



Welcome

Multicultural Handbook and Directory





Welcome to Country

Sunshine Coast Council acknowledges the Kabi Kabi and Jinibara peoples as the Traditional Owners and custodians of the Sunshine Coast, and wishes to pay respect to their elders past, present and emerging.

Council acknowledges the important role Aboriginal and Torres Strait Islander people play within the wider Sunshine Coast community, but also understands and acknowledges that the Traditional Owners of the Sunshine Coast have cultural, spiritual, social and economic connections and responsibilities to their traditional lands that are separate to those associated with the wider community. Where possible, Sunshine Coast Council works with the Traditional Owners of the Sunshine Coast to demonstrate their understanding of the connections, responsibilities and rights held by the Kabi Kabi and Jinibara peoples.

Descendants of the Australian South Sea Islanders (DASSI) are a distinct cultural group with a unique history and position on the Sunshine Coast.

DASSI's and First Nation people together have had an extensive history and strong spiritual connection to the land along the Maroochy River where they lived, fished and sought respite and healing.

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Disclaimer

Council publishes the information on the Welcome Hub and in the Handbook and Directory (the resources) as a general reference.

Council makes no statements, representations, or warranties about the accuracy, completeness or reliability of any information contained within the resources. Some information, such as information supplied by third parties, has not been assessed for its accuracy. You should make your own enquiries and obtain advice specific to your particular circumstances.

The views, opinions and findings in any articles, news items or other publications in the resources are those of the respective authors and do not necessarily reflect the views, opinions or findings of council.

We are continuously reviewing and updating as required and the information is subject to change without notice. If you print information, you should check regularly for updates, this includes PDF and other files linked to on the Welcome Hub.

The Multicultural Handbook and Directory also offers links to useful organisations, websites and resources, including housing, education, employment, emergency services, transport, language, law and humanitarian services.

www.sunshinecoast.qld.gov.au/multicultural

Mayor's Welcome

Our Sunshine Coast is a welcoming community and we value and celebrate the cultural experiences and understanding that comes with diversity.

Our Council welcomes new residents to our region and this handbook reflects our commitment to universal access and inclusion - so that everyone has the opportunity to participate in community life. This handbook is also about making you feel welcome and part of our community.

Sunshine Coast Council acknowledges that new residents are an important source of rich knowledge and experience, who increase innovation, creativity and prosperity in our region. New residents also enrich the cultural fabric by introducing new foods, music, traditions, beliefs and interests.

Multicultural diversity is key to our success as we strive to become Australia's most sustainable region – healthy, smart and creative. We welcome your input and involvement in shaping the future of the Sunshine Coast. On the Sunshine Coast, every voice has value. There are many ways you can get involved in influencing what happens today and what happens in the future. I invite you to contribute your ideas, submit feedback or exchange views on matters that affect you and your community. Our Sunshine Coast Council website has a range of ways that you can contribute. Be sure to check in regularly to keep an eye on events and happenings across the region by visiting council's website at www.sunshinecoast.qld.gov.au.

You'll find a wealth of information inside the directory to help you transition and contribute to your new community – the directory includes useful tips on what to do when you first arrive, how to access support and services and where to connect socially.

The Sunshine Coast offers a wide range of facilities, programs and services that are accessible and inclusive. I hope that you get to experience many of them.

Welcome to your new home. Our Council is glad you have chosen to live here on our Sunshine Coast.

Mayor Mark Jamieson.



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Sunshine Coast Multicultural Handbook and Directory

This handbook and directory has been developed from the preceding work of the Nambour Community Centre.

Date of printing August 2019.

Language assistance

If you have difficulty speaking or understanding English, you may call the Translating and Interpreting Service (TIS) and request to be transferred to Sunshine Coast Council on 07 5475 7272. The TIS is available 24 hours a day, seven days a week for over 170 languages. For more information about this service:

Phone: 13 14 50

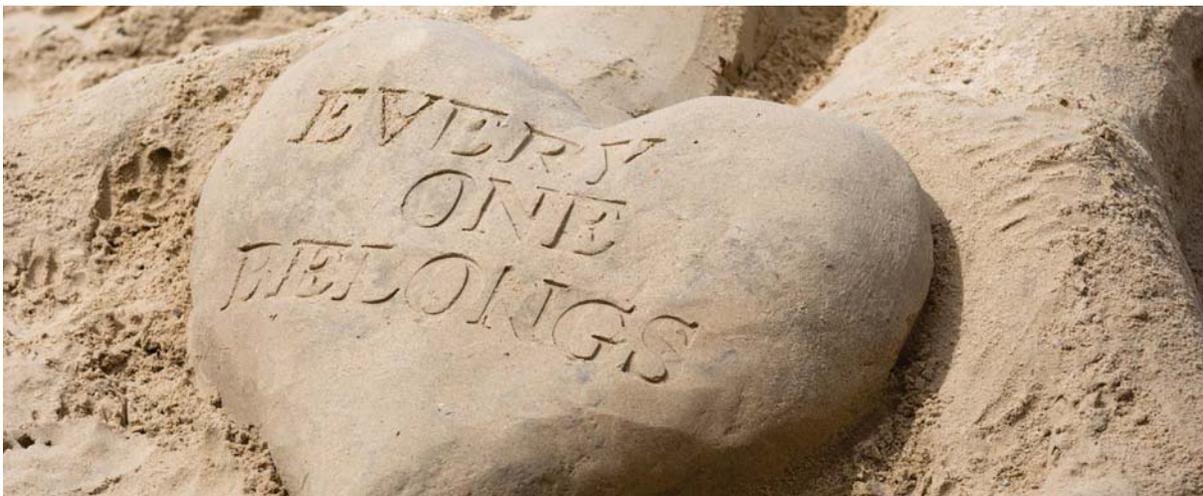
Web: www.tisnational.gov.au



Language translations

You can use Google Chrome to translate webpages into another language. Follow these steps to activate this function:

- On your computer, open Chrome.
- At the top right, click More Settings.
- At the bottom, click Advanced.
- Under "Languages," click Language.
- Check or uncheck "Offer to translate pages that aren't in a language you read."



Living on the Sunshine Coast

The Sunshine Coast has a population of around 350,000 people. Our community is relaxed and welcoming. This is a place where you can enjoy a healthy and active lifestyle with access to many recreational and social opportunities.

These include:

- Beaches, national parks and forest reserves
- Cultural and sporting events
- Recreation parks and sport fields
- Community groups.

The Sunshine Coast lives up to its name with clear blue skies and sunshine, a vibrant green hinterland, beautiful beaches and waterways.

Seasons	Lowest average temperature	Highest average temperature
Summer (Dec - Feb)	Low 20°C	High 28°C
Autumn (Mar - May)	Low 16°C	High 25°C
Winter (Jun - Aug)	Low 10°C	High 21°C
Spring (Sep - Nov)	Low 15°C	High 25°C

Brisbane, the capital city of Queensland is only 100km south of the Sunshine Coast, 1.5 hours by car, and two hours by train or three hours by bus.

The Sunshine Coast has a diverse and growing multicultural population. One in every five people are born overseas (20% of the population) representing 156 countries, 45 faiths and 96 languages.

An average of 2000 new migrants, 3000 international students and over 300,000 international tourists are arriving annually. So, remember you are not alone as you settle in.

Sunshine Coast Council is committed to recognise, respect and embrace diverse cultures, and to strive to strengthen the resilience and prosperity of our multicultural Sunshine Coast.

Important things to do after you arrive	Page No.
<input type="checkbox"/> Get an Australian phone number	14
<input type="checkbox"/> Apply for a tax file number (TFN)	18
<input type="checkbox"/> Open a bank account	12
<input type="checkbox"/> Register with Medicare	21
<input type="checkbox"/> Contact Centrelink	11
<input type="checkbox"/> Find a family doctor	21
<input type="checkbox"/> Translate important documents	11
<input type="checkbox"/> Apply for a driver's licence	20
<input type="checkbox"/> Enrol your children at school	17
<input type="checkbox"/> Sign up for free English classes	16





Connections in your community

Moving to another country can bring many emotional ups and downs. Often there is an exciting period, when everything in the new country is wonderful. Then the problems begin because Australia is not like home and some days it's frustrating and sometimes you may feel lonely.

Homesickness can start and you may feel emotional (crying, anger, wanting to go home) which can be triggered by quite small things, such as not being able to buy your special ingredients or understand paperwork. Don't worry, this is normal and happens to most of us. Talking to other people and becoming involved in local activities can really help.

Meeting new people

If you have come from a big city with many people, the Sunshine Coast might seem lonely at first and a difficult place to meet people.

Here are five fun local activities to get you out and meeting new people:

1. Join in one of council's free or low cost health and wellbeing opportunities for example yoga, swimming or group fitness.
2. Visit a gallery or museum.
3. Borrow a book from one of Council's libraries, attend a book talk or a lifelong learning workshop.
4. Explore our coastal pathways integrating beaches, coastal lookouts and parks.
5. Enjoy a family outing with a picnic or BBQ in the gardens, parks and reserves. Many are close to public transport.

Visit council's website for more information on all the above activities:

Web: www.sunshinecoast.qld.gov.au

Discover what's on by searching the council's Events Calendar:

Web: <https://events.sunshinecoast.qld.gov.au>

Talk to other migrants and other people who have recently arrived here

Most migrant nationalities have an association or expatriate group, either here on the Sunshine Coast or in Brisbane. You can meet others from your country, speak in your own language and ask where to buy your favourite foods etc. *Please see the directory of this handbook for groups you might like to join.*

You can also find out what events and activities are happening on social media.

Sunshine Coast Multicultural Network

Web: [www.facebook.com - search scmulticulturalnetwork](http://www.facebook.com-search/scmulticulturalnetwork)

Find your nearest neighbourhood or community centre

The neighbourhood and community centres have small friendly classes, groups, community meals and lots of information and contacts.

Community Centres on the Sunshine Coast

Baringa Community Centre

20 Edwards Terrace
Caloundra West
Phone: 5353 0503
Web: www.facebook.com/baringacommunitycentre

Caloundra Community Centre

58A Queen Street
Caloundra
Phone: 5491 4000
Web: www.caloundracommunitycentre.org

Maleny Community Centre

23 Maple Street
Maleny
Phone: 5429 6043
Web: www.malenycc.org

Maroochydore Neighbourhood Centre

2 Fifth Avenue
Cotton Tree
Phone: 5443 6696
Web: www.maroochync.org.au

Nambour Community Centre

2 Shearer Street
Nambour
Phone: 5441 4724
Web: www.nambourcc.org

North Shore Community Centre, Mudjimba

701 David Low Way
Pacific Paradise
Phone: 5450 9700
Web: www.northshorecommunitycentre.org

Pomona Community House

1 Memorial Avenue Pomona
Phone: 5485 2427
Web:
www.pomonacommunityhouse.com.au

Join your local library

Membership is free. You can use the internet and enjoy free Wi-Fi, borrow books, movies and music, join a workshop, learn a new skill and much more:

Phone: 5475 8989
Web: www.library.sunshinecoast.qld.gov.au

Consider volunteering

Volunteering is a great way to learn new skills, build confidence, gain Australian work experience and network with local people. It is also fun. Many people find paid employment after starting as a volunteer.

Sunshine Coast Council's Volunteer Program

Council's Volunteer Program provides a supportive and safe working environment for volunteers. Many opportunities to volunteer are available including:

- Festival and events
- Environment and conservation

- Library and Regional Gallery

Phone: 5475 7272
Web: www.sunshinecoast.qld.gov.au - search volunteering

Volunteering Sunshine Coast

Volunteering Sunshine Coast maintains a large database of volunteer positions to suit a range of different skills and interests:

Phone: 5443 8256
Web: www.volunteeringsunshinecoast.org.au

Join a children's playgroup

Playgroups offer an opportunity for children aged 0-5 years to meet, play and learn with other children and a chance for parents and carers to mix with others. The parent or carer must accompany children for the entire time.

Playgroups may be held in halls, church grounds or community centres. A small fee to cover costs is usually charged. You can find a local playgroup through Playgroup Queensland:

Web: www.playgroupqld.com.au

Please also see the directory of this handbook for a group you might like to join.





Shopping and eating out

Groceries and retail

Most local people do their grocery shopping at large supermarkets such as Woolworths, Coles, IGA or Aldi. Supermarkets are located in most neighbourhoods. The prices in the supermarkets are fixed.

There are also specialist shops such as bakers, butchers and chemists for medical supplies.

Australians like to cook ethnic recipes, so you will find a basic selection of familiar cooking ingredients in the international sections of the supermarkets. *There are also smaller specialist shops listed in the directory of this handbook.*

Local farmers markets are another great way to find fresh produce and gourmet products. Some of the local food markets include Fisherman's Road Markets in Maroochydore, Eumundi Markets, Kawana Waters Farmers Market and Yandina Markets.

Clothing, homewares and appliances can be found in the large shopping centres at Sunshine Plaza Maroochydore, Noosa Civic Shopping Centre, Kawana Shopping World and Stockland Caloundra Shopping Centre.

You can also purchase these items second-hand from various recycle and charity stores. Look out for The Salvation Army, Lifeline, St Vincent de Paul and many others.

You may be used to shopping 24 hours, however trading hours are limited on the Sunshine Coast and not all shops have the same operating hours. Some shops will have reduced operating hours on a Saturday and some may close on Sundays.

There are also public holidays like Anzac Day, Good Friday and Christmas Day where almost all shops will be shut.

Eating out

There is plenty of excellent multicultural food, fresh seafood, tropical fruit and local produce.

Sunshine Coast also has a strong café and coffee culture with breakfast or lunch a popular time for people to catch up with friends and family at their favourite café.

You can ask for what you would like when dining out. If you do not eat meat or if you are allergic to certain food products, let the staff know. If you let them know they are often able to provide an alternative.

It's also fun to pack up a picnic or pick up some take away food and dine outdoors in a public park.

Drinking

It's generally safe to drink water from the tap. There are exceptions, and these are indicated with the sign "not drinking water".

The following rules apply for alcohol:

- Supermarkets in Queensland are not licensed.
- Only retailers who are granted licenses to operate a bottle shop as well as restaurants and hotels, can sell alcohol
- You must be 18 years or older to purchase alcohol.
- In some places you are not permitted or are discouraged from drinking alcohol, for example on public transport.
- Rules apply in Australia to drinking alcohol and operating a car, bike or machinery.

Not everyone in Australia drinks alcohol, people will not give you strange looks if you would rather drink water, juice or a soft drink when you are out.

Migration and settlement services

Translate important documents

The Australian Government offers free translations of important documents within two years of your arrival in Australia. This includes translations of documents such as wedding certificates, driver's licences and professional qualifications:

Phone: 1800 962 100
Web: www.translating.dss.gov.au

You can also pay for translators or interpreters through the National Accreditation Authority for Translators and Interpreters Organisation (NAATI):

Phone: 1300 557 470
Web: www.naati.com.au

Contact Centrelink

You may be eligible for government assistance while you settle in. The Department of Human Services issues government payments and allowances for families, students, job seekers, those with a disability and carers through Centrelink.

Centrelink has translated information to help you learn about available payments and services. Depending on your visa, there may be a waiting period before you can receive payments.

You can also contact the multilingual phone service and speak with a skilled bilingual service officer:

Phone: 131 202
Web: www.humanservices.gov.au - search Centrelink

Settlement services

If you have arrived in Australia less than five years ago and need more help or information on settling on the Sunshine Coast, contact a settlement service provider. They help new migrants to access Australian services such

as health, employment, education and transport.

Suncoast Settlement Program
Nambour Community Centre

Phone: 5441 4660
Email: suncoastsettle@gmail.com

Multicultural Queensland – MDA

Phone: 5491 4000
Email: stellar@mdaltd.org.au

Visas and citizenship

The Department of Home Affairs issues all Australian visas and citizenships. When you become a citizen you can apply for an Australian passport:

Phone: 131 881
Web: www.homeaffairs.gov.au - search visas or citizenship

Bringing family to Australia

If you want to bring family members to Australia you will need to contact the Department of Home Affairs to check the rules and requirements.

Phone: 131 881
Web: <https://www.homeaffairs.gov.au>

Migration agents

The Department of Home Affairs website is a good starting point for you to get all the information you need. If you want to use a Migration Agent, they must be registered with the Department:

Web: www.mara.gov.au

Visa expired?

If your visa has expired, you can talk anonymously with Department of Home Affairs:

Phone: 131 881 or
131 450 for TIS interpreter help.





Managing your money

Open a bank account

In Australia, people keep their money in a bank, building society or credit union. Most income, including salary and wages and government benefits, is paid directly into an account in your name. Australians use debit cards to withdraw money from their bank accounts and for many purchases.

If possible, open a bank, building society or credit union account within six weeks of your arrival in Australia. You will usually only need your passport as identification. After six weeks you will need additional identification. This may be difficult if you do not have many documents to identify yourself. Give the bank your tax file number (TFN) to avoid higher rates of taxation on interest earned.

Knowing the average living costs in Australia is an important part of your financial preparation. Immigration World have prepared an overview of some of the major factors that determine the cost of living in Australia:

Web: www.immigrationworld.com

Financial counselling

You can receive free financial counselling by contacting a financial counsellor. They can provide advice on creating a budget, help with credit cards and fines and mediation with utility companies. It is a good idea to contact a financial counsellor early, so they can help you before you experience too much financial difficulty.

For financial counselling, contact one of the following organisations:

Nambour Community Centre

Phone: 5441 4724

Web: www.nambourcc.org

Moneycare

Maroochydore Salvation Army

Phone: 5443 8248

Web: www.salvationarmy.org.au

UnitingCare Financial counselling

Phone: 1800 007 007

Web: www.unitingcareqld.com.au

Financial difficulty

If you are experiencing severe financial difficulty such as being unable to pay for food or rent you can contact:

Salvation Army

Phone: 1300 36 36 22

Web: www.salvationarmy.org.au

St Vincent's de Paul

Phone: 5443 1946

Web: www.vinnies.org.au

Advice and advocacy for people in financial stress

Financial Rights Legal Centre

Phone: 1800 007 007

Web: www.financialrights.org.au

Sending money to someone in another country

Money can be sent through a variety of services. Always keep your receipt in case of any problems. However, check all fees and the exchange rate before sending. The most commonly used services are:

Western Union at Australia Post

Web: www.auspost.com.au - search overseas money transfer

Moneygram at 7/11 stores or online

Web: www.moneygram.com.au

Finding a home

Finding a home when you are new to Australia can be difficult and confusing.

You can buy or rent a place to live, either directly from the owner or through a real estate agent. The agent is a person or business that arranges the renting, managing and selling of properties.

Owners and real estate agents advertise in local newspapers and online, you can also visit the real estate office to ask for a list of properties for rent in the area.

Buying or renting a home

To start looking online for a property to rent or buy, try the following websites:

Web: www.realestate.com.au

Web: www.domain.com.au

If you see a property you like you will need to arrange a time to have a look at the property.

Real Estate agents or property owners will organise the inspections and will be there to let you in and show you around. There may be other people having a look around as well as you.

For information explaining the processes and legal requirements to buying and owning a home visit Queensland Government:

Phone: 137 468

Web: www.qld.gov.au - search buying and owning a home

Renting

Check that the property is convenient for transport and parking and if any bills are included in the rent, such as electricity and water.

If you like the property, ask for an application form. The application form is the way the owner of the property can find out about you to see if they think you will be suitable for their property.

On the application form you will have to answer questions about yourself. For example, where you have lived before, how much rent you paid, your employment and how much you earn. You will also need to provide two referees, someone who can guarantee you would be a good tenant.

If you rent a house, unit, room, caravan or houseboat in Queensland there are rules that must be followed.

Rental agreements

A lease (agreement to rent) is a legal document. Don't sign it until you have looked at the property and fully understand the document. The lease will include a period of time where you guarantee that you will live there and pay the rent. This could be anywhere between three months and one year.

Payment of a bond, equal to one month's rent, plus one month's rent in advance, is usual practice when renting. The bond is normally returned when tenants vacate, minus any costs for repairs or cleaning if required.

Know your rights

The Residential Tenancies Authority provides advice about renting housing in Queensland. You can download their pocket guide for tenants which is available in nine languages, including English:

Web: www.rta.qld.gov.au - search tenants other languages

If you have any problems once you are living in your rented home contact the agent or owner in the first instance. If the problem cannot be resolved you can contact the Residential Tenancies Authority for support:

Phone: 1300 366 311

Web: www.rta.qld.gov.au

If you receive a Centrelink payment you may be able to apply to rent public housing:

Phone: 5352 7333

Web: www.hpw.qld.gov.au





Shared accommodation

Depending on your circumstances, you might find it easier to find share accommodation.

People who rent or own houses sometimes rent out a single room. Rooms to rent are advertised on websites such as:

Web: www.flatmatefinders.com.au
Web: www.flatmates.com.au

Household services

There are many providers for household services such as electricity, gas, phone and internet.

You can use online comparison tools to help you to compare different providers and make a decision about which offer best suits your needs for the best price.

Comparison sites:

Web: www.choice.com.au
Web: www.canstarblue.com.au
Web: www.finder.com.au
Web: www.productreview.com.au

Electricity and gas

Energy Made Easy is an Australian Government site where you can compare plans and prices for your electricity and gas:

Phone: 1300 585 165
Web: www.energymadeeasy.gov.au

Phone and internet (Telecommunications)

As soon as you arrive in Australia you should get an Australian phone number.

Telecommunications providers offer many different packages and contracts for landline, mobile and internet services. The biggest service providers are Telstra, Optus, Virgin and Vodafone. Shop around and check deals with a few companies before signing a contract.

Phone Dialling Tips:

- Numbers starting with 13 or 1300 = cost of a local call
- Numbers starting with 1800 = free calls

- Numbers starting with 19 = can be very expensive
- If you want assistance to find a telephone number phone: dial 1223

Long distance calls and calling international can be expensive. Try internet VoIP services like Skype, FaceTime, WhatsApp, and Facebook Messenger instead.

When people from your home country call you on your landline, they must:

- Dial 61 first (for Australia), then 7 (for Queensland) and then your landline telephone number.

For example:

(07) 5555 2222 (local land line)

61 7 5555 2222 (calling landline from overseas)

To call you on your mobile, they must:

- Dial +61 first, and then your mobile number, deleting the first 0.

For example:

0400 000 222 (local mobile number)

+61 400 000 222 (calling mobile from overseas)



Water

Unitywater provides the water and sewerage services on the Sunshine Coast. If you are buying your house the company will provide a Welcome Pack which includes various options for payment.

If you are renting the water bill is usually included in your rental payments, however in some cases you will be expected to pay the water usage bill, so remember to ask your landlord:

Phone: 1300 086 489
Web: www.unitywater.com

Waste collection services

Council provides a weekly domestic general waste collection service to Sunshine Coast residents.

Waste bins are for general household waste only, such as food waste and plastic bags. They are not suitable for recyclables.

Bins with yellow lids are for recyclable items only, such as newspaper, specific plastics, steel and aluminium cans. The recycling bin is collected every second week.

Read council's Guide to Waste and Resources Recovery Services to learn how to recycle:

Phone: 5475 7272
Web: www.sunshinecoast.qld.gov.au

Television

Free television is provided by the following television networks:

Special Broadcasting Service (SBS) is Australia's multicultural and multilingual broadcaster. SBS has many programs in different languages:

Web: www.sbs.com.au

Australian Broadcasting Corporation (ABC) is Australia's national broadcaster, it is independent of government and politics:

Web: www.abc.net.au

Seven Network, Nine Network, and Network Ten are commercial, free-to-air television networks. The networks all have national and local news, current affairs coverage, live sport and popular entertainment.

You can also stream most free-to-air television from the internet and watch the shows on your computer or Smart TV when it's convenient.

Pay TV and streaming services

Subscribing to pay TV in Australia will involve signing a contract with one of the providers, paying for a set-top box to carry the service, and the installation of the wiring and box. The two leading pay-tv providers in Australia are Foxtel and Fetch:

Web: www.foxtel.com.au
Web: www.fetchtv.com.au

Streaming TV shows, movies and documentaries on demand allows you to choose the shows you want to watch and they are streamed to your TV or computer in exchange for a monthly fee. On-demand services such as Netflix, Hulu, Stan, and Amazon Prime Video are very popular. You will need a computer or a Smart TV and good internet to use this service.

Radio

4EB FM (available on 98.1F) is an ethnic community radio station broadcasting to the Queensland area. 4EB offers programs across 55 language groups from around the world:

Web: www.4eb.org.au - click the listen live button.

Radio Garden allows you to listen to thousands of live radio stations from across the world:

Web: www.radiogarden.com





Education and schooling

The Sunshine Coast has a full range of high quality education and training facilities for adults and children.

Sign up for free English classes

Some libraries, community centres and churches run free English classes. *Please see the listings in the directory of this handbook.*

Read and Write for Life

This service provides confidential help with general literacy. This includes reading, writing, speaking, listening, maths and basic computer skills. Sessions are held across Sunshine Coast Libraries.

An interview with Sunshine Coast Council Literacy Services is required to before attending a session. To organise an interview or for more information:

Phone: 5499 5414

Web: <https://library.sunshinecoast.qld.gov.au> - search read and write for life

Email:

literacy.services@sunshinecoast.qld.gov.au

Conversation Circles

Conversation circles are informal gatherings of people from non-English speaking backgrounds. The aim is to improve English conversation skills. By conversing in a friendly setting, participants help each other develop understanding and skills. Sessions are informal and no booking or interview is required.

- Tuesdays 1-3pm at Kawana Library
- Wednesdays 1-3pm at Maroochydore Library

Phone: 5475 8989

Web: <https://library.sunshinecoast.qld.gov.au>

Adult Migrant English Program (AMEP)

The program offers up to 510 hours of basic English language classes to help you develop your English language skills and settle confidently into your new life in Australia:

Phone: 1300 308 233

Web: <https://tafeqld.edu.au/courses/tells/adult-migrant-english-program.html>

Skills for Education and Employment (SEE)

Provides up to 650 hours of free language, literacy and numeracy training to equip eligible job seekers with the knowledge and skills required to succeed in further studies or in the workforce:

Phone: 1300 308 233

Web: www.tafeqld.edu.au

Talk 2 Friends

English conversation class facilitated by the Nambour Community Centre:

Phone: 5441 4724

Education for adults

The Sunshine Coast welcomes local, national and international students to experience a diverse range of study options at education institutions and training organisations including:

University of the Sunshine Coast

University of the Sunshine Coast offers undergraduate and postgraduate degree programs, Study Abroad courses, English language programs:

Web: www.usc.edu.au

Tafe Queensland

Tafe Queensland is Queensland's largest, training provider. They deliver practical, industry-relevant training across a range of industries from entry-level certificates to bachelor degrees:

Web: www.tafeqld.edu.au

Research all available educational options at:

Web: www.studysunshinecoast.com.au

Enrol your children in school

Australian law says children from 6-16 years old must go to school.

You must enrol your child or children in a school as soon as possible.

You will need to show your travel documents and your child's immunisation records. Children must have the required immunisations in order to go to school.

Children attend thirteen years of formal education (plus non-compulsory preschool or kindergarten).

Year	Ages	School
Kindergarten/preschool (non-compulsory)	3–5	Preschool
Prep/Kindergarten/Pre-primary	5–6	Primary
Grade or Year 1	6–7	
Grade or Year 2	7–8	
Grade or Year 3	8–9	
Grade or Year 4	9–10	
Grade or Year 5	10–11	
Grade or Year 6	11–12	Secondary
Grade or Year 7	12–13	
Grade or Year 8	13–14	
Grade or Year 9	14–15	
Grade or Year 10	15–16	
Grade or Year 11	16–17	
Grade or Year 12	17–18	

Government schools are called State schools and tuition is free. Private schools are fee paying.

The best way to choose a school is to visit, meet the staff and ask questions.

You can use the Schools Directory to find a school in your area by searching on the school name or the name of your suburb:

Web: www.schoolsdirectory.eq.edu.au

Extra support to learn English language

If your child needs extra support learning English, talk to the Principal at their school. Primary and high school students in State Government schools may be eligible to receive extra help.

Childcare

Many people put their children in childcare while they work. The Australian Child Care Index helps you find the right care to suit your needs. They have a full listing of day care centres, kindergarten, pre-schools, nannies or a babysitters:

Phone: 1800 670 305

Web: www.echildcare.com.au





Employment and your rights

A range of services and support is available to assist people to gain employment in Queensland.

The first thing you should do is get your overseas skills and qualifications recognised in Australia. Overseas skills recognition is having your overseas trade or professional skills and qualifications formally assessed and recognised in Australia:

Web: www.qld.gov.au - search overseas skills recognition

Apply for a Tax File Number (TFN)

A TFN is a unique number issued to individuals and businesses to help the government administer taxation and other government programs. You need a TFN before you can work in Australia, receive government allowances or money from investments.

Foreign passport holders, permanent migrants or temporary visitors can apply for a TFN online – it's easy and takes less than a minute, all you will need is your passport and an Australian address:

Web: www.ato.gov.au - search TFN.

Finding a job

Employment service providers

If you are registered with Centrelink they will assign you to an Employment Service Provider who can link you in with potential employers and also pay for new training.

Jobactive - Australian Government Employment Program

Jobactive provides money to a range of job agencies to assist you with finding work. To find out if you are eligible for employment support services contact Centrelink's Multilingual Officer:

Phone: 131 202

Web: www.humanservices.gov.au

National Work Experience Program

Jobactive matches job seekers in unpaid real life work experience programs to help jobseekers gain experience and confidence, while demonstrating skills to potential employers:

Phone 13 62 68

Web: www.jobs.gov.au - search national work experience programme

Jobs advertised online

There are a number of websites where you can look for jobs:

Web: www.jobsearch.gov.au

Web: www.seek.com.au

Web: www.careerone.com.au

Web: www.smartjobs.qld.gov.au

Here are some ideas to help you find work:

- Be authentic, your cultural background is valuable – you have a lot to offer
- Meeting people and telling them you are looking for work is important – 50% of jobs are not advertised
- Volunteering can help you get real life work experience and develop new skills
- Persist - you have nothing to lose – the worst they can say is no and every no is closer to a YES
- Get a good mentor to help you with your job seeking
- Update your résumé
- Get assistance with your job application
- Practice your interview skills
- Create a LinkedIn profile
www.linkedin.com.

Workplace rights and pay conditions

Migrant workers and some visa holders have the same workplace rights as all other workers in Australia. The Fair Work Ombudsman can give you information and advice about your workplace rights and obligations.

Their website has information translated into 30 different languages and a Pay and Conditions Tool (PACT) where you can calculate pay rates, shift calculations, leave, and notice and redundancy entitlements. Keep track of the number of hours you've worked with their Record My Hours app, available in 18 languages.

The website also provides information about pay and conditions for visa holders.

Phone: 13 13 94

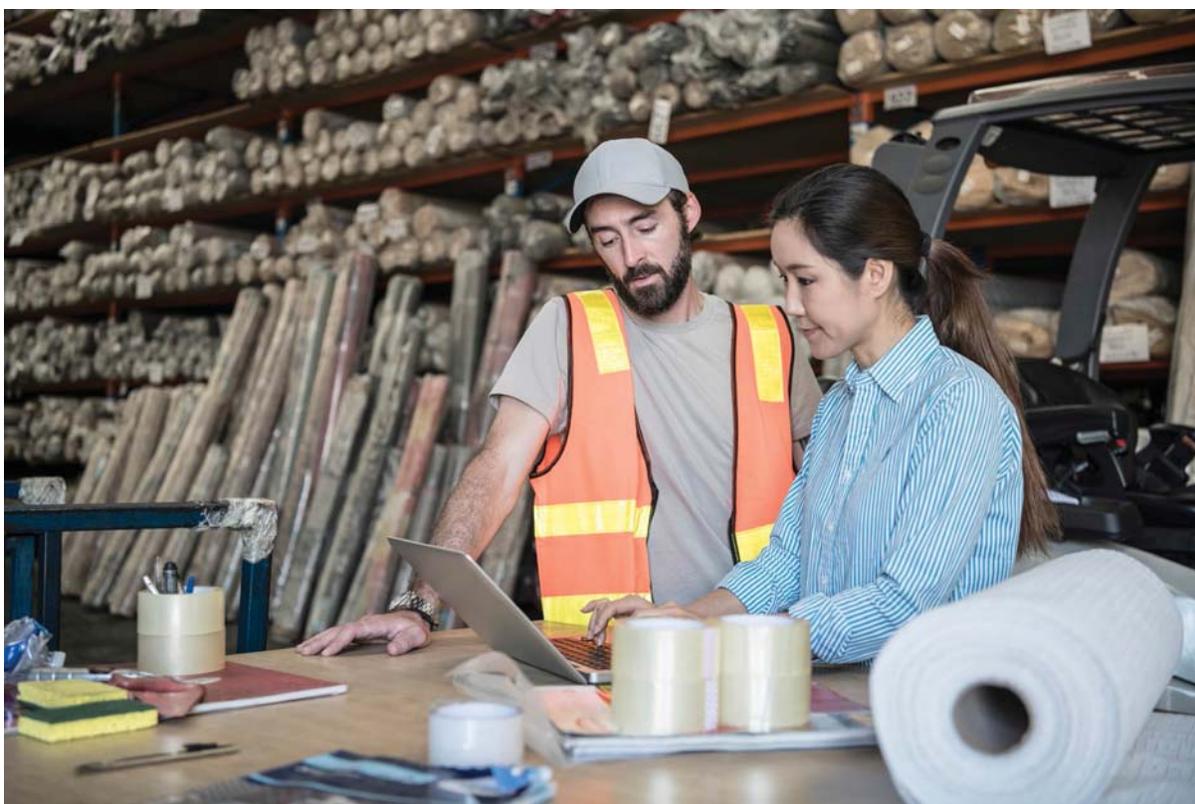
Web: www.fairwork.gov.au

Self-employment

The New Enterprise Incentive Scheme (NEIS) is a program that provides individualised help for job seekers to become self-employed business owners:

Phone: 13 62 68

www.jobsearch.gov.au - search start your own business





Driving and transport

Apply for a driver's licence

Contact Queensland Department of Transport for information about driving on an overseas driving licence. If you are allowed to drive on your overseas licence, make sure you understand the Queensland road rules.

If you're stopped by police when you're driving, you need to give your name and address, and show your driver's licence. You may also need to take a roadside alcohol breath test or drug saliva test.

If you drive in Queensland when you're not allowed to, you'll be charged with unlicensed driving and may have to appear in court and pay a fine:

Phone: 13 23 80 or 13 14 50 (multilingual phone service).
Web: www.tmr.qld.gov.au

Buying a car

New cars are usually purchased from a reputable dealership.

Used or second-hand cars can be purchased either from a dealership or directly from the current owner.

Remember to always take a second-hand car for a test drive and have a registered mechanic check that it is in good condition. Royal Automobile Club of Queensland (RACQ) or other registered car mechanics will do this for a fee.

When purchasing a second-hand car, the previous owner must sign over the car to you and give you the registration papers.

Your car must be registered and insured before it can be driven.

To understand the process:

Web: www.qld.gov.au/transport/registration

Public transport

Public transport on the Sunshine Coast is an affordable way to travel.

Council has a comprehensive public transport guide:

Web: www.sunshinecoast.qld.gov.au - search public transport

Bus and train

TransLink provide bus and train services throughout the Coast and for travel to the north and south of the Sunshine Coast.

To find the schedule and route you need, use the Journey Planner and select your language from the bottom of the webpage:

Phone: 13 12 30
Web: www.translink.com.au

Get a go card to make every trip cheaper. You can buy a go card at 7-Eleven, NightOwl stores and some newsagencies.

Taxis and rideshare

Taxis, rideshare and personalised transport providers operate 24 hours a day, seven days a week.

Suncoast Cabs

Phone: 131 008
Web: www.suncoastcabs.com.au

Uber and Ola are just two of the rideshare services available on the Sunshine Coast. You will need to download the associated app to your smart phone to use their services. When you travel, the fare is automatically calculated and charged to the payment method you provided when setting up the account.

Council Link

Council link is a service for Sunshine Coast residents over 60 years of age and people with a disability. The service will pick you up and take you to your nearest shopping centre:

Phone: 5390 1288 to make a booking.

What to do if you become ill

For less serious illnesses, for example colds or headaches, you can buy medication directly from the chemist or pharmacy. The staff working there can advise you.

If you are seriously ill you will need to see a local doctor.

If it's an emergency you need to phone triple zero 000 and ask for an ambulance.

Register with Medicare

Medicare is Australia's national health care system which helps Australians and permanent residents with the cost of doctor's visits, medicines, hospital stays etc. Some temporary migrants may also be eligible.

To register with Medicare, you will need your passport and other travel documents. If you meet all the requirements you will be given a temporary Medicare card number. You will receive your Medicare card in the post approximately three weeks later.

More information is available in different languages:

Phone: 132 011

Web: www.humanservices.gov.au - search Medicare

Private health insurance

You can also choose to take out private health insurance to give you more health care options and to cover items which are not covered by Medicare.

You can find a comprehensive list of independent private health insurance here:

Web: www.privatehealth.gov.au

Overseas visitors and overseas students

If you are visiting Australia and hold a temporary visa, you should consider taking

out Overseas Visitors Health Cover (OVHC). If you need to visit a doctor or stay in hospital while you are here, you could find yourself responsible for the full cost of treatment, which can be very expensive.

Find a family doctor

A 'family doctor' will get to know your family and their health needs, and be your first contact for medical matters. These doctors are called General Practitioners or GPs. Australian GPs usually work from offices or clinics. People usually visit a doctor near to where they live.

If you have a health concern and it is not an emergency, go to your family doctor. You usually need to make an appointment by telephone or online before you arrive.

To find out what is wrong, the doctor will have a conversation with you and ask questions. Tell him or her what problems you are having with your mind or your body. It's important to be honest and leave nothing out. Doctors are legally obliged to keep anything you tell them confidential. This means that they cannot give any information about you to the authorities, employers or even family members, unless you want them to.

After your conversation, the doctor may need to examine you before they can tell you what's wrong. You can ask for a doctor who is the same gender as you, if you prefer.

If you don't understand what the doctor is saying do not be afraid to ask again. It is part of the doctor's job to explain everything to you so you understand. If you have difficulty speaking or understanding English, you can ask the doctor for an interpreter service to explain to you.

The doctor will either ask you to pay for your visit before you leave (some of the fee will be refunded by Medicare) or they may choose to bulk bill. Bulk billing is when your doctor bills Medicare directly so you do not have to pay anything. It is best to ask at the time of making your appointment if your doctor bulk bills.





Medical emergencies

Emergency medical treatment is available 24 hours a day, seven days a week at the Emergency departments of public hospitals and some private hospitals.

If you or someone else is dangerously ill, phone triple zero **000** immediately and ask for “**Ambulance**”. When you go to hospital, bring any medicines and your Medicare, private health insurance membership, Health Care or Pension concession cards.

If the situation is not an emergency, contact your family doctor. You should always try to contact your family doctor first if you have health issues. But if they are unavailable and the situation is not an emergency you can phone Healthdirect.

Healthdirect have qualified nurses who can give you immediate over the phone professional advice. You can advise them if you need an interpreter:

Phone: 1800 022 222
Web: www.healthdirect.gov.au

Hospitals

There are a number of public and private hospitals on the Sunshine Coast. For a full listing visit the Sunshine Coast Hospital and Health Service:

Web: www.health.qld.gov.au/sunshinecoast

Emergency departments are open 24 hours a day, 7 days a week. The largest hospital on the Sunshine Coast is:

Sunshine Coast University Hospital

Doherty Street, Birtinya
Phone: 5202 0000

TIP: Locate your nearest hospital soon after you arrive, so if there is an emergency later, you already know where to go and what to do.

Chemist or pharmacy

You can only buy prescription medications from chemists/pharmacies. Some pharmacies are open 7 days a week.

Community health and wellbeing services

Aged care

For most people, growing older means there are times you find it difficult to manage day-to-day living activities. You may need help, or you may be caring for a family member or a friend who needs help.

There are different types of aged care services to support you, whatever your needs. When you call My Aged Care the contact centre staff will ask you questions to help them understand your needs:

Phone: 1800 200 422
Web: www.myagedcare.gov.au

Diversicare Sunshine Coast (Multicultural Aged Care) offer multicultural advisory and support services in aged care:

Phone: 1300 348 377
Web: www.diversicare.com.au

Dental health

Adults and children can access free publicly funded dental care through Queensland Government if they meet certain eligibility criteria. If you do not meet the criteria you will need to pay to visit a private dentist:

Phone: 1300 300 850

Disability

The National Ethnic Disability Alliance provide advocacy for migrants and their carers/families with disability in Australia:

Phone: 02 6262 6867
Web: www.neda.org.au

The National Disability Insurance Scheme provides funding support for people with disability:

Phone: 1800 800 110
Web: www.ndis.gov.au

Drug and alcohol treatment

Alcohol and Drug Services offer a range of treatment, information, education and community-based supports for Australians affected by alcohol and drug use. There is no cost for treatment and counselling:

Phone: 1300 139 641 or 1800 811 994

Families

Relationships Australia is a leading provider of relationship support services for individuals, families and communities. They aim to support all people in Australia to achieve positive and respectful relationships:

Phone: 1300 364 277

Web: www.relationships.org.au

Gambling helpline

The legal minimum age to gamble either at an online gambling site or gaming venue in Australia is 18.

The Gambling Helpline is a free, confidential help service:

Phone: 1800 858 858

Immunisations

Immunisation saves around 3 million lives world-wide each year and helps to prevent outbreaks and hospitalisations from vaccine-preventable diseases.

Vaccine-preventable diseases are still common in many countries. Increased travel and immigration means the risks are real. Your best source of information about immunisation or vaccination is your doctor:

Web: www.vaccinate.initiatives.qld.gov.au

Mental health

Changing countries is difficult. You may be feeling depressed or anxious. Ask your doctor about Medicare's six sessions with a psychologist called a Mental Health plan. Medicare covers most of the cost however you may have to pay the gap in some instances.

Mental Health in Multicultural Australia provides many links to translated mental health information and directories:

Web: www.mhima.org.au

Free telephone counselling services are available to anyone with concerns:

Lifeline

Phone: 13 11 14

Beyondblue

Phone: 1300 224 636

Relationships Australia

Phone: 1800 002 222

Domestic and family violence

Violence can be physical, sexual, verbal, emotional, financial or social. It is illegal in Australia for a person to be violent to their partner, also a parent or carer to a child. If you are the victim of violence please seek help and advice:

Domestic Violence Service (DV Connect)
24 hours a day, 7 days a week

Phone: 1800 811 811 (women)

Phone: 1800 600 636 (men)

You can also search for local support organisations in your area:

Web: www.qld.gov.au – search domestic-family-violence

In an emergency phone the police on triple zero **000**.

Young people

Headspace provides counselling, information and referral for young people aged 12 to 24 years:

Phone: 5409 4900

Web: www.headspace.org.au





Health and wellbeing programs

Healthy Sunshine Coast

Sunshine Coast Council offers a health and wellbeing program called Healthy Sunshine Coast. The program offers a range of low-cost activities to improve your health and wellbeing. For the full range of classes visit council's website:

Phone: 5475 7272

Web: www.sunshinecoast.qld.gov.au - search healthy sunshine coast

Heart Foundation Walking

Heart Foundation Walking is a free community program where you join a walking group in your local area. It is a great way to meet local people from the area and be healthy and active. There are many groups you can join on the Sunshine Coast:

Phone: 13 11 12

Web: www.heartfoundation.org.au/walking/queensland

Parkrun

Parkrun is a free 5km community fun run (or walk) held each Saturday morning at 7 am at seven locations across the Sunshine Coast. Parkrun is for all abilities and is held in a safe running/walking environment. Parkrun events are held across the world and are run by volunteers:

Web: www.parkrun.com.au



Justice and law

Queensland Police Service

The Queensland Police Service is the main law enforcement agency responsible for ensuring the safety and security of our community.

When contacting the police:

If it is an emergency or the crime is happening now, phone triple zero **000** and ask for **“Police”**.

If it is not an emergency and the crime has already happened, phone Policelink 131 444.

Free legal help

All Australians have, under the law, the right to seek justice. Free legal assistance is available if you are eligible:

Legal Aid

Phone: 1300 651 188
Web: www.legalaid.qld.gov.au

Suncoast Community Legal Services Inc.

Phone: 5443 7827
Web: www.suncoastcommunitylegal.org

Refugee and Immigration Legal Service

Phone: 3846 9300
Web: www.rails.org.au

Justices of the Peace

Web: www.qld.gov.au - search Justice of the Peace

Consumer Law

Australia has consumer laws to protect you when you purchase goods and services and to cover safety and privacy. To learn more about your rights:

Web: www.qld.gov.au/law/your-rights

If you experience racism

Racism is unacceptable in our society. If you suffer harassment or abuse based on race, country of origin or religion there is support available. For further information contact the Queensland Human Rights Commission:

Phone: 1300 130 670
Web: www.qhrc.qld.gov.au





Safety, disaster and emergency

What to do in an emergency

If the situation is life threatening or time critical phone triple zero **000** for police, ambulance, or fire brigade then say: “police” or “ambulance” or “fire”.

The call is free from all mobile phones, even if you phone has no credit on it.

Wait to be transferred, and THEN say what your language is. You will be transferred to the Translating and Interpreting Service.

Poisoning

The Poisons Information Centre is available 24 hours a day:

Phone: 13 11 26

During cyclones, floods, or bushfires

Key hazards on the Sunshine Coast include bushfires, storms and flooding. It’s important to know what to do and how to get prepared for an emergency. For translated fact sheets about natural disasters:

Web: www.qld.gov.au - search translated fact sheets natural disasters

To learn how to be prepared in case of a natural disaster:

Web: www.getready.qld.gov.au

Listen to local ABC radio station 90.3 FM for updates and warnings.

State Emergency Service (SES)

If you require rescue services during a flood or storm:

Phone: 132 500

Disaster Hub

Disaster Hub is Sunshine Coast Council’s website for everything you need to know about being prepared for and informed during a disaster event on the Sunshine Coast. Information includes: road closures, power outages and weather warnings:

Web: <https://disaster.sunshinecoast.qld.gov.au/#Dashboard>





Directory

Social groups

Alliance Francaise De La Sunshine Coast
Promoting French language and culture.
Email: info@afsunshinecoast.org.au
Web: www.asf.sunshinecoast.org.au
FB: Alliance Francaise De La Sunshine Coast

Asosiasi Nasyarakat Indonesia) Sunshine Coast (ASUMSI)
Supporting the Indonesian community, specifically those who are new to the Sunshine Coast and face language barriers.
Email: tuttylax@yahoo.com
FB: ASUMSI (Asosiasi Masyarakat Indonesia) Sunshine Coast

Australian Myanmar Friendship Association of Queensland Inc.
Promoting Myanmar's ethnic cultures and supporting Myanmar migrants who are new to the Sunshine Coast.
Email: mposaw@gmail.com
Web: www.amfaq.org.au
FB: Amfaq Brisbane

Bambu
Celebrating Indonesian culture and language through social gatherings.
Email: flabambu@westnet.com.au

Descendants of Australian South Sea Islanders
Celebrating culture through social gatherings, cultural events and spirituality.
Email: dassipresident@hotmail.com
FB: Dassi Sunshine Coast

Festuri
A rich and vibrant festival bringing the whole community together to share and appreciate our cultural diversity. Call and join the team.
Email: festuri.info@gmail.com
Web: www.festuri.org.au
FB: Festuri

German Singing Group Caloundra
A social group that hopes to give people one more reason to smile.
Email: colonelklink6@gmail.com

Happy Community Network
Celebrating and promoting Japanese culture on the Sunshine Coast through events, workshops and social activities.
Email: info@hcn.org.au
Web: www.hcn.org.au
FB: Happy Community Network Inc. NPO



Nambour Scottish Country Dancers

Gathering socially to teach and learn Scottish country dancing.

Email: paulajohn6@bigpond.com

Web: www.rscds.org.au

Slovenian Language and Culture Association QLD

Promoting Slovenian language and culture on the Sunshine Coast.

Email: slovenianlanguage.qld@gmail.com

FB: Slovenian Language and Culture Association Queensland

Spanish Conversation Get Together

A social gathering for Spanish speaking people on the Coast.

Email: mumel19@hotmail.com

Sunshine Coast Chinese Association

Hosts cultural events/workshops and provides community support to members.

Email: scchineseassociation@gmail.com

Sunshine Coast Fiji Community

A social group who meets regularly for get-togethers and to welcome visitors and new arrivals from Fiji.

Email: martintiffany30@yahoo.com

FB: Sunnycoast Fiji Crew & Families

Sunshine Coast Finnish Friends Support

Support for Finnish community, specifically the elderly.

Email: ekhentunen@gmail.com

Sunshine Coast Kerala Association Inc.

Celebrating the Kerala community through social gatherings.

Email: sunshinecoastkeralaassociation@gmail.com

FB: Sunshine Coast Kerala Association Inc

Sunshine Coast PNG Group

Connecting all people who identify as Papua New Guinean living on the Sunshine Coast.

Email: ranujames@hotmail.com

FB: Sunshine Coast PNG Group

Thai Community of Sunshine Coast Association Inc.

Promoting Thai culture and assisting Thai people when they arrive to improve their knowledge of Australian culture.

Email: jiprock@hotmail.com

The Friendship Force of the Sunshine Coast

Members of a world wide organisation of 300 Friendship Force Clubs in 60 Countries. Join this group and host members from other countries for cultural exchange.

Email: mikemcf8@gmail.com

Web: www.friendshipforcesunshinecoast.org.au

The Welsh Society of the Sunshine Coast

Connecting Welsh and non-Welsh people through social celebrations and events.

Email: jonj90009@gmail.com

Vietnamese Association in Sunshine Coast

Supporting the well being and cultural life of the Vietnamese community by assisting new migrants in finding jobs and housing.

Email: duyen@gmail.com

FB: Vietnamese Association in Sunshine Coast

Women's Global Hub

Invites all women to join the group every Tuesday 11am - 1pm for a friendly social gathering where sharing, teaching and learning about our diverse cultures is our goal.

Email: stella@calcomm.org.au

Web: www.caloundracommunitycentre.org

FB: Caloundra Community Centre



Services and support

#MakingItHappen

Assistance with funding applications, project delivery, social enterprise and business coaching.

Email: davinia@making-it-happen.com.au

Web: www.making-it-happen.com.au

FB: Makingithappen

Caloundra Community Centre

Creating vibrant, sustainable communities through a range of programs, services and facilities. They are committed to inclusiveness and seek to respond to and address the needs of our multicultural community.

Phone: 5491 4000

Email: cdw@calcomm.org.au

Web: www.caloundracommunitycentre.org

FB: Caloundra Community Centre

Carers Queensland

With one in every eight Australians caring for a family member or friend, Carers Queensland is committed to providing specialised carer, aged, and disability support services for culturally and linguistically diverse carers and families.

Phone: 1800 242 636

Email: info@carersqld.com.au

Web: www.carersqld.com.au

FB: Carers Queensland SunshineCoast

Comlink

ComLink is a leading aged care and health and well-being specialist, providing community services, transport solutions and volunteer programs.

Phone: 1300 785 446

Email: info@comlink.org.au

Web: www.comlink.org.au

FB: ComLink

Community Action for a Multicultural Society (CAMS) program Nambour Community Centre

Supports groups to achieve greater intercultural connectedness so that people from culturally diverse backgrounds can achieve their ambitions for social and economic participation.

Phone: 5441 4724

Email: ana@nambourcc.org

Web: www.nambourcc.org

FB: Nambour Community Centre

Department of Human Services - Centrelink

Delivers social and health payments and services

Web: www.humanservices.gov.au

Diversicare - Multicultural Advisory Service

Professional development is provided free to community care and aged care services seeking to enhance their delivery of culturally appropriate care to older people, people with a disability under 65 and their carers from culturally and linguistically diverse communities.

Phone: 5491 9655

Email: mas.sunshine@diversicare.com.au

Web: www.diversicare.com.au

FB: Diversicare

Glass House Mountains Community Centre

Providing a welcoming space and community hub with facilities for groups and community to meet, connect and hold events. Also providing emergency relief to support those in need.

Phone: 5438 7000

Email: ghmnc97@gmail.com

FB: Glass House Mountains Neighbourhood Centre

Maleny Neighbourhood Centre Inc.

Maleny Neighbourhood Centre is a welcoming, multifunctional community space in the heart of Maleny, that provides opportunities for community connection and well being for everyone.

Phone: 5499 9345

Email: coordinator@malenync.org.au

Web: www.malenync.org.au

FB: Maleny Neighbourhood Centre

Maroochy Neighbourhood Centre

Provide services to connect people with their community in a friendly, accessible and respectful environment. Hosting community dinners, providing free counselling, family support and a community garden.

Phone: 5443 6696

Email: cdp@maroochync.org.au

Web: www.maroochync.org.au

FB: Maroochy Neighbourhood Centre

Multicultural Queensland - MDA

MDA's Settlement Engagement and Transition Support (SETS) Client Services program promotes successful lifelong settlement of migrants, by supporting people to build independence and community connection.

Phone: 5491 4000

Email: stellar@mdaltd.org.au

Web: www.mdaltd.org.au

FB: Multicultural Queensland - MDA

Queensland Statewide Tenant Advice and Referral Service (QSTARS)

A free independent advice and referral service for all Queensland renters

Phone: 1300 744 263

Email: mail@tenantsqld.org.au

Web: www.qstars.org.au



Suncoast Community Legal Service Inc.

Free legal advice and referral services and migration advice and referral.

Phone: 5443 7827

Email: info@sunocastcommunitylegal.org

Web: www.suncoastcommunitylegal.org

FB: Suncoast Community Legal Service Inc

Suncoast Settlement Program Nambour Community Centre

Provides free confidential information to support permanent residents who have arrived in the last 5 years as refugees, humanitarian entrants or family stream migrants. Get help to access services such as health, employment, education and transport and better understand various aspects of life in Australia.

Phone: 5441 4660

Email: suncoastsettle@gmail.com

Sunshine Coast Libraries

Providing community connections, information and access to computers, workshops, events and free English classes.

Phone: 5499 5414

Email: literacy.services@sunshinecoast.qld.gov.au

Web: www.sunshinecoast.qld.gov.au

FB: Sunshine Coast Council

Sunshine Coast Multicultural Network

Brings together community, government and non-government representatives to work with multicultural communities to create opportunities for connections, collaborate on identified needs and opportunities and enhance understanding of cultural diversity.

Phone: 5442 4724

Email: ana@nambourcc.org

Web: www.nambourcc.org

FB: Nambour Community Centre

University of the Sunshine Coast International students

Choose from undergraduate, postgraduate, Study Abroad and English language programs.

Phone: 5430 2843

Email: international@usc.edu.au

Web: <https://www.usc.edu.au/learn/international-students>

Volunteering Sunshine Coast Inc.

Maintain a large database of volunteer positions to suit a range of different skills and interests.

Phone: 5443 8256

Email: admin@volunteeringssc.org.au

Web: www.volunteeringssunshinecoast.org.au

FB: Volunteering Sunshine Coast

Advocacy organisations

Amnesty International Sunshine Coast

Focus on upholding human rights for all.

Phone: 0413 534 250

Web: www.amnesty.org.au

Australian Multicultural Foundation (AMF)

To promote awareness among the people of Australia of the diversity of cultures within Australia.

Phone: 03 9347 6622

Web: www.amf.net.au

Buddies Refugee Support Group

Support asylum seekers and refugees.

Phone: 0412 673 028

Web: www.refugeebuddies.org

Caloundra Social Justice Group

To educate parishioners and others in social justice issues.

Phone: 0422 056 334

Web: www.caloundracatholicparish.net

Ethnic Communities Council of Queensland (ECCQ)

Supporting and advocating for the needs, interests and contributions of culturally and linguistically diverse communities in Queensland.

Phone: 07 3844 9166

Web: www.eccq.com.au

Federation of Ethnic Communities' Councils of Australia (FECCA)

The national body representing Australians from culturally and linguistically diverse backgrounds.

Phone: 02 6282 5755

Web: www.fecca.org.au

Multicultural Youth Advocacy Network (MYAN)

A nationally recognised body that represents migrant and newly arrived young people.

Phone: 03 9340 3700

Web: www.myan.org.au

Queensland Human Rights Commission (QHRC)

An independent body that supports businesses, government and the community to resolve discrimination complaints, deliver training and promote public discussion on human rights.

Phone: 1300 130 670

Web: www.qhrc.qld.gov.au

Refugee Council of Australia (RCOA)

The national umbrella body for refugees and people seeking asylum and those who support them.

Phone: 02 9211 9333

Web: www.refugeecouncil.org.au



Settlement Council of Australia (SCOA)

The national peak body for settlement.

Phone: 02 6282 8515

Web: www.scoa.org.au

Sunshine Coast Reconciliation Group

To work on projects and to share information that bring a better understanding and acceptance of reconciliation between Australia's First Nations people and other Australians.

Phone: 0432 853 998

FB: Sunshine Coast Reconciliation Group Incorporated

Sunshine Coast Refugee Action Network (SCRAN)

Focused around action, advocacy and community awareness.

Phone: 0466 874 608

FB: Sunshine Coast Refugee Action Network

Welcome to Maleny - Refugee Support Group

Locals of Maleny developing creative ideas and strategies to contribute to the well-being of refugees in Australia, more specifically SE Queensland.

Phone: 0448 319 391

FB: Welcome to Maleny - W2M



English language classes

Adult Migrant English Program

Phone: 1300 308 233

Web: www.tafeqld.edu.au

Conversation Circles

Kawana Library, Buddina

Meets: Tue 1pm - 3pm (excluding school holidays)

Phone: 5475 8989

Web: <https://library.sunshinecoast.qld.gov.au>

Conversation Circles

Maroochydore Library Cotton Tree

Meets: Wed 1pm - 3pm (excluding school holidays)

Phone: 5475 8989

Web: <https://library.sunshinecoast.qld.gov.au>

English as an Additional Language

Phone: 5449 4111

Web: www.qld.gov.au/education/schools/student/eald

Good English

Goodlife Community Centre Buderim

Meets: Wed 4pm - 5.30pm (excluding school holidays)

Phone: 5443 2126

Web: www.goodlife.org.au

Read and Write for Life

Phone: 5499 5414

Meets: Sessions across Sunshine Coast Libraries

Web: <https://library.sunshinecoast.qld.gov.au>

Skills for Education and Employment

Phone: 1300 308 233

Web: www.tafeqld.edu.au

Talk 2 Friends

Nambour Community Centre Nambour

Meets: Fri 9am - 11.30am (excluding school holidays)

Phone: 5441 4724 / 0402 128 978

Web: www.nambourcc.org



Faith and spirituality groups

Faith and spiritual organisations who are listed in this directory are those who are responding to specific ethnic group(s) through providing particular cultural services, support and programs.

Baha'i Community of Sunshine Coast
Baha'I Faith
Monthly readings from the world's religious faiths and inspirational thinkers.
Matthew Flinders Anglican College, Buderim
Email: sunshinecoast@qld.bahai.org.au
Web: www.bahai.org.au
FB: Baha'is of the Sunshine Coast

Chenrezig Institute
Buddhist
A centre for Buddhist study, meditation and retreat.
33 Johnson Road, Eudlo
Email: spc@chenrezig.com.au
Web: www.chenrezig.com.au
FB: Chenrezig Institute

Dzogchen Community of Namgyalgar Incorporated
Dzogchen - Tibetan Buddhism
A centre for retreat, study and dancing.
206 Glasshouse – Woodford Road, Glasshouse Mountains
Email: tibet4you@gmail.com
Web: www.dzogchen.org.au
FB: International Dzogchen Community of Namgyalgar

Forest Way Zen
Zen Buddhism
Regular meditation sessions in Doonan.
Email: forestway@bigpond.com
Web: www.forestwayzen.com
FB: Forest Way Zen, Sunshine Coast

Greek Orthodox Parish - Sunshine Coast
All orthodox faiths welcome
Monthly liturgies.
6 Meta Street, Mooloolaba
Email: gopsunshinecoast@gmail.com
FB: Greek Orthodox Parish Sunshine Coast

International Christian Embassy Jerusalem
Jewish
Email: icejaus@bigpond.com
Web: www.icej.org.au
FB: International Christian Embassy Jerusalem (ICEJ)

Muslim Organisation Sunshine Coast (MOSC)
Focusing on faith and socialising within the Sunshine Coast community.
Email: smnaveed@gmail.com
Web: www.mosc.org.au
FB: Muslim Organisation Sunshine Coast

Nambour Christian Church
Samoan language service
Weekly Sunday worship.
95 Pine Grove Road, Woombye
Email: ncc@citywide.org.au
Web: www.nambourchristianchurch.org
FB: Nambour Christian Church

New Life South Pacific Family Inc.
Providing spiritual and cultural support for people of the South Pacific Region.
Email: newlifesouthpacificfamilyinc@gmail.com
Web: newlifesouthpacific.wixsite.com/mysite
FB: NewLife South Pacific Family Inc

Palmwoods Uniting Church – Tongan Service
Tongan language service
Twice monthly Sunday worship.
10 Church Street, Palmwoods
FB: Palmwoods Uniting Church

Sunshine Coast Chinese Christian Church
Chinese/Mandarin language service
Weekly Sunday worship.
Stringybark Road, Buderim
Email: gracechurch@westnet.com.au
Web: www.gracechurchbuderim.com.au
FB: Grace Christian Church Buderim

Sunshine Coast Korean Uniting Church
Korean language service
Weekly Sunday worship.
6 Millwell Road, Maroochydore
Email: gil0317@gmail.com / jamesbstevenson@gmail.com
Web: www.maroochydoreuc.org.au
FB: Sunshine Coast Korean Uniting Church



Food grocers

Arundell Ave Store
Asian products. Owner speaks Cantonese. Opening Hrs: Mon - Fri 9am - 5pm
19 Arundell Ave, Nambour
Phone: 5441 3300

Asian Food 4U
Asian groceries. Owner speaks Tagalog. Opening Hrs: Mon, Tue, Wed, Fri & Sat 9am - 5pm, Thu 9am - 6pm, Sun 10am - 4pm
Shop 1, 25-27 Plaza Parade, Maroochydore
Phone: 5443 8109
Web: www.buyasianfood.com.au

Bangkok Mart by Kim
Thai groceries. Opening Hrs: Mon - Fri 9am - 5.30pm, Sat- Sun 9am - 5pm
2-3/112 Aerodrome Road, Maroochydore
Phone: 5294 6680

Crunch at Forest Glen
South African groceries. Opening Hrs: Mon - Fri 7.30am - 5.30pm, Sat 7.30am - 2.30pm
Shop 2, 354 Mons Rd Forest Glen
Phone: 5453 7888
Web: www.crunchatforestglen.com.au

Krishna Spice
Indian and Multinational groceries Opening Hrs: 7 days 9am - 6.30pm
2/74 Kingsford Smith Parade, Maroochydore
Phone: 0430 548 491 / 0435 362 465
Web: www.krishnaspice.com.au

Mirch Masala Grocer
Indian, Pakistani, Sri-Lankan and Middle East groceries and clothing Opening Hrs: Mon - Sun 10am - 5pm
Shop 3, 67 Aerodrome Road, Maroochydore
Phone: 5479 4029
Web: www.mirchmasalagrocer.com

Spiceland
Indian and Asian groceries Opening Hrs: Mon - Sat 9.30am - 7pm, Sun 9.30am - 4pm
1/3 Burns Street, Buddina
Phone: 5326 3716
Web: www.spiceland.com.au

Salisa's Thai and Asian Foods
Thai Restaurant and Asian groceries Opening Hrs: Mon - Thu 10.30am - 8.30pm, Fri - Sat 10.30am - 9.00pm, Sun 4.30pm - 8.30pm
Cnr Minkara St & Nicklin Way, Warana
Phone: 5493 7744
Web: www.salisasthai.com

Zebra Crossing
South African groceries and café Opening Hrs: Mon-Fri 8.30am - 5.30 pm, Sat 8.30am - 4.00pm, Sun 9.30am - 2.00pm
3/94 Wises Road, Buderim
Phone: 5443 6369
Web: www.zebracrossing.com.au

Playgroups

Caloundra Community Centre

Meets: Play and Learn Mon & Thu 9.30am - 11.30am, German Tue 9.30am - 11.30am, Japanese Fri 9.30am - 11.30am

58A Queen Street, Caloundra

Phone: 5491 4000

Web: www.caloundracommunitycentre.org

Maroochydore Neighbourhood Centre.

Meets: Japanese Cultural Group Sat 9.30am - 11.30am

2 Fifth Avenue, Maroochydore

Phone: 5443 6696

Web: www.maroochync.org.au

Maroochydore Uniting Church

Meets: Tue 9am - 11am

6 Millwell Road, Maroochydore

Phone: 0427 106 531 (English) / 0413 836 557 (Korean)

Web: www.maroochydoreuc.org.au

Sunshine Coast Playgroup Hub

Meets: Mandarin playgroup Fri 10am - 11.30am

1 Mons School Road, Buderim

Phone: 5453 4938

Web: www.playgroupqld.com.au

Nambour Community Centre

Meets: Wed 9:30am -11:30am, Fri 9:30am - 11:30am

2 Shearer Street, Nambour

Phone: 5476 4933

Web: www.nambourcc.org



Notes

An aerial photograph of the Sunshine Coast region in Queensland, Australia. The image shows a coastline with a sandy beach, turquoise water, and a town. In the foreground, there is a large, dark, rocky mountain peak. The entire image is overlaid with various semi-transparent geometric shapes in shades of blue, green, purple, and yellow. The text is centered in the middle of the image.

www.sunshinecoast.qld.gov.au/multicultural



Sunshine Coast
COUNCIL

Our region.
Healthy. Smart. Creative.