee Support Services, Settlement Support, The Staples Bag, Youth Collective</p>	<p>Phone: (02) 8713 9200 Website: https://www.ssi.org.au/ Address: : 2/462 Chapel Road, Bankstown, NSW, 2200</p>

Sydney Multicultural Community Services	Free Services for Migrants and Refugees who have arrived in Australia in the last five years and live within Willoughby, Lane Cove, North Sydney, Mosman, Marrickville, Leichardt, South Sydney, Randwick, Botany Bay, City of Sydney, Waverly, Woollahra. Services include: Casework support, English Conversation Classes, Employment Support, Community Development, Immigration Advice	Phone: (02) 9663 3922 Website: http://www.sydneymcs.org.au/ Email: info@sydneymcs.org.au Address: 3 General Bridges Crescent, Daceyville
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**F o o d
&
B i l l s**

Low Cost and Free Meals Directory

Bankstown Area



Meals

Organisation	Location and Phone Number	Service	Day and Time	Cost	Conditions of Use	Transport
Bankstown Meals on Wheels	Greenacre Senior Citizen Centre, 202 Waterloo Rd, Greenacre 9707 9646	Home meal delivery	Delivery between Mon - Fri 11:30am - 1pm	Cost varies between \$2 - \$6.70	Registration required, contact organisation prior	Delivery
Bankstown Meals on Wheels	Bankstown Senior Citizens Centre, 7 West Terrace, Bankstown 9707 9646	Centre-based meal	Mon - Fri 9:30am - 2:30pm	Cost varies between \$2 - \$6.70	Registration required, contact organisation prior	5 min walk from Bankstown station
Bankstown Meals on Wheels	Greenacre Senior Citizen Centre, 202 Waterloo Rd, Greenacre 9707 9646	Community restaurant	Mon - Fri 10:30am - 2pm	\$10 - \$12	Registration required, contact organisation prior	M90 and 7 min walk
Campsie Uniting Church	36 Evaline Street, Campsie 0409 648 623	Drop In (includes lunch) Fruit, veg and bread available through 'Second Bite' program	Tues and Thurs 10am - 12:30pm (closed for two weeks over Christmas)	Free	Open to anyone who lives alone or with a physical or psychosocial disability. Carers are also welcome.	5 min walk from Campsie station
Canterbury Meals on Wheels	2/2 Cammington Square, Campsie 9718 3093	Home meal delivery	Mon - Fri 10:30am - 2pm	\$7	Registration required, contact organisation prior	Delivery
Chester Hill Neighbourhood Centre	Chester Hill Guide Hall, 159 Waterson Road, Chester Hill 9645 3700	Social lunch	Every Wed 10am - 2pm	\$8	Bookings essential	7 min walk from Chester Hill station

Disclaimer

Information included in this directory is correct at the time of publishing.

Please notify Health Promotion Service of any changes on 8738 5911.

Date of publication: December 2019

Key



Walk from nearest station



Bus stop route within walking distance from location










Home Delivery

Low Cost and Free Meals Directory Bankstown Area



Meals

Organisation	Location and Phone Number	Service	Day and Time	Cost	Conditions of use	Transport
Lebanese Muslim Association (LMA)	71-75 Wangee Rd, Lakemba 9750 6833	Emergency food vouchers, depending on availability	As required	Free	Must be assessed by a social worker at LMA prior	 12 min walk from Lakemba station  946 and 3 min walk
Prosper (Project Australia)	Rotary Community Centre, 34 North Parade, Campsie 0402 787 571	Food truck service	Every Thurs (school term only) 11:30am - 12:30pm	Free	None	 3 min walk from Campsie station
Riverwood Community Centre	151 North Belmore Road, Riverwood 9533 0100	Hot meal	Every Mon 6pm - 8pm	Free	Must be a community member	 Bus routes: 940, 944, 945
Salvation Army	Courtyard Café, 42 Raymond Street, Bankstown 9796 1176	Meal and tea/coffee	Tues - Wed 11:45am - 12:30pm	\$2 for concession card holders \$4 for others	None	 4 min walk from Bankstown station
St Vincent de Paul Society	2A East Terrace, Bankstown 9796 1176	Food vouchers	As required	Free	Appointment required	 6 min walk from Bankstown station
Youth Off the Streets Outreach	Paul Keating Park, The Mall, Bankstown 9796 1193	Freshly cooked meals and snacks	Every Thurs 6pm - 9pm	Free	Must be within 12 - 24 years of age	 3 min walk from Bankstown station






Hampers

Organisation	Location and Phone Number	Service	Day and Time	Cost	Conditions of Use	Transport
Metro Assist	Level 2/59-63 Eveline St, Campsie 9789 3744	Food parcel	As required	Free for emergency parcel \$15 for regular fortnightly parcel	Must register to receive regular fortnightly food parcel	8 min walk from Campsie station
Mountana's Helping Hand	2/15-17 Garfmore Avenue, Bankstown 0405 810 863	Emergency food vouchers	As required	Free	Must call for appointment	Bus routes: 487, 922, 923, 924, 945, M90, M91, M92
St Vincent's De Paul Society	2A East Terrace, Bankstown 9786 1176	Food parcel	During office hours 9:30am - 12pm 1pm - 3:30pm	Free	Anyone can access emergency food relief for further assistance copy of income statement and ID required	Bus routes: 807

Community Pantry

Addison Road Community Organisation - The Mamma Penny Initiative	Belmore Youth Resource Centre, 38-40 Redman Parade, Belmore 0423 207 530	Pantry	Fr 9:30am - 11am	\$5 bag	No conditions	2 min walk from Belmore station
Anglicare	Good Shepherd Church, 80 Pandora Street, Crowsnest 9750 8250	Mobile pantry	Every second Wed 1:30pm - 2:30pm	\$2 contribution	Bring ID, fill a bag with pantry items of your choice	Bus routes: 939, 941 or 946 and 5 minute walk
Anglicare	St Andrews Anglican Church, Corner Clegg and Lakemba Street, Lakemba 0425 219 029	Mobile Pantry	Every second Thurs 1:30pm - 2:30pm	\$2 contribution	Bring ID, fill a bag with pantry items of your choice	6 min walk from Lakemba station
Anglicare	Yagoona Anglican Church, 213 Auburn Road, Yagoona 9763 3062	Mobile Pantry	Every second Wed 12:30pm - 1:30pm	\$10 contribution	Bring ID, fill a bag with pantry items of your choice	Bus routes: 607, M91 and 5 minute walk
Anglicare	Riverwood Anglican Church, 9 Lillieon Street, Riverwood 9153 7624	Mobile Pantry	Every second Thurs 9:30am - 10:30am	\$10 contribution	Bring ID, fill a bag with pantry items of your choice	Bus routes: 940, 944, 945, M91, M92

Community Pantry

Organisation	Location and Phone Number	Service	Day and Time	Cost	Conditions of use	Transport
Anglicare	Chester Hill Anglican Church, 125 Proctor Parade, Chester Hill 0422 844 380	Mobile Pantry	Every second Wed 1:30pm - 2:30pm	\$10 contribution	Bring ID, fill a bag with pantry items of your choice	 5 min walk from Chester Hill station
Anglicare	Anglicare Shops Factory Outlet, 9 Christina Rd, Villawood 8774 7467	Pantry	Mon - Fri 9am - 3:45pm Sat 9am - 1:45pm	\$10 contribution	Bring ID, fill a bag with pantry items of your choice	 9 min walk from Leightonfield station
Bankstown Women's Health Centre	24-26 Jacobs Street, Bankstown 9790 1378	Fresh fruit, veg and pantry items	Every Thurs 9:30am - 10:30am Tickets are given out 7:30am	\$2 contribution	BYO bag	 5 min walk from Bankstown station
Greenacre Community Area Centre - Food Share Program	87 Waterloo Road, Greenacre 8750 7982	Fresh fruit, veg, pantry items (depending on availability)	Every Thurs from 9:30am until all bags are handed out	\$2 contribution	Must be 18 years of age and older and live in Canterbury/ Bankstown area	 Bus routes: 939, 940, 948
The Staples Bag	449 Canterbury Rd, Campsie 9787 6832	Low cost supermarket	Mon - Fri 9:30am - 4:30pm Sat 9am - 2pm	Standard Bag \$20 (Can feed 1-2 people for up to a week) Family Bag \$30 (Can feed 3-4 people for up to a week) Vegetarian Bag \$15 (Can feed 1-2 people for up to a week) Can also purchase individual items	No conditions	 Bus routes: M41, 415, 420, 445, 492



Free Meals!

Healthy & Halal

CSS is providing healthy & halal meals to the community for free, every Thursday. Please bring your own containers, aluminium trays or zip-lock bags as we do not provide any. Create delicious meals with plenty of variety! Rice, chicken, veggies, beef, soups, and plenty more. Delicious and healthy for everyone.

Every Thursday
11am - 2pm
Bring Your Own
Containers & Trays

46 A 85 North Terrace
Bankstown NSW
(02) 8772 0645

Visit our FB: Community Support Services bit.ly/CCSbx

Prosper- community kitchen online

Prosper's community kitchen has moved online throughout the duration of Term 2. This is a free initiative funded through the NSW Government's My Community Project and is a great way to get nutritional information to families and increase their skills in preparing healthy food for their families. Each Thursday for ten weeks our wonderful nutritionist will be delivering a short video with nutritional information or a cooking demonstration which will be published on our facebook page [facebook.com/ProsperProjectAustralia/](https://www.facebook.com/ProsperProjectAustralia/) This will be accompanied by some recipe cards which can also be found on our facebook page or website.



WEEK 1

Community Kitchen Online

**Free healthy recipes
and information sessions
with Samantha from
Samantha Pate Nutrition**

Prosper
Project Australia

For more information visit prosperprojectaustralia.org

Prosper's Community Kitchen is proudly funded by the NSW Government via My Community Project

Food Hamper



Drive, park and pick up your ready to go Food Hamper!

When: Every Friday Afternoon

Time: Appointments begin from 12pm. You must call us to make a time to come collect your hamper as only one person at a time is allowed.

Where: Please park your car in the Car Park in front of **Greenacre Area Community Centre.**

The hamper will be waiting for you at the front door of the centre for you to pick up.

Price: \$2 per hamper

Call 9750 7982 to book an appointment

Eligibility: Must live in Canterbury/Bankstown LGA. Must show your Centrelink card. Our priority clients are those that have recently lost their job or are a part of a large family or a single parent family. Others will be considered after discussing your situation over the phone.



Greenacre area
Community
CENTRE INC

COVID-19 FOOD BOXES

Cookies catch of the day

IMMEDIATE RELIEF FOR PEOPLE IN CRISIS

The RRT Food Box provides immediate relief for people in self-isolation for COVID-19 by donating an emergency food bank for people in crisis.

IT'S WHAT'S INSIDE THAT COUNTS!



The RRT Food Boxes contain a variety of non-perishable, long-life food. The Food Box is designed to feed a family of up to four for a day or two. The items are all off the shelf, valued at AUD \$60.

rrt RAPID
RELIEF
TEAM



Cookies catch of the day...

Content	Food Box	Family FoodBox
West-Bix	3 Packs of 2	1 Box of 24
UHT Milk - 200ml	1 Box	2 Box
Chicken Savoury Biscuits	-	1 Box
Choc Chip Cookies	-	1 Pack
Vitafresh Orange Mix	1 Pack	2 Packs
Instant Noodles	2 Packs	5 Packs
Spaghetti - 420g	1 Tin	1 Tin
Baked Beans - 420g	1 Tin	1 Tin
Creamed Corn - 420g	-	1 Tin
Tropical Fruit Chunks	-	1 Tin
Ham	1 Tin	1 Tin
Muesli Bar	3 Bars	8 Bars
Dairy Milk Chocolate	2 Bars	4 Bars
Instant Soup - 2 Pack	-	2 Packs
Tuna Chunks	1 Tin	1 Tin
Rice Basmati	1 Pack	1 Pack
Pasta Creamy Bacon	1 Pack	1 Pack
Coffee Sticks	2 Sticks	5 Sticks
Sugar Sticks	2 Sticks	5 Sticks
Tea Bag	2 Bags	5 Sticks
RRT Lollies	2 Bags	4 Bags

VALUED AT \$60 AUD



Testimonial...

Anthony Hearps was quarantined for COVID-19 after returning from a holiday in China, and received an RRT Food Box:

"I went to China for a 45-day holiday and had to come back suddenly at the 30-day mark because of the Coronavirus outbreak. I spent the last of my money rescheduling my flight to come back home, and I came back with no money in my bank account and into a really hard situation. I went days without food.

Two guys delivered an RRT Food Box and it helped me out immensely. I would have been in a really tough situation without this support, which I was fortunate enough to receive twice - once when I was in quarantine, and the second time when I was just out of quarantine.

It was great to have an organisation reach out and help me. I contacted the big organisations, and because I didn't have a Centrelink CRN, they wouldn't help me. RRT - you guys do a great job!"

Sydney Water payment Assistance Scheme

Our qualified case managers provide holistic solutions for customers experiencing affordability issues. We offer direct financial support through our Payment Assistance Scheme (PAS). We also aim to improve our customer's financial wellbeing, inclusion and resilience by referring customers to external services based on their needs.

This may include referrals to other agencies for other types of help including:

- emergency relief
- financial counselling
- personal counselling
- advocacy
- housing
- NILS
- EAPA

Customer Care staff also educate customers about water efficiency and make referrals to our PlumbAssist Program for emergency and essential repairs.

Eligibility Criteria is specific to:

- owner occupiers who do not own more than one property
- private tenants with NSW Lease Agreement
- properties must be individually metered.

Customers can call our contact centre on 13 20 92 and ask for our Customer Care team. Alternatively, they can be referred by one of our PAS [accredited community agencies](#).

If you are a service provider and would like to know how you can refer your customers and become an accredited agency, email us at customercare@sydneywater.com.au. We are now able to provide PAS training using the Microsoft Teams App.

What is NILS?

NILS is a community based program that provides no interest loans to individuals and families on low income. There are no fees, charges, or interest payments on these loans. Loans are given up to \$1,500.

The money comes from a loan pool – borrowers repay their loan into this pool so that other people may borrow the money.

Are you eligible for a loan?

If you answer YES to the following:

- Are you on low income (eg. Receiving Centrelink benefits, have a health care card or earning less than \$45,000 per year)?
- Lived in the local area for at least three months?
- Are you able and willing to repay the loan within 12 to 18 months?

What are the loans for?

- Household appliances, eg. washing machines, fridges, lawnmowers, heaters, televisions
- Household furniture
- Health items, medical or dental expenses
- Computers
- Education, eg. TAFE fees, school excursions
- house or car repairs
- car registration or CTP insurance

Loans are NOT approved for:

- Emergency relief
- Bond, rent, or rent arrears
- Living expenses, eg. food
- Bills eg. electricity, phone
- Debt repayment, fines
- Cash advances, cheques payable to a NILS recipient or to a third party for private sale

How to apply for a NILS Loan:

Email nils.project@metroassist.org.au or contact our NILS Officer on 02 9789 3744.

If you are eligible you will be invited to attend a loan interview and asked to complete a loan application form.

At the interview, a detailed budget (income and expenses) will be completed so that the NILS Officer can assess your ability to repay the loan.

What do you need to bring?

- Centrelink income statement or payslips
- Bank statement
- Rental agreement or rent receipts
- Household bills
- Written quote for the item you'd like to buy

Repayments

The loan needs to be repaid within 12 to 18 months. The amount repaid per fortnight is based on the borrower's financial circumstances. There are different ways to repay a NILS loan.

- Through Contropay – a free service offered by Centrelink where loan repayment amounts are automatically deducted from the fortnightly Centrelink payment
- By Direct Debit

Additional Loans

Once you have fully paid off your loan or have paid 50% of your loan, you are eligible to apply for a new one. A new loan will only be given when there are sufficient funds available. First-time applicants will take priority.

For a complete list of all NILS providers in NSW please visit www.nilsnsw.org.au or to find your nearest provider call 1800 50 99 94.





Contact List of EAPA Providers Conducting Telephone EAPA Voucher Assessments Delivering the Energy Accounts Payment Assistance (EAPA) Scheme



Updated 2 April 2020

This is a list of EAPA providers currently conducting telephone assessments for the Energy Accounts Payment Assistance (EAPA) scheme during the COVID-19 response.

Customers seeking assistance should contact a participating EAPA provider to make an appointment for an assessment. The contact list is sorted in alphabetical order by localities serviced.

Customers will need to provide a copy of your current energy bill and photo identification like a drivers license, passport, or proof of age card and the assessment will involve a three-way call to your energy retailer.

Service NSW can also be contacted on 13 77 88 to obtain contact details for your nearest EAPA Provider.

(All telephone numbers have an area code of '02' unless noted otherwise.)

Organisation	Public Phone	Locality Service Areas	Opening Times
Temora Community Centre Inc	6978 0500	Ariah Park, Ardleithan, Barmedman, Quandialla, Temora LGA, Springdale, Stockinbingal	Tuesday and Wednesday 1pm to 5pm
Anglicare Northern Inland	6772 9753	Armidale, Tamworth, Inverell, Moree and surrounding suburbs	Monday to Friday 9am to 12:30pm and 1 to 4pm
Salvation Army Auburn	6762 3930	Auburn, Lidcombe, Regents Park, Homebush, Berala, Granville	Monday to Friday 10am to 2pm
CNC Mid Richmond Neighbourhood Centre	0418 413 609	Ballina and Clarence Valley, Tweed, Byron, Lismore, Kyogle, Richmond Valley	Monday to Friday 9am to 3pm
Anglicare Bankstown	9796 7258	Bankstown	Monday to Friday 9am to 12:30pm and 1pm to 4pm
Lifeline Central West Inc.	1300 798 258	Bathurst, Orange and Dubbo	Monday to Friday 8.30am to 4.30pm
Riverstone Neighbourhood Centre	9627 3622	Blacktown LGA	Monday to Thursday 9am to 4.30pm Friday 9am to 12.30pm

(All telephone numbers have an area code of '02' unless noted otherwise)

Organisation	Public Phone	Locality Service Area/s	Opening Times
Catholic Care Social Services Blacktown	8843 2530	Blue Mountain & Western Sydney Areas	Monday, Wednesday, Thursday and Friday 10am to 4pm
Blue Mountains Family Support Service Inc	4782 1555	Blue Mountains	Monday, Wednesday and Friday 10am to 4pm
Burwood Community Welfare Services	9744 1866	Burwood and surrounding Inner West Sydney	Monday to Thursday 10am to 12:30pm
Lifeline Macarthur	4645 7200	Camden, Campbelltown, Wollondilly, Wingacambie LGAs	Monday to Friday 8am to 4pm
Anglicare Campbelltown	4621 6666	Campbelltown and surrounding suburbs	Monday to Friday 9am to 1pm and 2pm to 4:30pm
Salvation Army Campbelltown	9605 4749	Campbelltown, Macarthur East, Macquarie Fields,	Monday to Friday 10am to 2pm
C3 Community Services	4620 7400	Campbelltown, Wollondilly, Camden, Liverpool LGAs	Tuesday, Thursday and Friday 9am to 2pm
Gosford City Community & Information Service Ltd	0431 641 003	Central Coast	Tuesday to Thursday 8am to 4pm

(All telephone numbers have an area code of '02' unless noted otherwise)

Organisation	Public Phone	Locality Service Areas	Opening Times
Kincumber Neighbourhood Centre	4363 1044	Central Coast	Monday to Friday 9am to 4pm
Wyong Neighbourhood Centre	4353 1750	Central Coast	Tuesday to Friday 9am to 3pm
San Romo Neighbourhood Centre	4390 7888	Central Coast postcodes 2259, 2263 and 2262	Wednesday 9am to 3pm
Barkuma Neighbourhood Centre	0457 640 339	Cessnock and Maitland LGA's	Monday to Thursday 9am to 4pm Friday 9am to 3pm
Lifecare Care Community Services	6652 3116	Coffs Harbour, Toormina, Sawtell, Beambee, Woolgoolga	Monday and Tuesday 9am to 1pm Wednesday 9am to 3:30pm
Auburn Diversity Services Inc.	8737 5500	Cumberland LGA suburbs surrounding Auburn	Wednesday 9am to 4pm
Anglicare Darlinghurst	9798 1400	Darlinghurst and surrounding suburbs	Wednesday and Friday 9am to 12:30pm and 1:30pm to 3:30pm
Anglicare South East	6496 4499	Eden and Bega Valley Shire Council LGA	Monday to Friday 10am-1pm by appointment

(All telephone numbers have an area code of '02' unless noted otherwise)

Organisation	Public Phone	Locality Service Area/s	Opening Times
CORE Multicultural Communities	8707 0602	Fairfield LGA	Thursday 9:30 to 3pm
Gosford Regional Community Services	4323 7483	Gosford LGA: specifically Wyoming, North Gosford, Springfield	Tuesday and Wednesday 9am to 3pm
House of Welcome	9727 9290	Granville and surrounding suburbs	Monday to Friday 10am to 3pm
Salvation Army Chatswood	9419 8695	Hornsby to Kirribilli, North Shore, Willoughby, North Sydney, Kurringal and Lane Cove LGA's.	Tuesdays and Thursdays 10am to 3.30pm by appointment
Port Kembla Community Project Inc.	4276 2224	Illawarra to Shoalhaven LGA	Monday to Thursday 9am to 3pm
Anglicare Katoomba	8624 8600	Katoomba and surrounding suburbs	Tuesday, Wednesday and Thursday 10am to 2pm
Western Sydney Migrant Resource Centre	8778 1200	Liverpool and Fairfield LGA	Monday to Friday 9am to 4pm
Anglicare Liverpool	9821 1014	Fairfield LGA	Monday, Wednesday, Thursday and Friday 9am to 12:30pm and 1:30pm to 4:30pm Tuesday 1:30pm, to 4:30pm

(All telephone numbers have an area code of '02' unless noted otherwise)

Organisation	Public Phone	Locality Service Area/s	Opening Times
Maitland Neighbourhood Centre	4932 0950	Maitland LGA	Monday to Friday 8:30 to 4:30pm
Salvation Army Manly	6762 3930	Manly and surrounding suburbs	Monday to Friday 10am to 2pm
Manning Valley Neighbourhood Services Inc.	6553 5121	Manning Valley	Tuesday to Thursday 10am to 3pm
SVDP Canberra/Goulburn Far South Coast Region	13 18 12	Moruya	Monday, Wednesday and Friday 10am to 12pm
Anglicare Mount Druitt	8805 0900	Mount Druitt and surrounding suburbs	Monday to Friday 8:30 to 4:30pm
Anglicare Parramatta	8805 0900	Parramatta and surrounding suburbs	Monday to Friday 8:30 to 4:30pm
Lifeline Penrith	4645 7200	Penrith	Monday and Tuesday 8am to 4pm Wednesday 8am to 1pm Thursday 8am to 4pm
Anglicare Penrith	8805 0900	Penrith and surrounding suburbs	Monday to Friday 8:30 to 4:30pm

(All telephone numbers have an area code of '02' unless noted otherwise)

Organisation	Public Phone	Locality Service Area/s	Opening Times
Port Stephens Family and Neighbourhood Services	4997 1331	Port Stephens LGA	Monday to Thursday 10am to 3pm
Kooloora Neighbourhood Centre	0482 039 053	Priority to Public Housing, Sydney postcodes 2035 and 2036	Tuesday 9.30am to 3.30pm
SVDP Canberra/Goulburn Molonglo Tuggeranong Monaro Region	13 18 12	Queanbeyan	Monday to Friday 9am to 5pm
Focus Connect	4627 1188	Servicing all of NSW	Monday to Friday 9am to 4:30pm
Gateway Family Services Blaxland	4720 6500	Servicing all of NSW	Tuesday and Friday 9.30am - 12.30pm & 1.30pm - 4.00pm Thursday 9.30am - 12.30pm
Lebanese Muslim Association	9750 6833	Servicing all of NSW	Tuesday, Wednesday and Thursday 10:30am to 2pm
Samaritans Assistance Centre	4922 1540	Servicing all of NSW	Monday, Wednesday, Thursday and Friday 10am to 2pm
Samaritans Cessnock	4993 3430	Servicing all of NSW	Monday, Wednesday and Friday 10am to 2pm

(All telephone numbers have an area code of '02' unless noted otherwise)

Organisation	Public Phone	Locality Service Areas	Opening Times
Samaritans Gorokan	4393 2450	Servicing all of NSW	Monday, Wednesday and Friday 9.30am to 1pm
Samaritans Toronto	4959 7857	Servicing all of NSW	Tuesday, Wednesday and Friday 9.30am to 3pm Thursdays 9.30am to 12.00pm
St Vincent de Paul (SVPD) Sydney	13 18 12	Servicing all of NSW	Monday to Friday 9am to 5pm
Tamworth Family Support Services	1800 073 388	Servicing all of NSW	Tuesday to Thursday 9am to 12pm
Tomaree Neighbourhood Centre	4984 6220	Servicing all of NSW	Monday to Friday 10am to 3pm
Wesley Mission Community Service Ltd	4723 9277	Servicing all of NSW	Monday to Friday 9am to 5pm
Wesley Mission Family Centre Penrith	4723 9277	Servicing all of NSW	Monday to Friday 9am to 5pm
Wesley Mission Financial Counsellors Sutherland	4723 9277	Servicing all of NSW	Monday to Friday 9am to 5pm

(All telephone numbers have an area code of '02' unless noted otherwise)

Organisation	Public Phone	Locality Service Areas	Opening Times
Illawarra Multicultural Services	4229 6855	Shoalhaven and Wollongong LGAs	Monday to Friday 10am to 4pm
Mission Australia Nowra	4448 2000	Shoalhaven LGA	Monday to Friday 9am to 12pm
The Parks Community Network Wetherill Park	9609 7400	South Western Sydney	Monday to Friday 9am to 3pm
Anglicare Southern Highlands	4868 1780	Southern Highlands	Monday to Friday 9:30am to 3pm
Anglicare Summer Hill	9798 1400	Summer Hill and surrounding suburbs	Monday to Friday 9am to 1pm and 2pm to 4:30pm
Orana Inc.	9521 8280	Sutherland Shire	Tuesday to Thursday 10am to 2pm
Community Migrant Resource Centre	9687 9901	Sydney Metro Area	Monday, Tuesday and Wednesday 9am to 5pm
Salvation Army Tamworth	6762 3930	Tamworth	Monday to Friday 10am to 2pm

(All telephone numbers have an area code of '02' unless noted otherwise)

Organisation	Public Phone	Locality Service Area/s	Opening Times
Armidale Neighbourhood Centre	6772 4373	Walcha, Uralla, Armidale and Guyra	Monday to Wednesday 9am to 12pm
Anglicare Waverley	9798 1400	Waverley and surrounding suburbs	Monday to Friday 9am to 12:30pm and 1:30pm to 3:30pm
Anglicare Wollongong	4229 7911	Wollongong and surrounding suburbs	Monday to Friday 9am to 1pm and 2pm to 4:30pm
SVDP Canberra/Goulburn Goulburn Region	13 18 12	Yass	Mondays 1pm to 4pm
SVDP Canberra/Goulburn Molonglo Tuggeranong Monaro Region	13 18 12	Young	Tuesday 10am to 1pm

[All telephone numbers have an area code of '02' unless noted otherwise]

Health

ndss

National Diabetes Service Scheme

An Australian Government Initiative

NDSS Helpline 1800 637 700

ndss.com.au



Diabetes information in **your** language



ndss.com.au/languages

d diabetes
australia

The NDSS is administered by Diabetes Australia



||

"It was very hard to start but once you do it's too easy and now it's become part of my everyday life."

PARMINDER



||

"One of the things my health coach taught me was about calories. I am now very mindful of calories as well as 5 servings of vegetables and 2 servings of fruit. It has been a great learning experience."

LAUREL

**START A HEALTHY
DISCUSSION THAT IS
ALL ABOUT YOU**



Call 1300 806 258

Mon – Fri / 8am – 8pm

or visit

www.gethealthynsw.com.au

Free interpreter services available

f NSW Get Healthy Service



**MAKE
HEALTHY
NORMAL**



FREE TELEPHONE HEALTH
COACHING SERVICE

**DO YOU WANT TO
GET HEALTHY?**



1300 806 258

Mon – Fri / 8am – 8pm

www.gethealthynsw.com.au

Free interpreter services available

get healthy
Information & Coaching Service



1300 806 258

Mon – Fri / 8am – 8pm

ABOUT THE SERVICE

The Get Healthy Information and Coaching Service® is a **FREE** and confidential phone based service. It is open to anyone aged 16 years and over.

You will get your own university qualified health coach to help you make healthy lifestyle changes. Your health coach can help you to:



Eat healthy



Get active



Drink less alcohol



Reach a healthy weight



Achieve a healthy weight gain in pregnancy

WHAT THE SERVICE OFFERS

- Your own personal health coach
- 10 confidential coaching calls over six months
- Motivation and support to set your own healthy lifestyle goals
- Information and a journal to help you track your goal and actions
- Help to overcome any problem areas
- Option to re-enrol for coaching or get six months of SMS based coaching for FREE

ARE YOU A GENERAL PRACTITIONER OR HEALTH PROFESSIONAL?

You can support your clients by referring them to the Get Healthy Information and Coaching Service®.

For referral forms and more information visit www.gethealthynsw.com.au



GETTING HEALTHY IS JUST A PHONE CALL AWAY





Mental Health Supports

Services to support children, young people and their families during COVID 19



www.beyou.edu.au

Educator self-care is important for supporting children and young people during the coronavirus outbreak. This website provides practical strategies for educators and schools.



www.beyondblue.org.au

Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.



www.emergingminds.com.au

Resources for supporting children during the Coronavirus (COVID-19) outbreak including video on how to talk with children about the virus.



www.headspace.org.au

Headspace online includes information for young people affected by stress related to Novel Coronavirus (COVID-19) including tips to maintain mental health and wellbeing.



Kidshelpline
Australia's best kept secret

www.kidshelpline.com.au

Kidshelpline is Australia's only free, private and confidential 24/7 phone and online counselling service for young people aged 5 to 25.



www.parentline.org.au

Whether you are worried about limits on screen time, keeping track of your child's learning from home or keeping siblings from fighting, Parentline counsellors are available every day.



www.reachout.com

ReachOut is Australia's leading online mental health organisation for young people and their parents. The website contains information on coping during coronavirus.



www.twenty10.org.au

Twenty10 is committed to continuing our services supporting LGBTQIA+ young people in New South Wales, their families and our communities at this most challenging time.



www.mindheart.co/descargables

Short (online) book to support and reassure our children regarding the COVID-19.





Time 2 Talk

Relationships Australia NSW

Introducing Time 2 Talk a free telephone support service helping people navigate COVID19 challenges with a focus on social connection including couples, family, friends and household members. It's Time 2 Talk.

The 'Time 2 Talk' service is staffed by a team of qualified relationship counsellors and social workers, established to assist members of the NSW community who have been impacted by the restrictions imposed by state and federal Governments on travel, contact with significant others and management of social distancing.

Our 'no wrong door' approach means that we will offer support and information to any person or family member who seeks assistance. Each call will provide support, engagement, exploration of the issues,

and an option generating approach which may also include triage and referral where appropriate.

This will be offered as a FREE service of RANSW at a time when the community need extra support and understanding, and many are facing unemployment, lack of physical connection with loved ones, and potential health crises.

For more information please visit:
www.relationshipsonline.org.au/support-services/time-2-talk/

Call: 1300 022 966

We're listening!

We're here to help you care for your health & wellbeing during these challenging times in our community...

- ✓ Have you been feeling lonely, stressed, sad, frustrated or irritated during the COVID-19 pandemic?
- ✓ Maybe you've been wishing for some extra psychological and emotional support to help you cope?
- ✓ Would you like to attend a weekly phone or Zoom videoconferencing counselling session?
- ✓ And are you female, aged 18yrs+ and living in City of Canterbury Bankstown?

Please call us if your answer is "Yes!" T. 9790 1378

You're welcome to call or ask a friend or organisation to refer you (with your permission). The service is free of charge and you do not need Medicare.



Bankstown
women's
health centre

L e g a l S u p p o r t



Mark Speakman

Attorney General and
Minister for the Prevention of Domestic Violence

MEDIA RELEASE

Wednesday, April 15 2020

COVID-19: FREE HELP FOR PANDEMIC LEGAL ISSUES

The NSW Government, in partnership with Legal Aid NSW and Law Access NSW, has launched a free legal help service for people facing legal issues under the COVID-19 public health laws.

Attorney General Mark Speakman said the NSW Government is delivering the service in response to the wide range of new legal issues arising from the pandemic.

"These issues can include job losses, social security entitlements, family law issues regarding arrangements for children and matters related to new public health laws," Mr Speakman said.

"We understand that because of the sudden introduction of these laws, people will have questions about them and associated penalties. It's important people understand their rights and obligations, to enable us to fight the coronavirus together.

"We know these new public health restrictions are challenging for our community. It is important we stay at home, only going out for essential reasons."

People concerned about these issues can call Law Access or visit the website for help. A webchat facility is under construction to further increase access for vulnerable people who are less likely to make a phone call.

Legal Aid NSW CEO Brendan Thomas said this would complement helpful tip sheets on a range of COVID-19 related legal issues [already on the Legal Aid NSW website](#) dealing with the pandemic – including information on Public Health Orders.

"The current circumstances mean that many people are facing some urgent problems in their life where they need fast practical help," Mr Thomas said.

"Like if they have just lost their job, need to know what entitlements they can access, need to change court orders so they can see their children or have been fined for being out and about. We can help people with all of that."

People needing legal help related to COVID-19 can access the service by calling 1300 888 529 between 9am to 5pm, Monday to Friday, or by visiting www.lawaccess.nsw.gov.au

MEDIA: Sean Robertson | Attorney General | 0439 813 220
William Verity | Legal Aid NSW | 0436 810 649

MIGRANT EMPLOYMENT LEGAL
SERVICE IS SAFE, FREE AND
CONFIDENTIAL

HOW WE CAN HELP

Free & confidential:

- Legal advice; in person or over the telephone
- Legal representation
- Information
- Referrals
- Interpreting service available

COMMUNITY LEGAL EDUCATION

We provide training & education sessions for community groups. To organise a session please email tle@mlc.org.au

HOURS

Monday - Friday **9am - 5pm**

CONTACT US

 02 8002 1203

 fb.me/MESinNSW

 m.me/MESinNSW

REDUNDANCY AND COVID-19 – FREQUENTLY ASKED QUESTIONS

1. My employer told me I am or may be made redundant, what does it mean?

Under the *Fair Work Act 2009* (Cth), redundancy is a type of termination of employment due to your position no longer being required to be performed. It is not related to your performance as an employee. Many businesses are making employees redundant during the COVID-19 pandemic. It is important for you to know:

- a. your employment status;
- b. what you are entitled to; and
- c. your rights.

2. I understand times are tough, but I need my job: what can I do?

Your employer needs to ensure that the redundancy is genuine, otherwise it could be an unlawful unfair dismissal.

Before your employer makes you redundant, ask your boss to consider if there are any other options, such as:

- a. Working less hours each week or reducing your pay. Any such reduction must be agreed by you and your employer. Your wage cannot be reduced below the rate in your modern award or enterprise agreement, or the national minimum wage;
- b. Taking paid or unpaid leave;
- c. If the business is closing down, standing you down. This means you stop working during the COVID-19 period but you will return to work when the business re-opens;
- d. If they are an eligible business, applying for the JobKeeper subsidy.

Redundancy should be the last resort for employers who have considered these options. MELS has advised employees fired on the spot for non-genuine reasons due to the employer wanting to avoid paying redundancy entitlements. If you think this has happened to you, you have 21 days to file a claim at the Fair Work Commission. Contact us to make an appointment for legal advice.

3. If I am made redundant, what rights do I have?

Under the *Fair Work Act 2009* (Cth), an employee who has worked continuously for more than six months in a business of more than 15 staff members and 12 months for a smaller business has the right to receive a notice of termination and redundancy pay (the period of notice and amount of pay depend on the employee's period of continuous service with the employer).

There are steps your employer has to take before making you redundant. They must consult with you about any proposed changes to your pattern of work as outlined in your relevant Award or your Enterprise Agreement. Your employer also has an obligation to consider whether there are other areas you can be redeployed in the business, where you can usefully contribute.

Micah's Story

Micah was working in an Italian restaurant as a waiter in Surry Hills. Restaurants were forced to shut because of COVID-19 restrictions and Micah's manager told him he had to make Micah redundant as there was no position for him as a waiter anymore. At the time there was talk about JobKeeper or JobSeeker but Micah knew he wouldn't qualify because of his visa status. Micah proposed to his employer that he could become a delivery driver for the business instead of being made redundant. Micah's manager thought this was a great idea and so Micah was able to stay employed with the business because they were able to adjust his role.

However, there are exceptions to an employee's entitlement to redundancy. Please contact **MELS** on 02 8002 1203 or text 0475 360 741 for legal advice about being made redundant.

The information provided in this factsheet is for information only. It must not be relied on as legal advice. The information provided is correct at 6 May 2020. Information may change. You should seek legal advice about your own situation.

Family and domestic violence checklist



If you're concerned about your or your family's safety, we can help. Here are some things to keep in mind if you contact Child Support, Centrelink or Medicare.

1 Do you have access to personal identity documents?

We may ask for personal identity documents for you and your children. This could include documents like these:

- driver licence
- birth certificate
- visa details
- passport

If you don't have access to them, we can still help you. Contact us and we'll work with you to find other options.

2 Do you know what payments you can get?

Use our Payment and Service Finder to see what payments and services you may be able to get.

You can also use it to find services near you. Select your state or territory, then family and domestic violence. Go to servicesaustralia.gov.au/paymentfinder

3 Does someone else deal with us on your behalf?

We can help you end an arrangement if someone else:

- has permission to deal with Centrelink, Medicare or Child Support on your behalf
- is getting and using your Centrelink payment.

We'll let you know if we need to tell the other party about the change.

4 Do you or your children have a My Health Record?

Your or your child's My Health Record can contain contact information such as your address.

If this could put your family at risk, call the My Health Record Help line on **1800 723 471** and select **option 1**.

5 Do you have any requirements you need to meet to get your Centrelink payment?

You may need to meet participation or mutual obligation requirements to get a Centrelink payment.

Talk to us, or your provider, if you can't:

- attend an appointment
- meet your participation or mutual obligation requirements.

6 Have you updated your personal details with us?

As part of your safety planning, update your personal details with Child Support, Centrelink and Medicare. This could be a new postal address or phone number.

This is to make sure only you get payments and correspondence from us.



7 Do you need to change any of your passwords?

If someone else has access to your online or myGov accounts, you can change your passwords at any time.

If you're concerned about the security of your records, let us know. For example, if you think someone's accessed your myGov account, call the myGov help desk on 132 307.

8 Do you need to transfer yourself to another Medicare card?

You can transfer to a new Medicare card if it's unsafe to remain on a previous card.

To do this, call Medicare on 132 011 and tell us what you want to do. We'll direct you to the next step.

9 Do you have secure access to a bank account in your own name?

As part of your safety planning, you may have secure access to a bank account in your name only.

If you'd like us to send your payments to that account, you'll need to change your bank account details. Remember, you'll need to do this separately for Centrelink, Medicare and Child Support.

10 Do you need help to understand our information?

If you need help to understand information about our payments and services, there are options available. For example, we can help if:

- you have a hearing or speech impairment
- you need to talk to someone in your language
- you or someone in your care have a disability, illness or injury.

To speak to us in your language, call:

- **131 202** about Centrelink payments and services
- the Translating and Interpreting Service (TIS National) on **131 450** about Medicare or Child Support payments and services.

Go to servicesaustralia.gov.au/accessibility

You can also find information in your language at servicesaustralia.gov.au/yourlanguage

If you're Aboriginal and Torres Strait Islander, call our Centrelink Indigenous Call Centre on FreecallSM 1800 136 380.

11 Do you have a current child support case or need to apply for child support for your Family Tax Benefit?

Call Child Support on 131 272 if you're concerned about:

- seeking child support from your ex-partner
- us contacting your ex-partner.

12 Is there other business you need to talk to us about?

You can talk to us if you have questions about:

- Centrelink payments or debt
- Medicare payments or processes
- Child Support assessments or debt
- the security of your Child Support, Centrelink or Medicare records.

Go to servicesaustralia.gov.au/contactus

13 Where can I find other support services and tools?

Our social workers provide free, confidential counselling. They can refer you to other services that might help. Call our Employment Services line on **132 850** and ask to speak to a social worker. Let us know if you need an interpreter. We'll arrange one for free.

There are other organisations to help you. You can find a list at servicesaustralia.gov.au/domesticviolence

1800RESPECT (1800 737 732) has a 24 hour, 7 day a week helpline and 'Find services in your area' function.

Ask Izzy is a directory to help you find services in your area. Go to askizzy.org.au

E d u c a t i o n

English Classes in the Community

Campsie Library and Knowledge Centre

9789 9423

Lakemba Library and Knowledge Centre

9789 9419

Bankstown Library and Knowledge Centre

9707 9730

Chester Hill Library and Knowledge Centre

9707 9740

Canterbury Earlwood Caring Community Centre

9558 5093

Greenacre Library and Knowledge Centre

9707 9744

Canterbury City Community Centre

9750 9344

Greenacre Area Community Centre

9750 7982

Bankstown Salvation Army

9709 6770

The Uniting Church Bankstown District

9790 1810

Bankstown Navitas English

9707 0200

TAFE Contacts

For information please contact

Myriam Bahari

Cultural and Linguistic Diversity Coordinator

Bankstown, Lidcombe and Padstow

TAFE NSW

T +61 2 9780 5756 | M +61 0491 214 933

E myriam.bahari4@tafensw.edu.au

TAFE Course information <https://www.tafensw.edu.au/tafe-nsw>

Covid 19 information for students and
community <https://www.tafensw.edu.au/student-readiness>

To send a TAFE enquiry <https://tafensw.custhelp.com/app/contact-us/enquire>

TAFE Digital <https://www.tafensw.edu.au/digital>

Short fee free courses <https://www.tafensw.edu.au/fee-free-short-courses>

TAFE contact **131 601**



BE SUPPORTED

TAFE NSW CULTURAL AND LINGUISTIC DIVERSITY TEAM

CONNECTING YOUR COMMUNITY TO EDUCATION, TRAINING AND EMPLOYMENT

Cultural and Linguistic Diversity (CALD) coordinators at TAFE NSW work closely with different communities to address the needs of people from a CALD background.

TAFE NSW supports members of the CALD community in overcoming barriers and helping them to gain the training they need to find employment.

We aim to empower everyone along their educational and employment pathways. We achieve this by collaborating with various community providers to create programs that align with the specific needs of CALD groups.



TAFE^{MSN}



KEY AREAS OF MULTICULTURAL SUPPORT

The TAFE NSW Cultural and Linguistic Diversity team can support you by

- Advising on academic pathways and course selection
- Providing career guidance
- Validating overseas qualifications
- Developing initiatives and programs for CALD groups
- Collaborating with community organisations



We believe everyone should have the opportunity to gain the skills and training they need to achieve their career goals.

CULTURAL AND LINGUISTIC DIVERSITY COORDINATORS

Bankstown/Padstow/Lidcombe

P: 02 9780 5756
E: myrnam.bahari@tafnsw.edu.au

Granville/Wetherill Park

P: 02 9760 6816
E: jelena.pisaturo@tafnsw.edu.au

Miller/Liverpool

P: 02 9825 7376
E: eva.arknes@tafnsw.edu.au

Blacktown/Nirimba/The Hills

P: 02 9209 1796
E: deborah.neill@tafnsw.edu.au

Campbelltown/Macquarie Fields

P: 02 4520 1804
E: cristian.sotahorn@tafnsw.edu.au

Nepean/Blue Mountains/ Mount Druitt/Richmond

P: 02 9208 9595
E: dennis.smith@tafnsw.edu.au

Sydney

P: 02 9217 5349 or 02 9710 5876
E: jane.anderson@tafnsw.edu.au or
tracey.rose3@tafnsw.edu.au

TAFE Digital

P: 02 9715 0678
E: aida.cubeta@tafnsw.edu.au



English for Social Connection Online Course

Navitas English is offering a 3-hour online class every Friday: English for social connection.

Improve your English skills in a relaxed online class!

- Get confident by speaking with others
- Practice listening, speaking and pronunciation
- Learn new words for daily life
- Learn how to use new technology
- Stay connected with other people

Join the Zoom class on the computer or over the phone
10:00AM – 1:00PM, every Friday

In partnership with:



NSW Service for the Treatment
and Rehabilitation of Torture
and Trauma Survivors

Basim Shamaon P:0434 675 044 E:basim.shamaon@navitas.com

navitas-english.com.au

C o m m u n i t y
A n d F a m i l y
O r g a n i s a t i o n s



Koorana child & family services

SMS For Parents



Free information and tips about development and milestones of children aged 0 - 5 years

Receive text messages once a week with information from our team of experienced therapists and early childhood educator to help your child's development and prepare them for kindergarten, including advice on improving gross and fine motor skills, social skills, speech and language development, cognitive abilities, and approaches to learning.



To register please call or message
0429 182 724 / 0428997339

"A good deed is never lost. They who sow courtesy reap friendship, and they who plant kindness gather love."

St Basil the Great 330-379

**DONATE
TODAY**



Account Name:
Melkite Catholic Eparchy Welfare
BSB Number: 062784
Account Number: 10960304

CONTACT US



02 9750 5514



welfare@melkite.org.au



www.melkitewelfare.org.au



80 Waterloo Road
(P.O. Box 620)
Greenacre NSW 2190



Melkite Catholic
Welfare Association



Find us on
Facebook

Stay up to date with our
latest news and events

"Start by doing what is necessary then do what is possible and suddenly you are doing the impossible."

St Francis of Assisi 1181-1226



Melkite Catholic
Welfare Association



ABOUT US

The Melkite Catholic Welfare Association (MCWA) was established in 2001 and it is an entity of the Melkite Catholic Eparchy of Australia and New Zealand. MCWA provides Settlement Engagement and Transition Support (SETS) Programs funded by the Department of Social Services (DSS) and led by Settlement Service International (SSI). The SETS delivers core settlement support for humanitarian entrants and migrants in their first five years in Australia focusing on activities to assist clients to become self-reliant and participate equally in the Australian society. In addition, they provide casework, information sessions, senior support and health awareness, education, English classes and referrals to mainstream service providers.

VISION

People everywhere deserve the same life chances and opportunities. The vision is for a community that promotes the dignity, equality and participation of all persons. A community in which there is full recognition of individual rights and responsibilities.

MISSION

Enhancing the support of the settlement, integration, growth and development of various Arabic-speaking communities from diverse backgrounds who settled in Australia due to various reasons and to help them integrate within the Australian society in which there is full recognition of individual rights and responsibilities.

VALUES

Commitment to the principles of justice, dignity, advocacy, and respect. We value diversity, integrity, accountability, and excellence.

OUR SERVICES

The Melkite Catholic Welfare Association provides a breadth of services to the local community.

- Resettlement services
- Refugee advocacy
- Citizenship support
- Aged care services including respite care
- Various educational classes
- Support with water, gas, and electricity bills
- Educational scholarships for disadvantaged children
- Ascertaining grants for various projects from all levels of government, NSW clubs, and philanthropic organisations



**WOMENS ONLY
ONLINE SUPPORT GROUP**



A welcome space for women to spread kindness, share information and find support online during COVID-19

Joining is easy!!

Go to your Facebook page and search "Viral Kindness Greenacre"

Then join in sharing and receiving kindness with the group

Enquiriers: Call 9750 7982 or email Renee at cdw@gacc.org.au

Greenacre area
Community
CENTRE INC



Greenacre Area Community Centre

FAMILY EMPOWERMENT PROGRAM

A holistic approach to building strong and resilient families

**Individual counselling for children,
adolescents, parents/carers/guardians**

Family Counselling

Casework support

Support groups for mental health concerns

Evidence based parenting programs

Parenting information and education

Support with Transition to School

Supported playgroup activities

Self referrals, referrals from community organisations and health practitioners are welcome.

For further information and appointments, ph: 9750 7982

Email: familycounsellor@gacc.org.au

Greenacre area
Community
CENTRE INC




Linking HEARTS
linkinghearts.org.au

Domestic Violence: We're here for you NOW

Domestic Violence is real, and it is happening now.
But we are here to help - any day, every day.



Website: <https://linkinghearts.org.au/>

Phone: 9786 4404



Muslim Women Australia

MWA Services

Free drop in sessions

MWA offers help with setting up & checking emails, filling in forms, understanding important letters and advice on everyday life

Learn more in caption

MWA offers a free service that provides Muslim women the chance to chat with our friendly staff about everyday needs.

We offer help with setting up and checking emails, filling in forms, understanding important letters or advice on everyday life.

Offered every Friday at the MWA Lakemba office

47 Wangee Rd, Lakemba NSW

9750 6916

Specific COVID-19 Services

COVID-19 related support

COVID-19 and the border

Updates to Australia's immigration and border arrangements during the COVID-19 outbreak (includes information in multiple languages)

<https://covid19.homeaffairs.gov.au/>

Staying in Australia

<https://covid19.homeaffairs.gov.au/staying-australia>

City of Canterbury Bankstown COVID-19 Directory of services that may be helpful

<https://www.datafiction.com.au/bin/dd.dll/Lines?xps3&mbr=CBCITY&a=10&gid=511&d=518>

For all the updated Health information about COVID-19 go to:

<https://www.health.gov.au/>

Coronavirus Information in your language

- Department of Health Website:
<https://www.health.nsw.gov.au/Infectious/diseases/Pages/covid-19-resources.aspx>
- News and Information on Corona Virus (COVID-19) is available in 63 languages on the SBS News Website:
https://www.sbs.com.au/language/coronavirus?cx_cid=edm:gov:200326
- Videos in 30 languages: coronavirus & handwashing:
<https://www.humanslikeus.org/coronavirus>

Coronavirus (COVID-19)

Important information

COVID-19 flu assessment clinics

Free public COVID-19 flu assessment clinics are up and running across south western Sydney. If you have a fever, cough, sore throat or shortness of breath you are welcome to come to one of our clinics for a COVID-19 test at the below locations.

No referrals or appointments required.

Drive-through COVID-19 flu assessment clinics:

- **Fairfield Showgrounds**
443 Smithfield Road, Prairiewood
- **Bankstown, Dunc Gray Velodrome**
27 Carysfield Road, Bass Hill

Operating times:

Tuesday 26 May to Saturday 30 May and Tuesday 2 June to Saturday 6 June
9.30am – 4pm

Facility COVID-19 flu assessment clinics:

Our Flu Assessment Clinics are open from 10am to 5.30pm on weekdays and from 10am to 3pm on weekends and public holidays at the below locations:

Facility	Address
Bankstown-Lidcombe Hospital	Eldridge Road, Bankstown NSW 2200 Located in the Allied Health Outpatient Building, 25 metres to the right of the hospital front entrance.
Bowral & District Hospital	Ascot Street, Bowral 2576 Located in the outpatient's clinic.
Campbelltown Hospital	Parkside Crescent, Campbelltown 2560 Opposite the park.
Fairfield Hospital	Prairie Vale Road, Prairiewood NSW 2176 Opposite the emergency department entrance.
Liverpool Hospital	Elizabeth Street, Liverpool 2170 150 metres from the emergency department entrance.

Coronavirus (COVID-19)

COVID-19 testing clinic

COVID-19 drive-through testing clinic

Now open to the community

Bankstown, Dunc Gray Velodrome
27 Carysfield Road, Bass Hill
Tuesday 26 May to Saturday 30 May and
Tuesday 2 June to Saturday 6 June
9.30am to 4pm

www.swslhd.nsw.gov.au/covid19



Health
South Western Sydney
Local Health District

Coronavirus (COVID-19)

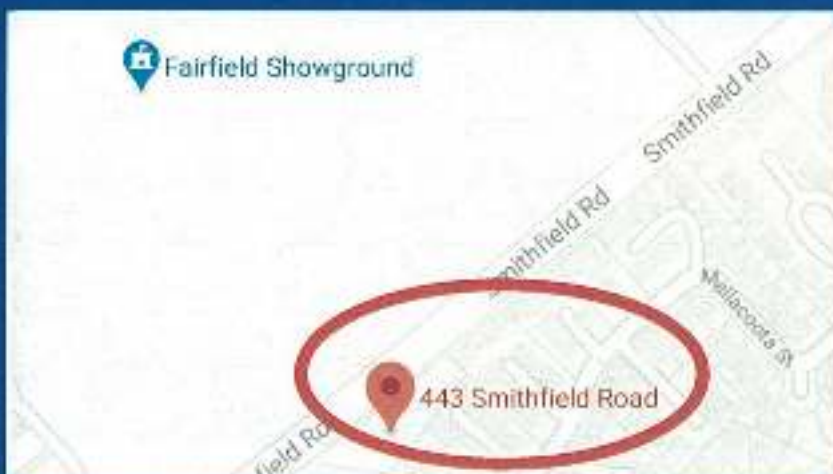
COVID-19 testing clinic

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Health
South Western Sydney
Local Health District

Coronavirus (COVID-19)

COVID-19 testing clinic

- Please drive slowly through the testing site and take direction from staff and signage
- For everyone's safety, please remain in your vehicle unless advised otherwise
- Please turn off your vehicle and put your hand brake on at each check point
- Please have your Medicare card and driver's licence ready at the registration checkpoint
- Staff will direct you to each check point. Please follow their direction
- You will be required to self-isolate until your results are available.

Emergency care

If it's an emergency and you have a serious health problem including difficulty with breathing, please call Triple Zero (000) and let them know you are waiting on testing results for coronavirus (COVID-19).



COVID Safe @ School

Testing for children and young people



Symptoms of COVID-19 include

fever
cough
sore/scratchy throat and
shortness of breath



Other reported symptoms include

loss of smell
loss of taste
runny nose
muscle pain
joint pain
diarrhoea
nausea/vomiting and
loss of appetite
fatigue

**Children, as well as adults,
should be tested even with
mild symptoms**



Students and parents/carers

You can help stop the spread of COVID-19 @ school
and in the larger community

Even if you or child have only mild symptoms,
like fatigue, come forward and get tested

Find a testing centre near you



www.nsw.gov.au/covid-19/how-to-protect-yourself-and-others/clinics



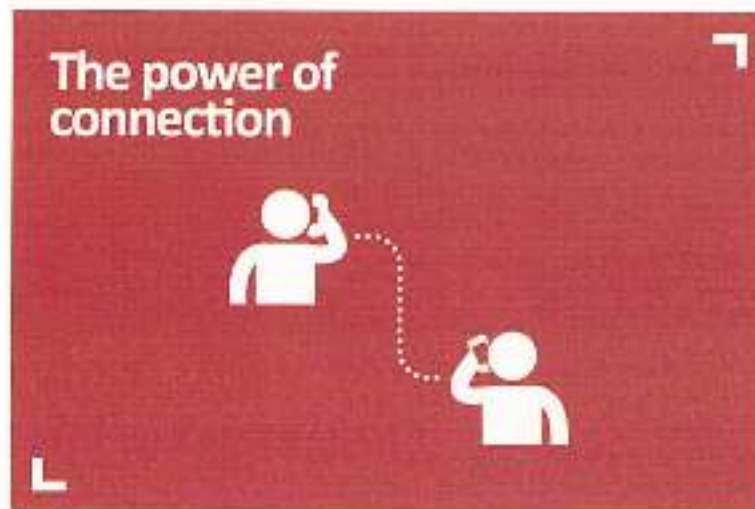
Remember

To help prevent the spread of COVID-19:
wash your hands frequently with soap and water
cough into your elbow or into a tissue and
immediately put the tissue in the bin

Need more information



National Coronavirus
Health Information
1800 020 080



COVID Connect

A phone call to keep you socially connected.

If you need someone to talk to, whether you are feeling isolated or lonely - we're here for you.

Right now, many of us are dealing with stress and life changes resulting from COVID-19. Good social connection is essential to help maintain physical and mental wellbeing.

Our COVID Connect service is here for you. A Red Cross volunteer is happy to call you for a friendly chat – once or regularly – its up to you!

What is COVID Connect?

COVID Connect is a free service from Australian Red Cross to provide a friendly chat, a listening ear to help maintain or improve social connection to anyone who needs it during the COVID-19 pandemic.

Who is this service for?

COVID Connect is for adults of all ages. It is available to anyone and allows for regular access to a friendly human voice, listening ear and tips to improve social connection.

We have hundreds of trained volunteers, ready to have a yarn or chat in over 160 languages.

Note: COVID Connect is not a service for people wanting assistance with their mental health or those who require assistance in a crisis.

To register:

<https://www.redcross.org.au/get-help/community-services/covid-connect>

CBMIA Service directory for Refugees, Asylum Seekers and International students is supported by;

The Multicultural Network; Metro Assist; City of Canterbury Bankstown; Bankstown TAFE NSW; Greenacre Area Community Centre; The Smith Family Communities for Children; Melkite Catholic Welfare Association; Diabetes NSW & ACT; Services Australia; Bankstown Community Resource Group; CESP/N (Central & Eastern Sydney Primary Health Network); Navitas Bankstown; United Muslim Women's Association; Settlement Services International.

