

General Information and Services Available to Migrants and the Multicultural Community

The Department of Social Services is responsible for the following services.

- Families and Children
- Housing Support
- Seniors
- Communities and Vulnerable People
- Disability and Carers
- Women's Safety
- Mental Health
- Settlement and Multicultural Affairs
- Ageing and Aged Care
- Review of Australia's Welfare System

For more information, visit the DSS Website: <https://www.dss.gov.au/>

Settlement and Multicultural Affairs (SMA)

The Department of Social Services works to improve the lifetime wellbeing of migrants and refugees settling in Australia by responding to their specific needs, encouraging their independence and participation in the Australian community. We support a productive, harmonious and diverse society for all Australians.

The SMA section delivers services in the following areas,

Settlement Grants

The aim of settlement grants is to deliver services which assist eligible clients to become self-reliant and participate to their full capacity in the Australian community. The services funded under Settlement grants include: casework/coordination; youth settlement services; community coordination and development; and support for ethno-specific communities.

There are three providers delivering the service in the NT -

Multicultural Council of the Northern Territory, Multicultural Services of Central Australia and Anglicare NT.

Multicultural Affairs Grants

The Multicultural Affairs grants are a component of the Department of Social Services' Families and Communities Programme. The Multicultural Affairs grants comprise two components, **Diversity and Social Cohesion** and **Multicultural Arts and Festivals**.

The grants aim to build socially cohesive Australian communities. They do so by supporting projects that build the long-term capacities of higher need and at-risk communities, particularly through the promotion of stronger community relations and the development of sustainable community partnerships.

Higher need communities include communities with high levels of cultural diversity and low levels of social cohesion. At-risk communities include communities at risk of negative outcomes, such as those experiencing high levels of unemployment, low education outcomes and low English language proficiency.

There are two providers delivering the service in the NT -
Darwin Community Arts & Brown's Mart

Settlement and Multicultural e-News

Settlement and Multicultural e-News aims to provide you with settlement and multicultural policy updates, as well as information on a range of social services matters that may be of interest to you, your organisation or your community.

To register, please visit the following link:

<https://www.dss.gov.au/settlement-and-multicultural-affairs/settlement-and-multicultural-e-news>

Financial Crisis and Material Aid - Emergency Relief

Emergency relief services are delivered by community organisations and help people address immediate basic needs in times of crisis. Emergency relief can act as a safety net for people experiencing financial distress or hardship and who have limited means or resources to help them alleviate their financial crisis.

- People accessing emergency relief typically have a low or no income, making them vulnerable to financial shock such as high utility bills. Others need support as a result of an unforeseen or life changing event such as illness or family violence.
- Emergency relief organisations can be the first point of contact for an individual with complex needs, allowing for referral to more intensive support such as financial counselling or mental health or alcohol and other drugs support. This early intervention with a wraparound approach can lead to better outcomes and future self-sufficiency for individuals and families.
- The organisations delivering emergency relief build strong networks within their local communities to assist individuals to minimize potential dependence on assistance.
- Emergency relief organisations provide immediate financial and/or material support to people in financial crisis. The type of assistance offered by each organisation varies, however may include one-off assistance such as:
 - food, transport or chemist vouchers
 - part-payment of utility account/s
 - food parcels or clothing
 - budgeting assistance and/or
 - referrals to other services that help to address underlying causes of financial crisis.

To find an Emergency Relief service provider near you through the DSS Service Directory. For more information, visit the DSS Website: <https://www.dss.gov.au/>

Commonwealth Financial Counselling and Financial Capability

What financial counsellors do -

Financial counsellors provide a free, confidential and independent service.

Financial counsellors can:

- Suggest ways to improve your financial situation
- See if you are eligible for government assistance
- Negotiate repayment arrangements with your creditors
- Explain your options and their consequences, including debt recovery procedures, bankruptcy and other alternatives
- Help you apply for a hardship variation
- Help you organise your finances and do a budget
- Refer you to other services, for example, a gambling helpline, family support, personal counselling or community legal aid

Financial counsellors can also help with the following problems:

- Debts that you are struggling to pay
- Threatening letters or harassment by debt collectors
- Debt recovery through the courts
- House eviction, disconnection of gas, electricity, phone etc
- Uninsured car accidents, taxation debts and unpaid fines

Financial counselling hotline 1800 007 007

The free hotline is open from 9:30am to 4.30pm, Monday to Friday. When you call this number you will be automatically transferred to the phone service in your state (opening hours can differ in different states). Calls from mobile phones may incur a fee from the mobile phone carrier.

For more information, visit the DSS Website: <https://www.dss.gov.au/>

Family Safety Pack

The pack aims to address violence against women from culturally and linguistically diverse backgrounds by providing information about Australia's laws and a woman's right to be safe. It includes four factsheets and one low-literacy storyboard. The Family Safety Pack is now available in an additional 24 languages – making 46 languages in total.

The pack was originally aimed at men and women coming to Australia on a Partner visa, however in November 2015, the Government expanded the pack to other visa classes, including Student visas and Temporary Work (subclass 457) visas. Information about the pack and where to access it is included in the relevant visa grant letters issued by the Department of Immigration and Border Protection.

The pack is available on the Department of Social Services website <https://www.dss.gov.au/family-safety-pack>.

Australian Securities & Investment Commission (ASIC)

Money Management Kit

The kit was developed for community settlement workers who work with new arrivals. It can also be used by teachers and welfare and healthcare professionals who provide general financial literacy education, or teach English as a second language.

For community settlement workers - Our Money management kit includes audio content and photo stories (videos) in 16 different languages including English.

Other languages

Money management kit factsheets, audio stories and photo stories are available in:

Arabic, Assyrian, Burmese, Chin Hakka, Dari, Dinka, Farsi, Hazaragi, Karen, Kirundi, Nepalese, Nuer, Sudanese Arabic, Swahili & Tamil.

MoneySmart has publications, audio and video recordings in 26 languages.

- [العربية](#) (Arabic)
- [ܐܘܪܝܝܢܐ](#) (Assyrian)
- _____ (Burmese)
- [Chin Hakka](#) (Chin)

- [中文简体](#) (Chinese Simplified)
- [中文繁體](#) (Chinese Traditional)
- [دري](#) (Dari)
- [Thoj de Jiëŋ](#) (Dinka)
- [فارسی](#) (Farsi - Persian)
- [Ελληνικά](#) (Greek)
- [آزگی](#) (Hazaragi)
- [Bahasa Indonesia](#) (Indonesian)
- [Italiano](#) (Italian)
- [unDusd1](#) (Karen)
- [Ikirundi](#) (Kirundi)
- [한국어](#) (Korean)
- [नेपाली](#) (Nepalese)
- [Thok Nath](#) (Nuer)
- [Русский](#) (Russian)
- [Español](#) (Spanish)
- [عربی سودانی](#) (Sudanese Arabic)
- [Kiswahili](#) (Swahili)
- [தமிழ்](#) (Tamil)
- [ภาษาไทย](#) (Thai)
- [Türkçe](#) (Turkish)
- [Tiếng Việt](#) (Vietnamese)

For more information visit the ASIC Website:

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

<https://www.moneySMART.gov.au/tools-and-resources/publications/money-management-kit#how>

Refer to Appendix “A”

Information and Services Available to Migrants and the
Multicultural Community
Where Can I get Information and Assistance?

APPENDIX "A"

Information and Services Available to Migrants and the Multicultural Community Where Can I get Information and Assistance?

Multicultural Service Organisations

1. **Multicultural Council of the NT** provides direct services for individuals, families and communities from culturally and linguistically diverse backgrounds in Darwin and surrounds. www.mcnt.org.au Tel: 8945 9122
2. **Multicultural Community Services of Central Australia Inc** assists with the settlement of migrants in Alice Springs. www.mcscsa.org.au Tel: 8952 8776
3. **Anglicare NT** provides settlement support, services and referrals to clients (up to 5 years from arrival) under the Refugee and Migrant Settlement Services. www.anglicare-nt.org.au Tel: 8985 0000
4. **Melaleuca Refugee Centre** provides settlement programs for humanitarian entrants, including case management and counselling. www.melaleuca.org.au Tel: 8985 3311
5. **Interpreter and Translating Services NT** provides interpreting and translating services for migrants and assists government and non-government agencies to communicate with Territorians who speak languages other than English. www.dlgcs.nt.gov.au/interpreting/itsnt Tel: 8999 8506

Community Legal Aid Services

6. **Top End Women's Legal Service** provides free and confidential legal advice, community legal education and advocacy on issues of importance to the women of Darwin and surrounding areas. www.tewls.org.au/ Tel: 1800 234 441
7. **The NT Legal Aid Commission** provides legal services to people living in the Northern Territory with offices in Darwin, Palmerston, Katherine, Tennant Creek and Alice Springs. Free and confidential legal information, referral to other helpful services and legal advice. www.ntlac.nt.gov.au Legal Aid Helpline Tel: 1800 019 343.
8. **Darwin Community Legal Service** has developed a range of fact sheets which provide simple information about a range of legal topics. Also provides a range of free legal and advocacy services www.dcls.org.au/fact-sheets
Tel: 1800 812 953
9. **Domestic Violence Legal Service** - www.dvls.nt.gov.au Tel: 8999 7977.

Other Family / Community Support Services

10. **Family Planning NT** promotes sexual health and rights for everyone. www.fpwnt.com.au Tel: 8948 0144
11. **1800RESPECT**: National Sexual Assault, Domestic & Family Violence Counselling Service listing of services for men and women. www.1800respect.org.au/service-support/northern-territory-domestic-family-violence-and-sexual-assault-services/
Tel: 1800 737 732, available 24/7. Clients can call using the Translating and Interpreting Service (131 450) to phone for counselling and referrals.
12. **Other Helplines** [Women's Crisis Line](http://www.womenscrisisline.org.au): 1800 811 811, [Men's Referral Service](http://www.mensreferralservice.org.au): 1300 766 491, [Lifeline](http://www.lifeline.org.au) (24 hour crisis line): 131 114
[Relationships Australia](http://www.relationshipsaustralia.org.au): 1300 364 277
13. **Alcoholics Anonymous** provides assistance and support to recover from alcoholism www.aa.org.au Tel: 1300 22 22 22
14. **Community Support Workers** - Provision of information and referral services
 - Greek Community Welfare Officer – Tel: 8981 7203
 - Canossian Sisters (Italian/Portuguese/Timorese communities) Tel: 8985 3128
15. **Health Direct** provides 24 hour access to health information and advice. No matter where people live, or what time of the day or night it is, they can talk to a health professional, find trusted advice online about the appropriate care for their health issue and find the closest local services that are open when they need them. Tel: 1800 022 222
16. **If you witness or experience domestic or family violence, phone the Police on 131 444 or if it is an emergency phone 000**
17. Overseas Qualifications Unit Refer to Overseas Qualifications, for more information visit the NT Government http://www.dcm.nt.gov.au/strong_community/multicultural_affairs/overseas_qualifications_unit
18. **Interpreting and Translating Service NT**, (08) 8999 8506 or E: itsnt.dlgcs@nt.gov.au
Ground floor, RCG House, 83-85 Smith Street, Darwin NT 0800.

APPENDIX "A"

19. **Financial Crisis and Material Aid - Emergency Relief** - Emergency relief services are delivered by community organisations and help people address immediate basic needs in times of crisis. Emergency relief can act as a safety net for people experiencing financial distress or hardship and who have limited means or resources to help them alleviate their financial crisis. To find an Emergency Relief service provider near you through the DSS Service Directory. For more information, visit the DSS Website: <https://www.dss.gov.au/>
20. **Commonwealth Financial Counselling and Financial Capability** - Commonwealth Financial Counselling services are delivered by community and local government organisations to help people in personal financial difficulty to address their financial problems, managing the debt and make informed choices about their money in the future. These services are voluntary, free and confidential, and can be accessed through:
- face to face meetings or the national Financial Counselling Helpline on 1800 007 007
For more information, visit the DSS Website: <https://www.dss.gov.au/>
21. **Multicultural Grants Program** - The Multicultural Grants Program assists migrant and multicultural communities by offering funds towards projects that provide benefits to the Northern Territory in terms of social inclusion, social cohesion and / or cultural and linguistic diversity. There are two application rounds for this grants program each year. Applications for Round 1 open 1 March and close 31 March for activities starting from July 2016. Applications for Round 2 open 1 September and close 30 September 2016 for activities starting from January 2017. For more information visit the NT Government website: http://www.dcm.nt.gov.au/strong_community/multicultural_affairs/multicultural_grants_program
22. **MyGov is a fast, simple way to access government services online** - A secure myGov account lets you link a range of Australian Government services with one username and password, all in one place. When you create a myGov account, you'll benefit from the following features: 1. myGov Inbox - a central and secure inbox where you can receive messages from, 2. Access to the following agencies - Medicare, Australian Taxation Office, Centrelink, Child Support, Australian Job Search, My Health Record, My Age Care and National Disability Insurance Scheme
For more information visit website: <https://my.gov.au/mygov/content/html/about.html>

Men and Women's Shelters / Crisis Accommodation

23. **Shelter Me** is a directory of services for homeless Territorians. Provides information to those seeking accommodation and support services and assists the sector as a referral tool.
Shelter Me contains information about accommodation and services throughout the NT, including crisis, transitional, short term, low cost, and supported accommodation, and other support services such as advocacy against domestic family violence, drug and alcohol rehabilitation www.shelterme.org.au

APPENDIX "A"

General Resources and Information for Living in the Northern Territory

General Information on Settlement including Basic Legal Information:

1. Living in Australia:
 - <http://www.dss.gov.au/our-responsibilities/settlement-services/beginning-a-life-in-australia>
 - <http://www.dss.gov.au/our-responsibilities/settlement-services/settle-in-australia>
2. Living in the Northern Territory: <http://www.austliansouthernterritory.com.au/Living/Pages/default.aspx>

Where to get information about the Law.

3. The NT Legal Aid Commission delivers education talks and workshops, training for service providers and community organisations and interpreters on understanding the law and legal system, rights and responsibilities.
 - "Australia and my family, what are the laws?: An educational resource for services assisting CALD communities, NT Legal Aid 2009"
 - "What's the Law?" Australian Law for New arrivals, National Legal Aid 2011For more information visit <http://www.ntlac.nt.gov.au/> Tel:1800 019 343
4. Darwin Community Legal Service website: <http://www.dcls.org.au/fact-sheets.html> 26 publications including two in Arabic and Tamil.
5. NT Working Women's Centre website: <http://www.ntwwc.com.au/resources-and-fact-sheets> 21 fact sheets Tel: 1800 817 055
6. Lawstuff: Know Your Rights http://www.lawstuff.org.au/nt_law/topics/
7. Amendment to the Criminal Code Amendment (Female Genital Mutilation) Act 2013, available in various languages: http://www.dcm.nt.gov.au/strong_community/multicultural_affairs/policy_and_publications
8. Alcohol Protection Orders - *Factsheet*
<http://pfes.nt.gov.au/Police/Community-safety/Alcohol-protection-orders.aspx>
9. NT Police engaging with young people through a range of activities:
<http://pfes.nt.gov.au/Police/Young-people.aspx>
10. NT Police SupportLink, delivering targeted referral and diversion services to people who require social services assistance.
<http://www.pfes.nt.gov.au/Media-Centre/Media-releases/2013/July/01/Supportlink-Launch-Alice-Springs.aspx>

Information on Family Relationships

11. Information about divorce:
<http://www.familylawcourts.gov.au/wps/wcm/connect/FLC/Home/Separation+and+Divorce/I+need+to+prove+we+are+divorced/>
12. NT Family Court Registry:
<http://www.familylawcourts.gov.au/wps/wcm/connect/FLC/Home/Find+Us/Family+Law+Registry+Locations/NT+Registry/>
13. Helplines for services and support , including Supported Accommodation Assistance Program (SAAP) Service Providers for men, women, children and families
http://www.health.nt.gov.au/Hotlines_and_Helplines/index.aspx

Other

The Northern Territory Government's [Domestic and Family Violence Reduction Strategy 2014-17: Safety is Everyone's Right](#) is a comprehensive approach to tackling domestic violence in our community. Visit <http://www.domesticviolence.nt.gov.au/>

- The SA Legal Aid Commission recently produced a short guide to the law for new migrants. Although it is aimed at SA residents, the 'Separation and Divorce' content (page 11) and 'Family Violence' content (page 8) is still a useful resource for all states. It has been translated into Arabic, Burmese, Chinese, Dari, Hindi, Nepali, Persian, Swahili and Vietnamese.
http://www.lsc.sa.gov.au/cb_pages/law_for_you.php