

Migrants Settlement Services Directory

Department/ Organisation	Location	Contact	Note	Link
Department of Home Affairs	Australia-wide	General Enquiries Form Departmental online forms	Multicultural affairs, immigration and border-related functions including visa issues, and citizenship pathways and processes.	https://archive.homeaffairs.gov.au/about/contact/make-enquiry/general
Department of Human Services	Kalgoorlie Service Centre Coolgardie Access Point Leonora Agent Menzies Agent Australia-wide	Various	Help for refugees, humanitarian entrants and new arrivals.	https://www.humanservices.gov.au/individuals/subjects/help-refugees-humanitarian-entrants-and-new-arrivals
			Skills for Education and Employment - help improve your speaking, reading, writing or math.	https://www.humanservices.gov.au/individuals/services/centrelink/skills-education-and-employment
			Newly arrived resident's waiting period.	https://www.humanservices.gov.au/individuals/enablers/newly-arrived-residents-waiting-period
			Multicultural Service Officers - help migrant and refugee communities connect with our services.	https://www.humanservices.gov.au/individuals/services/centrelink/multicultural-service-officers
			Adult Migrant English Program	https://www.humanservices.gov.au/individuals/enablers/adult-migrant-english-program/30846
Department of Education and Training	SMYL - Boulder	08 9430 4921	Adult Migrant English Program service providers	https://www.education.gov.au/adult-migrant-english-program-service-providers

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Department of Social Services	Metro Perth	1300 653 227	New Arrivals – New Connections - An employer's guide to working with migrants and refugees	https://www.dss.gov.au/settlement-and-multicultural-affairs/publications/new-arrivals-new-connections?HTML
			Free Translating Service	https://www.dss.gov.au/our-responsibilities/settlement-services/programs-policy/settle-in-australia/help-with-english/free-translating-service
			Humanitarian Settlement Program – Service Provider Location	https://www.dss.gov.au/our-responsibilities/settlement-services/programs-policy/settlement-services/settlement-services-locator
Fair Work Ombudsman	Australia-wide	Helpline 13 13 94	Assist with workplace question or issues, self-service tool on Pay and Condition Tool.	https://www.fairwork.gov.au/contact-us
Fair Work Commission	Australia-wide	1300 799 675 Online Lodgment Service Perth Office: perth@fwc.gov.au	The Commission is Australia's national workplace relations tribunal including dealing with unfair dismissal and anti-bullying claims.	https://www.fwc.gov.au/about-us/contact-us
Centrecare	Kalgoorlie Leonora Metro Perth	08 9080 0333 08 9037 6561 08 9325 6644	Migration Services (metropolitan)	https://www.centrecare.com.au/services/metropolitan-services-metro/migration-services-metro/
			Migration Services - Settlement Grants Program (SGP)	https://www.centrecare.com.au/services/metropolitan-services-metro/migration-services-metro/settlement-grants-prog-metro/
Central Regional Tafe	Kalgoorlie Metro Perth	Central Regional Tafe, Kalgoorlie Campus 08 9088 6700 1800 672 700 info@crtafe.wa.edu.au	Provides provision of accredited and non-accredited training solutions to meet the future needs of the labour force.	https://www.centralregionaltafe.wa.edu.au/contactus
Living in Western Australia	Western Australia Metro Perth	Migration Services Department of Training and Workforce Development 08 9224 6540 migration@dtwd.wa.gov.au	A guide on living and working in Western Australia, including: Overseas Qualification Unit Skilled Migration WA Settlement Services	https://migration.wa.gov.au/services/settlement-services/employment

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Goldfields Community Legal Centre	Kalgoorlie	08 9021 1888	Migrant Settlement Services - provide support and settlement assistance to refugees, humanitarian entrants, migrants and their families. Contact GCLC directly to help connect with the different ethnic association or community groups in Kalgoorlie-Boulder.	http://www.gclc.com.au/migrant-settlement-service/?PHPSESSID=a869ec60d3b493199fee039e0a1073f6
Australian Neighbourhood Houses & Centres Association	Linkwest Metro Perth	08 9485 8929 office@linkwest.asn.au	Neighbourhood Houses/Centres (the generic term) are locally run and operated organisations - a multicultural group learning English.	http://www.anhca.asn.au/
Linkwest Community Learning and Development	Sandalwood Family Centre Inc, Kalgoorlie	08 9021 7064 sandalwoodfc@bigpond.com	Neighbourhood Centres	https://www.linkwest.asn.au/searchdirectory/search/?command=getresults&SearchLocation=kalgoorlie&LocationRadius=20
St Vincent de Paul Society	Metro Perth Kalgoorlie	08 6323 7500 info@svdpwa.org.au	Refugee & Migrant Support Program in WA - assists newly arrived individuals and families with settling into their new home in Western Australia.	https://www.vinnies.org.au/page/Find_Help/WA/Refugee_Migrant_Support_Program/
Australian Red Cross	Kalgoorlie, Boulder Metro Perth	08 9026 1605 08 9021 5752 08 9225 8830	Help for migrants in transition.	https://www.redcross.org.au/get-help/help-for-migrants-in-transition
Legal Aid WA	Kalgoorlie	1300 650 579	Immigration - visa, migration, family violence, visa cancellations on character grounds.	https://www.legalaid.wa.gov.au/find-legal-answers/your-rights/immigration
The Humanitarian Group	Metro Perth	08 6148 3650 admin@thehumanitariangroup.org.au	Provide migration assistance, legal advice and education for people new to Australia who are disadvantaged in their access to legal services.	https://thehumanitariangroup.org.au/page/how-we-help

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Headspace	Kalgoorlie Metro Perth	08 9021 5599 hkaladmin@hopecs.org.au	A safe place to have a talk about any issues. Provide early intervention services to young people aged 12 to 25.	https://headspace.org.au/headspace-centres/kalgoorlie/
Shire of Leonora, Leonora Community Resource Centre	Leonora	08 9037 7523 Leonora@crc.net.au	Leonora Community Resource Centre - to meet the needs of the community and visitors to the area. Provide internet access, printing, Skype and tea or coffee.	https://www.leonora.wa.gov.au/your-community/leonora-community-resource-centre.aspx
The Women's Law Centre	Metro Perth	08 9272 8800	Provides accessible legal services on a non-discriminatory equitable basis to women facing disadvantage in Western Australia.	https://www.wlcwa.org.au/about-us/
Study Perth	Metro Perth	08 6244 1640 admin@studyperth.com.au	The first point of contact for anyone wishing to obtain information on studying and living in Perth.	https://www.studyperth.com.au/
Mate in Oz	Metro Perth	info@mateinoz.com	Represents International Students studying in Perth - free service - assisting them integrating into Australian society and gives advice on migration, accommodation, pre-arrival arrangements pick up from airport etc.,	http://www.mateinoz.com/
City of Kalgoorlie Boulder, Citizenship Ceremonies	Kalgoorlie	08 9021 9600 mailbag@ckb.wa.gov.au Citizenship Information Line on 13 18 80	Citizenship Ceremonies - conduct citizenship ceremonies and to present candidates with their citizenship certificates. Local governments only facilitate the ceremony process; this is the final requirement to become and Australian citizen.	https://www.ckb.wa.gov.au/citizenship

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Shire of Leonora, Citizenship Ceremonies	Leonora	08 9037 6044 admin@leonora.wa.gov.au Department of Immigration – 08 9261 2297	Citizenship Information	https://www.leonora.wa.gov.au/your-council/citizenship-information.aspx
Australian Quality Framework	Australia-Wide	08 8306 8777 aqfc@aqf.edu.au	The Australian Qualifications Framework (AQF) is the policy for regulated qualifications in the Australian education and training system.	https://www.aqf.edu.au/contact-us
Department of Education and Training, International Education	Australia-Wide	Western Australia 08 9224 6540 oqu@dtwd.wa.gov.au	Manages qualifications recognition policy to support student and labour market mobility, including professional recognition.	https://internationaleducation.gov.au/services-and-resources/pages/qualifications-recognition.aspx
Migration WA	Western Australia	Various	Enrolling your child in school	https://migration.wa.gov.au/services/settlement-services/children-and-education/education
The Office of Multicultural Interests (OMI)	Western Australia	08 6551 8700 harmony@omi.wa.gov.au	OMI provides information, advice, funding, training and support to communities and community organisations to help build strong communities.	https://www.omi.wa.gov.au/Resources/Pages/Links.aspx
Regional Opportunities Australia (ROA)	Australia	02 8660 1020	ROA is a not-for-profit organisation that helps migrants and refugees move from cities to welcoming regional communities and connects them to employment and business opportunities. ROA services are free of charge for clients and employers.	http://www.roa.org.au/migrants/
Connections Australia	Australia	Download App	Information and how to's for migrants settling into their new life in their new home.	https://www.connectionsaustralia.com/en/life

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Ethnic Communities Council of Western Australia (ECCWA)	Western Australia	08 9227 5322 admin@eccwa.org.au	ECCWA is a non-government, non-profit community based organisation, which takes an active interest in all aspects of multiculturalism and ethnic affairs and acts on behalf of all ethnic communities in Western Australia.	http://www.eccwa.org.au/contact-us/
Goldfields Education Regional Office	Goldfields	08 9093 5600	Provide high quality education for children and young people throughout Western Australia, helping them reach their full potential.	http://det.wa.edu.au/regions/goldfields/detcms/portal/ Education & Training Guide: https://www.ckb.wa.gov.au/education
WorkSafe	Western Australia	1300 307 877 Contact us	Working with employers, employees and employee representatives to set up and maintain systems of work so that employees are not exposed to hazards.	http://www.commerce.wa.gov.au/worksafe
Move Goldfields	Kalgoorlie	Paul Kenny - 0458 615 614 Helen Kenny - 0448 827 605 info@movegoldfields.com.au	For a fee-for-service, Move Goldfields assists newcomers to Kalgoorlie, welcoming them with a personal orientation service.	https://www.movegoldfields.com.au/

Note:

Unless the Subclass 482 and 186 visa holder's country of citizenship has reciprocal arrangements with Australia, they are not eligible for government support like Medicare and the Pharmaceutical Benefits Scheme. Subclass 482 and 186 visa holders must maintain private health insurance when in Australia. This is also required of any family members included on their visa who are living in Australia.