



**Directory for  
Recently Arrived Young  
People & their  
Parents**

**Information & Services in the  
Northern Sydney Region**  
August 2007

## INTRODUCTION

This resource is for all the young people, their families and their friends, who have moved to Australia recently from other countries and have chosen to make their home in the northern suburbs of Sydney. You will find here information to help you enjoy your new life in Australia and make the most of the activities and services the region has to offer.

Because young people use the internet so much, we have included a lot of links to web sites that we hope you will find useful. We also hope this booklet will be useful to parents, relatives and other carers of young people. If you are a parent or carer, we even hope the information here might help you understand more about your teenager's world!

### Important things to remember

#### Contact MigrantLINK

If you and your family have recently moved to Australia for the first time and are living in Sydney's northern suburbs, please contact MigrantLink on (02) 9987 2333. MigrantLink can assist you with orientation, information and referral services to make settling in Australia easier. MigrantLink staff members speak English and other community languages: currently Korean, Mandarin, Persian and Swahili. If you speak another language, please call the Translating and Interpreting Service (TIS) on 131 450 and ask them to call us with a telephone interpreter in your language.

#### If you need an interpreter, please ask!

All government agencies (including the ones in this directory) and many community organisations use interpreters to help communicate with members of the public who don't speak English fluently. **You have the right to ask for an interpreter.** To call a service with the help of a telephone interpreter, all you need to do is **phone TIS on 131 450** and say the **name of your language** in English. TIS will arrange an interpreter and make the call with you. MigrantLink can help you with getting to know this process.

#### Beginning Life in Australia

This booklet is especially about services and resources for young people. A good *general* resource for people of all ages settling in NSW is the "Beginning Life in Australia" settlement information kit, available in 24 community languages. You can obtain a copy from MigrantLink or from the Department of Immigration and Citizenship web site [www.immi.gov.au](http://www.immi.gov.au)

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# 1. Welcome to Australia, Mate!

Moving to a new country can be really overwhelming, especially when you don't know that much about it or where to find the information you need to answer all the questions you have. The sites and services listed below will give you a lot of information to help you get to know and get settled in your new home country.

- **Australian Explorer** Want to know more about Australia, NSW or Sydney? Then check out this website! It's full of information and interesting facts to help you explore your new country. This site includes an Australian slang dictionary, dates and information for special events and festivals, what to see and do, where to stay if you're traveling as well as a bit of Australian history. *Only available in English.*
  - **Go to:** [www.australianexplorer.com](http://www.australianexplorer.com)
- **Public Transport** Do you want to know how to get around Sydney on public transport? The following websites will give you all the information you need for Sydney's public transport system including train and bus timetables for your local area.
  - The **City Rail** website will show you how to use the public rail system and give you information on train timetables, and on any service interruptions such as track work. *Available in a variety of languages.*
    - **Go to:** [www.cityrail.nsw.gov.au](http://www.cityrail.nsw.gov.au)
  - **"131500"** This is a transport information website and includes train, bus and ferry time tables and prices (fair) to travel. *"Help" information is available in a variety of languages.*
    - **Go to:** [www.131500.info](http://www.131500.info)
    - **OR Call 131 500**
- **Beginning Life in Australia** is an information booklet developed by the Department of Immigration and Citizenship for adult migrants and refugees. Sections 3, 4, 5, 10, 12 and 14 provide information that might be of interest to you and worth reading. *Available in over 23 different languages.*
  - **Go to:** [www.immi.gov.au](http://www.immi.gov.au)
  - Select **"Living in Australia"**, then choose "Settle in Australia" and go to **"Beginning A Life in Australia"** to find the booklet in your language. Or use this link to go directly to the booklets: [www.immi.gov.au/living-in-australia/settle-in-australia/beginning-life/booklets.htm](http://www.immi.gov.au/living-in-australia/settle-in-australia/beginning-life/booklets.htm)
- **Welcome to Sydney** is an information website developed by the May Murray Neighbourhood Centre to assist adult migrants and refugees. "Coming to Australia", "Your First Days in Sydney" and "Community and Culture" provide interesting and useful information that could help you understand your new community. *Available in a variety of languages.*
  - **Go to:** [www.welcometosydney.com](http://www.welcometosydney.com)
- **Local Council Websites** are a good place to start if you would like to find out more about your local community. Each site includes information on the area's history, upcoming events and a list of services that the council provides to the community.
  - Ku-Ring-Gai

- **Call:** 02 9424 0770
  - **Log in to:** [www.kmc.nsw.gov.au](http://www.kmc.nsw.gov.au)
- Hornsby
  - **Call:** 02 9847 6666
  - **Go to:** [www.hornsby.nsw.gov.au](http://www.hornsby.nsw.gov.au)
- Ryde
  - **Call:** 02 9952 8222
  - **Go to:** [www.ryde.nsw.gov.au](http://www.ryde.nsw.gov.au)
- Warringah
  - **Call:** 02 9942 2111
  - **Go to:** [www.warringah.nsw.gov.au](http://www.warringah.nsw.gov.au)
- Willoughby
  - **Call:** 02 9777 1000
  - **Go to:** [www.willoughby.nsw.gov.au](http://www.willoughby.nsw.gov.au)
- Pittwater
  - **Call:** 02 9970 1111
  - **Go to:** [www.pittwater.nsw.gov.au](http://www.pittwater.nsw.gov.au)
- Lane Cove
  - **Call:** 02 9911 3555
  - **Go to:** [www.lanecove.nsw.gov.au](http://www.lanecove.nsw.gov.au)
- North Sydney
  - **Call:** 02 9936 8100
  - **Go to:** [www.northsydney.nsw.gov.au](http://www.northsydney.nsw.gov.au)
- Mosman
  - **Call:** 02 9978 4000
  - **Go to:** [www.mosman.nsw.gov.au](http://www.mosman.nsw.gov.au)
- Manly
  - **Call:** 02 9976 1500
  - **Go to:** [www.manly.nsw.gov.au](http://www.manly.nsw.gov.au)

Most of the councils listed also have a **Youth Services** Team who is dedicated to developing and providing services to young people in the local community. To find the "Youth Services" page:

1. Check the main index menu on your local council website to see if it doesn't have its own heading
2. If it's not in the main index select the heading "**Services**"

3. There should be a list of all the different services that council offers. Read through it and find the heading "**Youth**" or "**Youth Services**" and select it.
4. A page with all the Youth related services should come up on the screen.
5. If you are having any problems finding this information or have any questions, call your local council for help.

## 2. A Student's Life

Moving to a new school is said to be one of the most stressful things that a young person can experience. Don't stress! All you need to know about school and studying in Australia can be found below. You can even look up your new school's details on the internet before your first day!

- **Department of Education and Training** website provides information that will give you an idea of what to expect when you start high school and the support networks that are available to help you in your studies and school life. *Only available in English.*
  - **Go to:** [www.schools.nsw.edu.au](http://www.schools.nsw.edu.au)
  - Select **"Going to Public School"** in the main index menu for information on what to expect from a public high school.
  - Select **"Supporting Students"** in the main index. Then **"Programs and Services"** for information on the programs and services available to you as a student including information on the **ESL** or English Second Language Program.
  - Select **"Finding a Public School"** in the main index if you would like to look up information on your new school.

**Note:** You will only find your school's details on the Department of Education and Training web site if it's a public (Government) school.

- **Non-Government Schools** to find out about Non-Government schools, such as religious and independent schools, please visit the Internet Schools Directory of all Australian non-government schools: [www.isd.com.au](http://www.isd.com.au)
- **Board of Studies NSW** is a great site for information on the School Certificate or Higher School Certificate (HSC). There are also some great links to support students doing the HSC. *Only available in English*
  - **Go to:** [www.boardofstudies.nsw.edu.au](http://www.boardofstudies.nsw.edu.au)
- **TAFE** stands for **T**echnical **A**nd **F**urther **E**ducation and is one of Australia's largest training providers. This site provides information on what courses are available, how to enroll, where you're closest campus is and help for high school students who are unsure about what they want to do when they finish school. Translated information is *available in a variety of languages.*
  - **Go to:** [www.tafensw.edu.au](http://www.tafensw.edu.au)
  - For translated information, go to: [www.tafensw.edu.au/translations](http://www.tafensw.edu.au/translations)
- **Public Libraries** are a great place to go if you need a quiet area to study and do research for school assignments. Once you have joined you can borrow books and access the internet free of charge. Books and resources are also available or can be ordered in a variety of different languages.
  - **Ku-Ring-Gai Library Services** [www.kmc.nsw.gov.au/www/html/64-library.asp](http://www.kmc.nsw.gov.au/www/html/64-library.asp) this site has information on the following Libraries:
    - **Ku-Ring-Gai (Gordon) Library**
      - Address: 799 Pacific Highway, Gordon NSW 2072
      - Phone: 02 9424 0909

- **Lindfield Library**
  - Address: 265 Pacific Highway, Lindfield NSW 2070
  - Phone: 02 9416 7122
- **St Ives Library**
  - Address: St Ives Village Shopping Centre, Mona Vale Road, St Ives NSW 2075
  - Phone: 02 9144 7834
- **Turrumurra Library**
  - Address: 5 Ray Street, Turrumurra NSW 2075
  - Phone: 02 9449 1458
- **Hornsby Shire Library Services**

[www.hornsby.nsw.gov.au/library](http://www.hornsby.nsw.gov.au/library) this site has information on the following Libraries:

  - **Berowra Branch Library**
    - Address: Berowra Community Centre, The Gully Road, Berowra NSW 2081
    - Phone: 02 9456 3913
  - **Epping Branch Library**
    - Address: Chambers Court, Epping NSW 2121
    - Phone: 9868 1711
  - **Galston Branch Library**
    - Address: 357 Galston Road, Galston NSW 2159
    - Phone: 02 9653 1338
  - **Hornsby Central Library**
    - Address: 28-44 George Street, Hornsby NSW 2077
    - Phone: 02 9847 6813
  - **Pennant Hills Branch**
    - Address: Corner of Ramsay and Yarra Road, Pennant Hills NSW 2120
    - Phone: 02 9481 9630
- **Ryde Library Services**

[www.ryde.nsw.gov.au/library/ryde.htm](http://www.ryde.nsw.gov.au/library/ryde.htm) this site has information on the following libraries:

  - **Eastwood Library**
    - Address: Corner of Hillview Road and West Parade, Eastwood NSW 2122
    - Phone: 02 9952 8375
  - **Gladesville Library**

- 6 Pittwater Road, Gladesville NSW 2111
  - Phone: 02 9817 1960
- **North Ryde Library**
  - Address: 201 Coxs Road, North Ryde NSW 2113
  - Phone: 02 9952 8377
- **Ryde Library**
  - Address: 1 Devlin Street, Ryde NSW 2112
  - Phone: 02 9952 8340
- **West Ryde Library**
  - Address: 2 Graf Avenue, West Ryde NSW 2114
  - Phone: 02 9952 8376
- **Northern Beaches Library Services**  
[www.pittlink.net](http://www.pittlink.net) this sight has information on the following Library:
  - **Mona Vale (Pittwater) Library**
    - Address: Park Street, Mona Vale NSW 2103
    - Phone: 02 9970 1600
- **Warringah Library Services**  
[www.warringah.nsw.gov.au/services/libraries\\_locations.aspx](http://www.warringah.nsw.gov.au/services/libraries_locations.aspx) this site has information on the following Libraries:
  - **Dee Why Library**
    - Address: 725 Pittwater Rd, Dee Why NSW 2099
    - Phone: 02 9942 2449
  - **Forestville Library**
    - Address: Darley St, Forestville NSW 2087
    - Phone: 02 9452 5706
  - **Belrose Library**
    - Address: Glenrose place, Belrose NSW 2085
    - Phone: 02 9452 3211
  - **Warringah Mall**
    - Address: Shop 652, 2<sup>nd</sup> Floor, Brookvale NSW 2100
    - Phone: 02 9942 7999
- **Shorelink Library Services**
  - **Willoughby Library**  
[www.willoughby.nsw.gov.au/Library.html](http://www.willoughby.nsw.gov.au/Library.html)
  - **Central Library at Chatswood**

- Address: 407 Victoria Avenue, Chatswood NSW 2067
- Phone: 9777 7900
- **Artarmon Library**
  - Address: 2 Elizabeth Street, Artarmon NSW 2064
  - Phone: 02 9419 2849
- **Naremburn Library**
  - Address: 7 Central Street, Naremburn NSW 2065
  - Phone: 02 9439 5584
- **Northbridge Library**
  - Address: 296a Sailors Bay Road, Northbridge NSW 2063
  - Phone: 02 9958 8991
- **Castlecrag Community Library**
  - Address: The Rampart, Castlecrag NSW 2068
  - Phone: 02 9958 8395
- **Lane Cove Library**
  - [www.lanecove.nsw.gov.au/Library](http://www.lanecove.nsw.gov.au/Library)
  - Address: 139a Longueville Road, Lane Cove NSW 2066
  - Phone: 02 9911 3634
- **Manly Library**
  - [www.manly.nsw.gov.au/Library](http://www.manly.nsw.gov.au/Library)
  - Address: Market Place, Manly
  - Phone: 02 9976 1720
- **Mosman Library**
  - [www.mosman.nsw.gov.au/library](http://www.mosman.nsw.gov.au/library)
  - Address: 605 Military Road, Mosman NSW 2088
  - Phone: 9978 4091 or 9978 4090
- **Stanton Library (North Sydney Library)**
  - [www.northsydney.nsw.gov.au/www/html/2036-catalogue--databases.asp](http://www.northsydney.nsw.gov.au/www/html/2036-catalogue--databases.asp)
  - Address: 234 Miller Street, North Sydney NSW 2060
  - Phone: 9936 8400

PLEASE REMEMBER:

Your teachers at school are there to help you as well.

DON'T BE AFRAID TO ASK!!

### 3. Staying Healthy

- **Important Numbers to remember**

- **000** is an emergency hotline to call either police, fire or ambulance services in a life threatening or urgent situation
- **131 126** is the contact number for the Poisons Information Service which is an information hotline that can help you if someone has eaten or drank something poisonous.
- **TIS (Translating and Interpreting service)**: If you do not feel confident communicating with health services in English and you would prefer to speak your own language, call **131 450** and TIS will help you contact and speak to an organisation or service by interpreting for you. You can use TIS to phone all public hospitals and community health services.

Private health services such as General Practitioners (GPs) and medical specialists can also use TIS to communicate with you.

- **Health Care Interpreter Service**

**You have the right to ask for an interpreter at any public health service, including all public hospitals (both inpatients and outpatients clinics) and community health services. Please ask your health care provider to call and arrange an interpreter for you. The Health Care Interpreter Service** is a free and confidential service where qualified interpreters provide face-to-face interpreting for you in NSW Public Health services. If you require an interpreter, health care staff in the Northern Sydney Region will telephone the Northern Sydney Health Care Interpreter Service on: **02 9926 7560**; after Hours (after 5pm and before 8 am) **02 9926 6500**. If a face-to-face interpreter cannot attend, a telephone interpreter will be arranged through TIS.

#### **Multicultural Health Information**

**The NSW Multicultural Health Communication Service website has translated information on many health topics available in 58 community languages, including Farsi and Dari.**

- **Go to [www.mhcs.health.nsw.gov.au/mhcs/languages.html](http://www.mhcs.health.nsw.gov.au/mhcs/languages.html) and click on "Resources by language"**, then select your language.

#### **Hospitals**

If you would like information on Hospitals and Hospital care, visit the [NSW Health website](#):

- **Go to: [www.health.nsw.gov.au](http://www.health.nsw.gov.au) and click on "Health Services"** in the index menu at the top of the page and then on **"Hospital Information Site"**.

- **Health Words To Understand** Below is a list of words you may come across when visiting a health professional or service.

**Ambulance:** an emergency vehicle to take people to hospital.

**Audiologists:** Test your hearing to see if you have any hearing problems.

**Bulk Bill:** the doctor claims the Medicare payment and you do the rest.

**Claim:** fill in a form to get some money back.

**Clinic:** a medical centre.

**Confidential:** kept secret between people.

**Dental:** to do with the teeth.

**Difference:** the difference between \$65 and \$95 is \$30.

**Dieticians:** help people who need special diets, are diabetic or are over weight.

**Disability:** not able to use part of their body normally.

**Emergency:** a dangerous situation.

**Family Practice:** a medical centre where a number of doctors work.

**Fees:** money you pay for a service.

**General Practitioner (GP):** a local family doctor who treats general illness.

**Health Care Card:** card from Centrelink given to people living on low incomes.

**Health Worker:** a person who works in a medical service.

**Hospital:** a place where people go when they are sick or need an operation.

**Interpreter:** a person who changes what someone says into another language.

**Medical Centre:** a place where a number of doctors work.

**Medicare:** Australia's public health insurance system.

**Occupational Therapists:** help people who cannot do things because they have been hurt or ill, are getting old or have psychological or social problems.

**Patient:** Someone who is being treated by a doctor.

**Physiotherapists:** treat people with breathing problems, problems with their backs or moving their arms and legs.

**Referral:** a letter from one doctor to another doctor introducing a patient.

**Social workers:** provide counselling, support and practical assistance for people in hospital and in the community.

**Specialist:** a doctor who treats one part of the body.

**Speech pathologists:** help people who have problems with speech, voice, hearing, stuttering, feeding and swallowing.

**Surgery:** a doctor's office.

**Youth Worker:** A person who works with and looks after the needs of young people.

**Reference:** Northern Sydney Health (2004), *Health Services in the Northern Sydney Area-Information for Newly-arrived Refugees and Migrants*, Northern Sydney Multicultural Health Service, Sydney, Australia.

- **Community Health Centres** offer a range of different health services to people of all ages and are free and confidential.

Community Health Centre workers include:

- Dieticians
- Speech pathologists
- Social workers
- Physiotherapists
- Occupational therapists
- Audiologists

(See the list of **Health Words** for definitions)

**NOTE:** If you do not speak English very well and feel more comfortable speaking in your own language, tell the Community Health Centre and they will contact an interpreter for you.

- **Hornsby Area**

- Berowra Community Health Centre 123
  - Address: Berowra Waters Road, Berowra NSW
  - Phone: 02 9456 3344
- Brooklyn Community Health Centre
  - Address: Corner of Brooklyn and Dangar Roads, Brooklyn NSW
  - Phone: 02 9985 7717
- Galston Community Health Centre
  - Address: 17 Arcadia Street, Galston NSW
  - Phone: 02 9653 2235
- Pennant Hills Community Health Centre
  - Address: 5 Fisher Avenue, Pennant Hills NSW
  - Phone: 02 9481 0022

- Turramurra Hillview Community Health Centre
  - Address: 1334 Pacific Highway, Turramurra NSW
  - Phone: 02 9449 9144
- **Northern Beaches Area**
- Frenchs Forest Community Health Centre
  - Address: 28 Bantry Bay Road, Frenchs Forest NSW
  - Phone: 02 9452 4244
- Mona Vale Hospital Mental Health Unit
  - Address: Coronation Street, Mona Vale NSW
  - Phone: 02 9998 0410
- **North Shore Area**
  - Chatswood Community Mental Health Centre
    - Address: 38 Hercules Street, Chatswood NSW
    - Phone: 02 9448 3250
  - Cremorne Community Mental Health Centre
    - Address: 231 Military Road, Cremorne NSW
    - Phone: 02 9904 1700
  - Queenscliff Community Health Centre
    - Address: Corner Lake Side Crescent and Palm Avenue, North Manly NSW
    - Phone: 02 9466 2500
- **Ryde Area**
  - Ryde district Community Mental Health Services
    - Address: 39-41 Forth Avenue, Eastwood NSW
    - Phone: 02 9858 7777

**Reference:** Northern Sydney Health (2004), "Health Services in the Northern Sydney Area-Information for Newly arrived Refugees and Migrants", North Sydney Multicultural Health Service, Sydney, Australia.

- **STARTTS** is a free service for refugees and people with refugee-like backgrounds. They provide services to those who have suffered traumatic experiences, have been mistreated or tortured. STARTTS can help you with:
  - Sleeping problems
  - Emotional or physical pain
  - Difficulty with concentrating or learning
  - Irritability and anxiety
  - Learning how to deal with Traumatic memories
  - Go to: [www.startts.org](http://www.startts.org)

**NOTE:** If you do not speak English very well and feel more comfortable speaking in your own language, tell the staff at STARTTS and they will contact an interpreter for you.

- ***Mental Health Services for Children and Adolescents*** provide free and confidential counseling and services for adolescent (young people) and their families. Issues that they can help you with include:
  - Problems with friendships and relationships
  - Drug and Alcohol problems
  - Problems in the family
  - Sexual or physical abuse
  - Problems in school

**NOTE:** If you do not speak English very well and feel more comfortable speaking in your own language, tell the staff at the centre and they will contact an interpreter for you.

- **Hornsby Area**
  - Child and Adolescent Mental Health Services
    - Address: Hornsby Hospital, 36 Palmerston Road, Hornsby NSW 2077
- **Northern Beaches Area**
  - Child and Family Counselling Services/ Northern Beaches Adolescent Services
    - Address: Queenscliff Community Health Centre, Corner Palm Avenue & Lakeside Crescent, North Manly NSW
    - Phone: 02 9466 2500
  - Mona Vale Community Services Building
    - Address: Mona Vale Hospital, Coronation Street, Mona Vale NSW
    - Phone: 02 9466 2500
- **North Shore Area**
  - Dept of Child and Adolescent Psychiatry
    - Address: Level 2, Block 4, Royal North Shore Hospital, Pacific Highway, St Leonards NSW
    - Phone: 02 9926 8905
  - Parenting and Child Behaviour Team
    - Address: 44 Hercules Street, Chatswood NSW
    - Phone: 02 9448 3155
- **Ryde Area**
  - Ryde Child, Adolescent & Family Mental Health Services

- o Address: 1-53 Blaxland Road , Ryde NSW
- o Phone: 02 9448 6877

**Reference:** Northern Sydney Health (2004), "Health Services in the Northern Sydney Area-Information for Newly arrived Refugees and Migrants", North Sydney Multicultural Health Service, Sydney, Australia.

- ***The Transcultural Mental Health Centre*** is an organisation that helps migrants and refugees of all ages who would like help with mental health issues. Call them on **9840 3800** or **1800 648 911** or
  - o **Go to:** [www.dhi.gov.au](http://www.dhi.gov.au) and click on "Transcultural Mental Health Centre".

## 4. Show me the Money!

A lot of young people in Australia have part time jobs and earn their own money. If you are aged 14 years and 9 months, or over, you can start looking for your own part time job where you can work some afternoons after school or on weekends.

- The **Work Smart** web page has all the information you need to help you find your first job. *Only available in English.*
  - **Go to:** [www.moneystuff.net.au](http://www.moneystuff.net.au)
  - Select **“Just facts”** in the index
  - Select **“Work Smart”**
- **Money Stuff** has great information and advice on how to make the right choices when spending your hard earned cash. *Only available in English.*
  - **Go to:** [www.moneystuff.net.au](http://www.moneystuff.net.au)
- “Work Smart” and “Money Stuff” were designed by the **Department of Fair Trading** who looks after the rights of consumers (people who buy and use goods and services). If you feel that you have been cheated out of money or have had problems buying goods or services, the Department of Fair Trading can help.
  - **Go to:** [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

**OR**

- **Go to:** [www.fairtrading.nsw.gov.au/ethnic.html](http://www.fairtrading.nsw.gov.au/ethnic.html) for translated information on what the Department of Fair Trading does and how you can lodge a complaint.
- **Centrelink** and the **Family Assistance Office** can provide a range of payments and allowances to people who are eligible, including Youth Allowance, Rent Assistance, Carer’s Payment, Carer’s Allowance, Austudy, Family Tax Benefit, Child Care Benefit and Parenting Payment.
  - **Go to:** [www.centrelink.gov.au](http://www.centrelink.gov.au) and [www.familyassist.gov.au](http://www.familyassist.gov.au)

**Centrelink’s web site is translated into many languages. Select your language from the list on the Centrelink home page.**

**OR**

- Phone **Centrelink Multilingual Call** on **132 202** to speak with a Centrelink staff member in your own first language.

**OR**

- Phone **Centrelink Call Centres (English-speaking):**

<b>Youth &amp; Student Services</b>	<b>132 490</b>
<b>Family Assistance Office</b>	<b>136 150</b>
<b>To make an appointment</b>	<b>131021</b>

## 5. What are my rights?

Do you want to know more about how the law works in Australia OR need advice for a specific legal problem you are having? The services and information provided on the websites below will give you the information you need to understand how Australian law

applies to you as a young person.

- The **Legal Aid Hotline** is a free service to young people under the age of 18. Legal aid can help you by giving you advice over the phone. Call them on **1800 101 810**
- **Law stuff** is a site that provides information and explanations on how Australian Law applies to young people. The collection of fact sheets for NSW explains topics such as; `Alcohol and Cigarettes', `Bullying', `Driving', `Leaving Home' and `Sexual Assault'.
  - **Go to:** [www.lawstuff.org](http://www.lawstuff.org) and select "NSW" in the main index.
- The **Office of Fair Trading** provides advice on your rights as a consumer, that is, on anything to do with buying, selling or renting any product, from small commodities to houses.
  - **Go to:** [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

**OR**

- [www.fairtrading.nsw.gov.au/ethnic.html](http://www.fairtrading.nsw.gov.au/ethnic.html) for translated information on what the Board does and how to lodge a complaint.
- The **Consumer Credit Legal Centre** is a community legal centre specialising in legal advice about consumer issues. Call their Credit and Debt Hotline on **1800 808 488** or
  - **Go to:** [www.cclcnsw.org.au](http://www.cclcnsw.org.au)
- The **Immigration Advice and Rights Centre (IARC)** is a community legal centre specialising in immigration law and policy. If you are financially disadvantaged, you can obtain free immigration advice from IARC. Call them on **9281 8355** or
  - **Go to:** [www.iarc.asn.au](http://www.iarc.asn.au)
  - The web site has a direct link to translated information in Farsi, Arabic and Chinese.
- The **Refugee Advice and Casework Service (RACS)** is a community legal centre specialising in providing advice to asylum seekers. If you are an asylum seeker looking for legal assistance, call them on **9211 4001** or
  - **Go to:** [www.racs.org.au](http://www.racs.org.au)
- The **Anti Discrimination Board** promotes anti-discrimination and equal opportunities for all residents living in NSW. If you feel that you have been discriminated against in any way and cannot solve the problem yourself, you can lodge a complaint with the Board. Call the enquiry line on **9268 5544** or
  - **Go to:** [www.lawlink.nsw.gov.au/adb](http://www.lawlink.nsw.gov.au/adb)
- The **Consumer Credit Legal Centre** is a community legal centre specialising in legal advice about consumer issues. Call their Credit and Debt Hotline on **1800 808 488** or
  - **Go to:** [www.cclcnsw.org.au](http://www.cclcnsw.org.au)
- The **Welfare Rights Centre** is a community legal centre specialising in advice on social security (Centrelink) matters. Call them on **9211 5300** or

- **Go to:** [www.welfarerights.org.au/sydney/index.htm](http://www.welfarerights.org.au/sydney/index.htm)
- **Law Access NSW** is a phone service and web site that provides information on a wide range of legal issues for the people of NSW. Call them on **1300 888 529** or
  - **Go to:** [www.lawaccess.nsw.gov.au](http://www.lawaccess.nsw.gov.au)
- **Macquarie Legal Centre** is a Community Legal Centre that provides legal information, referrals, legal advice and representation for low income earners living in Western Sydney and some parts of Western and North-Western Sydney, including Ryde and Hornsby. Call them on **9760 2211** (Admin. line) or **9760 0111** (Advice line) or
  - **Go to:** [www.macquarielegal.org.au](http://www.macquarielegal.org.au)
- **Northern Area Tenants Service (NATS)** can provide free and confidential advice to all people who are renting their home in the northern area of Sydney. This includes private tenants, Department of Housing tenants, community housing tenants and caravan park residents. NATS provides advice on the full range of issues relating to tenancy. These include: bonds, signing agreements, getting repairs done, access and privacy, terminating a tenancy, resolving disputes and taking issues to the Consumer, Trader and Tenancy Tribunal. Call them on **9884 9605** or
  - **Go to:** [www.nats.org.au](http://www.nats.org.au)

## 6. Youth Links

There are some really good websites that have been developed specifically for young people and cover topics that you may find important or would like to know more about.

- ***Reach out!*** Is great information website designed to help young people deal with the many issues that they face in today's society. There are monthly articles written by young people, as well as other interesting fact sheets and youth related information. *Only available in English.*
  - o **Go to:** [www.reachout.com.au](http://www.reachout.com.au)
- ***Youth source*** is a website designed for young people living in the Northern Sydney area. It includes information on upcoming youth events, resources available in the Northern Sydney area and Fact Sheets on youth issues. *Only available in English.*
  - o **Go to:** [www.youthsource.org](http://www.youthsource.org)

## 7. Get stuck into it!! (Sport and Recreation)

***What's in it for me?*** Getting involved in sports and recreation is not only important for your general health and wellbeing BUT it will also give you the opportunity to get to know your local community and meet interesting new people and friends.

***What kind of sport and recreation activities is there in Australia?*** Young people in Australia are lucky to have a wide variety of sport and recreation activities to choose from. "Recreation" is an activity that you get involved in during your spare time (outside of school and work) and simply because you enjoy doing it.

There are over **120** different sports and sporting teams and many more recreation activities available to get involved in. Some activities are common to many communities, such as going to the movies with friends, while others are very specific to Australia like surfing or having a barbeque with your family. There are also a lot of culturally influenced sport and recreation activities available in Australia, for example belly dancing and martial arts like Tae Kwon Do.

Ask yourself what do **YOU** enjoy doing in your spare time and "Get stuck into it", get involved!

***How do I get started?*** Below is a list of centers and websites that can help you get involved in the sport or recreation activity you are interested in. Be adventures!! Get involved in something totally new or try something you have always been interested in. You can also find information on local council websites, in the community newspaper and at your local library.

- ***Youth or "Drop In" Centres*** are places where young people can hang out, meet new people and use the free facilities such as pool tables and internet access. Some centers also organise different activities specifically for young people so check out the centre nearest you or call the youth worker at your local council for more information.
  - **Chatswood Youth Centre**
    - Address: 64 Albert St, Chatswood NSW
    - Phone: 02 9777 7993
  - **Gordon Students Resource Centre**
    - Address: Just next to Ku-ring-gai (Gordon) Library, 799 Pacific Highway, Gordon
    - Phone: 02 9424 0837
  - **The Fitz Youth Centre**
    - Address: St Ives Village Green, Memorial Avenue, St Ives NSW
    - Phone: 02 9424 0837
  - **Hornsby Shire Council Youth Services**

Go to Hornsby councils website [www.hornsby.nsw.gov.au](http://www.hornsby.nsw.gov.au). Select "**Services and Facilities**" in the main index and then on "**Young People**"

    - Address: 17 Muriel Street, Hornsby NSW 2077

- Phone: 02 9847 6585
- **Manly Youth Centre**
  - Address: Kangaroo St, Manly NSW
  - Phone: 02 9977 5599
- **Lane Cove Youth Centre**
  - Address: 1 Little Street, Lane Cove NSW
  - Phone: 02 9911 3586
- **Mosman Youth Development centre**

Go to the Mosman Council website [www.mosman.nsw.gov.au](http://www.mosman.nsw.gov.au). Select “Community Services” and then on “Youth”.

  - Address: 30 The Crescent, Mosman NSW
  - Phone: 02 9978 4013
- **Planet X, North Sydney**
  - Address: Music Shell, St Leonard Park, Miller Street, North Sydney
  - Phone: 02 9959 5537
- **“The Shack” – Epping Youth Development Group Inc**
  - Address: St Alban’s Church grounds, 3 Pembroke Street, Epping NSW
  - Phone: 02 9876 3543
  - **Go to:** [www.theshack.org.au](http://www.theshack.org.au)
- **Yoyo’s in Frenchs Forest**
  - Address: Corner Warringah Road and Forest Way, Frenchs Forest NSW
  - Phone: 02 9451 0351 or 02 9942 2401
  - Go to: [www.warringah.nsw.gov.au/services/youth.aspx](http://www.warringah.nsw.gov.au/services/youth.aspx)
- **Sport**, especially outdoor sport, is HUGE in Australia and there are many different kinds of sports and sporting teams found in each community such as cricket, soccer, netball and rugby. To find out more about the sport you're interested in or what teams you can join Go to the **NSW Department of Sport and Recreation** at [www.dsr.nsw.gov.au](http://www.dsr.nsw.gov.au), select “Getting Active” in the main index and then on “Active Search”.
- The **YMCA** is a community organisation that offers sport and recreation activities to children and young people. To use the facilities you have to be a member and each program has a small fee. There are two YMCA centers located in the Northern Sydney area, **Epping** and **St Ives**. For more information about the different programs and activities each centre runs, Go to [www.ymcasydney.org](http://www.ymcasydney.org). Select from the drop down list under “Find Your Y” to find your centre.
- The **PCYC** or the **Police and Community Youth Club** are a community organisation run by the NSW Police and offer a wide variety of sport and recreational activities for young people. There are four PCYC's located in the Northern Sydney area. Select the

one closest to you to check out the club and what they have to offer.

- o **Balmain** [www.pycnsw.org/balmain](http://www.pycnsw.org/balmain)
- o **Burwood** [www.pycnsw.org/\\_new/home.php!c=26](http://www.pycnsw.org/_new/home.php!c=26)
- o **Hornsby** [www.pycnsw.org/\\_new/home.php!c=38](http://www.pycnsw.org/_new/home.php!c=38)
- o **North Sydney** [www.pycnsw.org/\\_new/home.php?c=53](http://www.pycnsw.org/_new/home.php?c=53)
- o Or go to [www.pycnsw.org](http://www.pycnsw.org), select **“About PCYC”** in the main index menu and then on **“Find our Club”**. This will give you the contact details for all the clubs in NSW.

There is a \$10 membership fee, which will give you free access to all the facilities for a whole year, as well as a small fee for each programmed activity you participate in.

- A **Community Information Directory** is list of services available to people living in a specific community, including sport and recreation services. To find the Community Information Directory for your local area:
  1. Go to you local council website
  2. Look for **“Community Information Directory”** in the main index menu
  3. If it is not there select **“Library”** or **“Library Services”**
  4. Read through the index menu and select **“Community Information Directory”**
  5. If you have any problems trying to find your local community information Directory or logging on to it, contact your local council or library for help.
  6. When you have logged onto the Community Information Directory
    - o Select **“Sport”** for information on sport clubs and groups, different sports and facilities in your local area.
    - o Select **“Leisure”** for a list of leisure activities and leisure facilities. For example: cinemas, picnic areas, skateboard ramps and swimming pools.

**NOTE:** “Leisure” is another word used for “Recreation”.

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