

INCOME

Organisation	Contact	Website	Comments
AUSTRALIAN TAXATION OFFICE			
Australian Taxation Office	Personal tax enquiries 13 28 61 Personal tax self-help 13 28 65 Business tax enquiries 13 28 66 Superannuation & Super Funds - online services Non-English Speaking Background Assistance - 13 14 50 ATO Shopfronts - 13 28 61	http://www.ato.gov.au/ https://www.ato.gov.au/Individuals/ https://www.ato.gov.au/Business/ https://www.ato.gov.au/Super/ https://www.ato.gov.au/About-ATO/About-us/Contact-us/People-from-non-English-speaking-backgrounds/ https://www.ato.gov.au/About-ATO/About-us/Contact-us/Visit-us/Queensland/	<p>When contacting the ATO it is helpful to have information about your Date of Birth, Tax File Number (TFN), telephone number, address, email address, bank account number (BSB), and assessment notice if you have one.</p> <p>There is a video, that provides information to people who are new to tax, about Australian tax requirements. Available in English and 15 other languages.</p>

CENTRELINK

Centrelink	Centrelink Telephone Self-Service - 136 240	http://www.humanservices.gov.au/customer/information/centrelink-website	
Directory of assistance and service contacts	Centrelink 133 276 (13 EARN)	http://www.humanservices.gov.au/customer/contact-us/phone-us	
Child Support Information Service	131 107		
Centrelink Interpreters & Translators	131 450		
Centrelink Multicultural Phone Services	131 202		
Centrelink Recorded Payments & Services	132 468		
Centrelink Payments for VISA Holders		http://www.humanservices.gov.au/customer/subjects/payments-for-visa-holders	
Centrelink Concession & Health Care Cards	A guide to concession cards booklet	http://www.humanservices.gov.au/customer/subjects/concession-and-health-care-cards	
Centrelink Refugee Services	Information about Refugee Services through Centrelink	http://www.humanservices.gov.au/customer/services/refugee-services	
Centrelink support for new arrivals	Centrelink website assistance	http://www.humanservices.gov.au/customer/subjects/support-for-new-arrivals-to-australia	
Centrelink support for refugees and humanitarian entrants	Centrelink website assistance	http://www.humanservices.gov.au/customer/subjects/support-for-refugees-and-humanitarian-entrants	
Centrelink Language Information sheets	Information in your language	http://www.humanservices.gov.au/customer/information-in-your-language/	
Do you have a concern with Centrelink?	T: 07 3847 5532 or 1800358 511		The Welfare Rights Centre provides telephone advice and advocacy for people with Centrelink problems.

EMPLOYMENT RELATIONS *Department of Employment*

Department of Employment (Federal)	Department of employment enquiries - 13 33 97 or via: http://employment.gov.au/feedback-and-enquiry-form?nid=2547&title=Contact%20the%20Department	http://employment.gov.au/	Details on the national programs that facilitate and safeguard appropriate workplaces practices
Department of Education, Training and Employment (State)	13 74 68	http://www.qld.gov.au/jobs/	Information on state level programs and requirements arbitrating workplace practices. Interpreter assistance available on 13 14 50, hearing impairment assistance available on 13 36 77.
Fair Work Commission	1300 799 675 or via: https://www.fwc.gov.au/about-us/contact-us/inquiries	http://www.fwc.gov.au	The Fair Work system is Australia's national workplace relations system. The system aims to foster safer, fairer and more productive workplaces for employers and employees by promoting and supporting the adoption of fair and flexible workplace arrangements and safer working arrangements
Fair Work Ombudsman	State Office - T: 07 3000 0399 E: brisbane@fwc.gov.au T (Mon-Fri: 8am-5:30pm): 13 13 94 [Language assistance is available]	http://fairwork.gov.au	Information about wage entitlements, termination, penalty rates, holidays, breaks, allowances and employment records A directory of contact numbers can be found at this web link. A variety of contacts can be located through the alphabetical listing covering Queensland Government departments
Queensland Industrial Relations	1300 369 915	http://www.justice.qld.gov.au/fair-and-safe-work/industrial-relations	
Awards and Entitlements, Wages	13 13 94	https://www.fwc.gov.au/awards-and-agreements/overview	Information about wages, entitlements and awards

LEGAL ADVICE

Locally based legal services

Community Legal Services - Welfare Rights Centre	Freecall: 1800 358 511 - General Enquiries: 07 3421 2510	http://www.qails.org.au/01_directory/details.asp?ID=47	The Welfare Rights Centre is a Community Legal Centre that provides independent information, advocacy and legal advice to individuals and community organisations throughout Queensland about social security. Limited legal service that offers advice and some representation on disability discrimination as well.
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BANKS

Local banks

Commonwealth Bank	Contact local branch in clients area
Bank of Queensland	Contact local branch in clients area
ANZ	Contact local branch in clients area

FINANCIAL

Financial Ombudsman

Financial Ombudsman Service	1300 78 08 08 - 9am-5pm, weekdays - Victorian time	http://www.fos.org.au/centric/home_page.jsp	FOS is a not-for-profit external dispute resolution (EDR) scheme that provides free, fair and accessible services to consumers (including some small businesses) who are unable to resolve disputes with financial services providers that are members of FOS.
Ombudsman - various	Website covers various ombudsman links with tab for "information in your language".	http://www.ombudsman.qld.gov.au/Home/tabid/36/Default.aspx	This is a link for various Ombudsman overseeing various departments and organisations and services