



mcsca



Multicultural Services of Central Australia
and Alice Springs Town Council

A Welcome to Mparntwe – Alice Springs

A local directory for refugees and migrants

Acknowledgment of Country

Alice Springs Town Council and Multicultural Community Services of Central Australia, Mparntwe-arenye mape itele-areme, apmere nhenhe Arrernte-kenhe.

Anwerne akaltirreme itneke. Anwerne arrwekelenye mape uthene apmereke-artweye mape uthene itele-aretyeke.

MCSCA and Alice Springs Town Council acknowledge the Central Arrernte People, the traditional owners and custodians of Mparntwe/Alice Springs, and pays respect to their Elders: past, present and future.

Translation provided by the Alice Springs Language Centre.

Multicultural Community Services of Central Australia (MCSCA)

5B Wills Terrace, Alice Springs, NT
PO Box 1160 Alice Springs NT 0871
Phone: (08) 8952 8776

Email: info@mcsca.org.au

Website: www.mcsca.org.au

Facebook: [www.facebook.com/
multiculturalcommunityservices](https://www.facebook.com/multiculturalcommunityservices)

MCSCA HOURS:

Monday – Friday, 8.30am-4.30pm

Are you interested in joining MCSCA?
Membership forms are available at
www.mcsca.org.au

Alice Springs Town Council (ASTC)

93 Todd Street, Alice Springs, NT
PO Box 1071 Alice Springs NT 0871
Phone: (08) 8950 0500

Email: astc@astc.nt.gov.au

Website: www.alicesprings.nt.gov.au

Facebook: [www.facebook.com/
AliceSpringsTC](https://www.facebook.com/AliceSpringsTC)

ASTC (Civic Centre) HOURS:

Monday – Friday, 8am-5pm

Contents

Mayor’s Welcome	5
About Alice Springs - Mparntwe	6
A Multicultural People	7
First Nations People	8
Culture, Customs & Courtesy	9
Climate	9
About MCSCA	10
Advocacy	11
Community Assistance	11
MCSCA Initiatives	12
Multi-purpose Facility for Hire	12
Settlement Grants Program (SGP)	12
Directory	14
Accommodation & Housing	15
Banking & Money Matters	16
Child Care	19
Employment	20
Government Services	22
Health & Medical	24
Household Services	29
Employment	31
Recreation & Leisure/Council	32
Recreation & Leisure	33
Religion	35
Schools	36
Transport	39
Volunteering	40
Australian English	41
Aboriginal Language	42
Emergency & Essential Services	43

Mayor's Welcome

Welcome to Alice Springs! I'm thrilled to hear you have chosen the 'Red Centre' as your new home, I'm certain you will love your new community.

I love Alice Springs and I can tell you that it is a unique and wonderful place to live. That's exactly why my wife and I have chosen to raise a family here. From the welcoming people to the easy-going and fun lifestyle, you have chosen the perfect town to call your new home!

I have often said that there is a lot to love about Alice Springs, but perhaps my favourite thing is the rich culture we have in our town. The Central Arrernte People are the Traditional Owners and Custodians of Mparntwe/Alice Springs and that culture touches every part of our community.

We also have such a multicultural community with people from many countries calling Alice Springs home. It's heart-warming to see people from different backgrounds and different beliefs come together and live in unity.

This I think is one of the true strengths of our town, and why I love it as much as I do. We have a wonderful mix of cultures from across the world that all work in harmony together. It really is a special thing to experience.

I am excited to welcome you to the Alice Springs family! I hope you enjoy your new home, and remember, my door is always open.

**Matt Paterson, Mayor
Alice Springs Town Council**



About Alice Springs - Mparntwe



A Multicultural People

Migrants and refugees have been arriving in Alice Springs for many years.

British

Atherreyurre (pronounce 'A-tuh-ree-oo-ra'), a large waterhole near the present-day telegraph station, was discovered and named 'Alice Spring' by government surveyor William Whitfield Mills in March 1871 while exploring the area for the construction of the Overland Telegraph Line.

Government surveyor David Lindsay surveyed the township in 1888 and named it 'Stuart' after John McDouall Stuart, the first European to blaze the trail from South Australia across the centre of Australia to the north coast. After the railway arrived in Stuart in 1929, the town grew and a new post office was opened in Railway Terrace.

The town was gazetted 'Alice Springs' in 1933.

Afghans

Sir Thomas Elder, a South Australian pastoralist, brought cameleers and camels from the Middle East in 1886. The cameleers, colloquially called 'Afghans' were employed on four-year contracts, but many stayed longer, married, had families and integrated into the community. The cameleers came from Afghanistan, India, Pakistan, Lebanon and other South Asian countries.

Cameleer Saleh Sad-ud-Din (aka 'Charlie Sadadeen') planted two date palms in 1916 then built a small mosque in 1921 on what is now the Alice Springs Town Council lawns. A new mosque and Islamic centre opened in Larapinta in 1993.

Europe, South Asia and Philippines

Among the earliest settlers to the region were people of many cultures who helped build a thriving society by making their home in Alice Springs. Early members of our multicultural community were:

- Afghans
- British
- Chinese
- Italians
- Germans
- Greeks
- Russians
- Filipinos
- Vietnamese

For further information on the history of Alice Springs, please read José Petrick's book, *The History of Alice Springs Through Landmarks and Street Names* (J. Petrick, 2010), and Stuart Traynor's *Alice Springs: From Singing Wire to Iconic Outback Town*, (Wakefield Press, 2016). Visit the Alice Springs Public Library to view the extensive catalogue of local historical and cultural references in the Alice Springs Collection.

After the Second World War, there was a further influx of European migrants and refugees, particularly Greeks, Italians and Yugoslavs fleeing the devastation of their homelands.

A series of wars and civil unrest in the 1960s and '70s led to the arrival in Alice Springs of many refugees from Asia, from Chile in the 1980s, and from Bosnia, Sudan, Sierra Leone in 1990s.

Recently, Alice Springs has welcomed migrants from the Philippines, Fiji, Malaysia, Sri Lanka, Indonesia, India, Nepal and Bangladesh.

A useful resource called *Beginning a Life in Australia* from Department of Social Services (DSS) is available to download from:

<https://immi.homeaffairs.gov.au/settling-in-australia/settle-in-australia/beginning-a-life-in-australia>

At June 2020, the resident population of Alice Springs was 26,448 people, according to Australian Bureau of Statistics.

From its earliest days Alice Springs has been a multicultural community and proud of its diversity. Many 'migrants' have been very successful, becoming leading citizens in the community.

Although Alice Springs is a small remote centre, there is plenty of opportunity. Today, with the support of internet and communications technology, almost any ambition can become a reality in Central Australia with hard work and perseverance.

First Nations People

The Central and Eastern Arrernte people of the Mparntwe, Antulye and Irlpme estates have been the traditional owners of land in and around Alice Springs for tens of thousands of years. Mparntwe (pronounced 'M-barn-twa') is the Arrernte word for Alice Springs and the creation (altyerre) creature for Mparntwe is the yeperenye (ayepe-arenye) or caterpillar.

Alice Springs has long been the regional social, cultural and economic hub of Central Australia, and it attracts First Nations people from all over the region and beyond.

See page 42 to learn a few words in Arrernte.

Culture, Customs & Courtesy

Good manners

In Australian culture, good manners are very important. For example, saying *please* when you ask for something: "*Can you help me, please*".

Say *thank you* when you are given something, "*Thank you for the drink*".

Say *excuse me* when you approach someone or need to interrupt, "Excuse me. Could you please tell me the way to Todd Mall?"

Entertaining

It is proper to ask people to bring food, meat, alcohol, if you are having a party or barbeque.

You will probably be asked to bring food when you are invited to other people's homes. On an invitation it may say *BYO*

(bring your own) meat (for a barbeque) or *BYO drinks* or *bring a plate* (a plate of food to share).

Clothing

Alice Springs is very casual.

Many places have dress codes. You must wear clean, neat clothing and footwear, or you may be refused entry, or asked to leave, if at a hotel or other public place.

Some workplaces have a uniform that you may be required to buy. The clothing may be supplied or the cost may be tax deductible.

Day clothes are simpler, less dressed up, i.e. clothes for work and shopping.

Evening clothes are not the same. They are worn with more decorations, lace, beads, jewellery, etc.

Climate

In the Northern Territory it is sometimes difficult to understand what the season is.

Alice Springs is a place of extremes and rain can fall at any time, or not at all. Over Summer Alice Springs can experience above 40°C temperatures for over a week. Protect yourself from the sun by wearing a hat and sunscreen and remember to drink extra water. In 'Winter' it may be a fairly hot 30°C during the day but it may go down to -8°C overnight. In winter there may not be any rain and every day may be hot and sunny. However, remember when the sun goes down you will need warm clothing.

Exploring Beyond Alice Springs

Pack extra water and food if you plan to go on a walk or hike anywhere beyond the town centre, within the Northern Territory. It is also a good idea to have a snake bandage kit packed – ask MCSCA where in Alice Springs you can purchase one.

Before you go for a hike, research about the area or trail online beforehand, as some hikes have curfews to ensure people do not walk in the middle of the day when the temperature is too high.

It is very important to have a 10-litre water container, which you can purchase from the supermarket, stored in your car at all times. This can be used for people, pets or the car engine in case of an emergency.

About MCSCA



About MCSCA

Multicultural Community Services of Central Australia Inc. (MCSCA) is a not-for-profit (NFP) organisation that supports, advocates, and provides social and cultural activities in Central Australia for people from culturally and linguistically diverse (CALD) backgrounds.

MCSCA works with new, emerging and established multicultural communities, and provides outreach, settlement and support services and programs to help people settle and thrive in our region. We also advocate for the rights and needs of people from CALD backgrounds, and encourage an inclusive and welcoming Central Australia by promoting the diverse cultures and contributions of our local multicultural communities.

Advocacy

MCSCA works with all tiers of government and community to provide a strong multicultural voice to advocate for the needs of our local CALD communities and promote the value of multiculturalism in Central Australia.

Community Assistance

MCSCA supports CALD communities in Central Australia – including refugees, migrants, and international students – in a variety of ways, including:

- Assisting in the formation and incorporation of multicultural associations
- Helping to strengthen existing multicultural associations
- Delivering information sessions topics
- Promoting the benefits of cultural diversity in Central Australia
- Organising community events, including regular meet and greets for newly arrived people
- Connecting newly arrived people with existing cultural groups
- Providing information on accessing grant funding opportunities
- Providing access to computer and printing facilities at MCSCA's office
- Keeping the community updated on what is happening.

MCSCA Initiatives

Big Day Out in Harmony

Big Day Out in Harmony is held by MCSCA in May each year as part of Harmony Day, and celebrates the many cultures of Central Australia, with dances, performances, food and activities from across the world!

Big Day Out in Harmony is a vibrant and diverse cultural showcase of traditional and contemporary dance, music, performance, food, and interactive activities enjoyed by the entire community.

Keep up to date with events in Alice Springs by visiting Council's online Community Calendar, here www.alicesprings.nt.gov.au/calendar

Susu Mama

Running since 1984, Susu Mama is a popular multicultural playground, facilitated by MCSCA, and supports parents and children to meet weekly in a convenient CBD location. The program encourages families to meet, build friendships and have fun by offering a range of hands-on activities that bring children of different cultures, race, colour and languages together to play.

Susu Mama currently runs each week at the Alice Springs Youth & Community Centre on Fridays from 9.30-11.30am. Call MCSCA on 8952 8776 to confirm the time and day.

MCSCA Membership

Are you interested in being involved and promoting a harmonious multicultural community in Alice Springs? Membership forms for MCSCA are available from the MCSCA office and website, here www.mcscsca.org.au

Multi-purpose Facility for Hire

Our centrally located office in the Central Business District (CBD) has space available for use by multicultural groups and organisations for meetings, information sessions and activities.

Settlement Grants Program (SGP)

MCSCA provides confidential case management and information sessions for newly-arrived migrants to support their settlement needs, and improve their wellbeing, financial independence, and social participation. The service includes providing settlement-related information, advice, advocacy, and assistance to access key services and support programs to enable them to become self-reliant, secure and integrated into the local community.



Directory



Accommodation & Housing

Public Housing

Housing provided by NT Government is at a lower rental rate for low income earners and those on a Services Australia benefit.

Complete an application on arrival in Alice Springs. After living in Alice Springs for 3 months you can apply for bond assistance - you will need evidence from Services Australia.

There is a waiting list for all public housing. Please contact NT Housing on 8951 5768.

It will help if you understand these terms:

Rent the money that is needed to be paid every week to the landlord. Payment is made in advance.

Bond a once only payment, (of 4 weeks rent) to cover any damage that may occur while leasing the property which will be returned to you at the end of your lease if there are no damages to the property.

Lease a legal agreement to pay a fixed amount of rent per week/fortnight/month for a set period (usually 3, 6, or 12 months).

Utilities services such as electricity, telephone and gas are supplied to your home for which you are responsible for organising their connection at the start of your lease, and for the payment of ongoing utility bills.

Real Estate Agents & Realtors

There are several real estate companies in Alice Springs who can assist in renting or buying accommodation. You will need to obtain an application form from the Real Estate Agent to show that you are interested in renting.

It can be difficult to find a rental in Alice Springs as there are many people applying for the one property. Try to have the application and any supporting documents prepared early to ensure you can apply quickly.

Real Estate Agents can be found online or ask MCSCA for more information.

Alice Springs Women's Shelter

Women's Safety Services of Central Australia (WoSSCA, formerly known as the Alice Springs Women's Shelter) provides crisis accommodation for women and children experiencing domestic violence at home.

Call 8952 6075.

Banking & Money Matters

Services Australia

Enquiries in languages other than English 131 202

Government services to provide money, subsidies and advice to the unemployed and low-income earners.

Humanitarian arrivals/refugees are entitled to Services Australia benefits as soon as they arrive, but for other new migrants there is a two (2) year waiting period.

Please contact MCSCA on 8952 8776 for further details.

It will help if you understand these terms:

Banks There are many banks to choose from in order to budget and save your benefit or wages. Access can be made in-person, by using an access card at Automated Teller Machines (ATM) or in a shop or business using Electronic Funds Transfer at Point of Sale (EFTPOS) or online.

Credit Union 'Not for profit' organisations that offer a range of banking services.

Credit Cards are a way to borrow money. Credit cards can be very useful, but can also become very expensive. Some cards charge high interest rates. Anything you buy using a credit card must be paid for later as well as interest.

Personal Loan money borrowed for a particular purpose ie buying a car, that you pay back on a fortnightly or monthly basis. Interest will be charged.

Debts When you owe money for bills be aware that there may be fees for late payment as well as other charges. Try to always pay bills before the due date. It will save you money.

Mortgage Lenders If you are fortunate enough to be able to purchase a house, money can be borrowed, and a mortgage set up with banks, credit unions, or mortgage companies.

Financial Counselling

Anglicare Financial Counselling
8951 8000

A financial counsellor from Anglicare is able to help individuals and families to draw up a budget and manage their money to avoid getting into trouble or into debt.

Central Australian Women's Legal Service (CAWLS)
1800 684 055, or 8952 4055

CAWLS has financial counsellors to provide you with options and confidential support to help you with any financial problems.

Legal Issues

Consumer Affairs (NTG) 1800 019 319

A service to assist you if you receive faulty goods or services, bad advice or consider yourself to be cheated of your rights.

Telecommunication

Ombudsman 1800 062 058
(8am–8pm AEST, Monday – Friday)

Free and independent phone and internet complaint services.

Northern Territory Legal Aid Commission (NTLAC)

1800 019 343
(toll free, 8am–4.30pm), 8951 5377, or email to info@legalaid.nt.gov.au

NT Legal Aid, located at 77 Hartley Street, offers advice to all but can only act for low income earners or those who meet certain criteria.

There are many solicitors & lawyers in Alice Springs – look in the phone directory, or ask at the MCSCA office.

Taxation & Transactions

Australian Taxation Office 132 865

Australia Post Office 131 318

Australia Post is the local Money Transfer Agent (Western Union), located at 31-33 Hartley Street.

Alice Springs Australia Post provides affordable postal, retail, financial and travel services, including passport applications, banking and bill payment services.

For a full list of available services, visit auspost.com.au



Child Care

There are fees for many childcare services. Some people receiving Services Australia Benefits can receive childcare subsidies. To find out more, visit the Services Australia website.

Play Groups

Susu Mama, Multicultural Play Group 8952 8776

Alice Springs Family Day Care 8952 3406

Children and babies are cared for by a trained carer in the carer’s home. Phone for information on available places and fees. Please ask for the handbook.

Child Care

For a current list of child care services offered in Alice Springs, visit **startingblocks.gov.au** and type ‘Alice Springs’ in the search bar. If you do not have access to the internet, you can visit the MCSCA Office, or the Alice Springs Public Library and use the computers for a small fee.

Pre-Schools

Programs run usually within a primary school for children to begin their schooling.

Braitling (Teppa Hill)	8952 1783
Bradshaw	8952 8206
Gillen	8952 2961
Gillen (Ida Standley)	8952 1040
Larapinta	8955 0088
Ross Park (Rona Glynn)	8952 1792
Sadadeen (Nathalie Gorey)	8952 1186

Employment

There are many opportunities for employment in Alice Springs. Keep watch for notices in shop windows, on Community Noticeboards (e.g. Alice Plaza, Facebook groups), in the newspaper (available to read at the Alice Springs Public Library). Ask MCSCA for further details.

Job Seekers' websites:

- SEEK**
seek.com.au
- EthicalJobs**
ethicaljobs.com.au
- NTG Jobs**
jobs.nt.gov.au
- ASTC Jobs**
alicesprings.nt.gov.au (click 'Jobs')

Job Seekers' Services:

- Job Network** 136 268
- Group Training NT** 8953 2622
- STEPS** 89507600
- ITEC Employment** 8950 1800
- Jobs, Employment & Training** 8952 6665
- New Apprenticeship Centre** 1300 137 130
- CatholicCare NT** 8958 2400
- Karen Sheldon Training** 7919 7099

MCSCA can assist you to write your resume (a summary document containing your work experience) and with other pre-employment requirements.

- Services Australia** 132 850

Local office is located at 5 Railway Terrace, Alice Springs. You can talk to a Services Australia Officer about obtaining a Job Seeker ID, and to be referred to Job Agencies who will assist you to find work.

Talk to Services Australia about Newstart Allowance, Farm Help, Exceptional Circumstances Relief Payment, Youth Allowance, Special Benefit, Partner Allowance/Parenting Payment/Maintenance.

Superannuation

Part of every Australian resident’s pay goes into superannuation (mandatory savings for retirement). You may choose to pay additional money into industry, employer or private superannuation.

Your employer may recommend an industry superannuation provider suitable for your employment, but you do not have to choose their recommendation if you prefer another provider.

Workplace Rights

Trade Unions. Australians have the right to join a union. Your union can provide support, advice, and help you to negotiate with your employer.

Unions NT (formerly NT Trades & Labour Council) 8941 0001

Work Safe NT 1800 019 115

Occupational Health and Safety laws and policy are in place to ensure that you don’t get an injury while working. If you think you are being asked to do work that is ‘unsafe’ contact Work Safe NT for advice.

Employee Assistance Services 8953 4225

The Employee Assistance Service NT (EASA Inc) delivers high quality training programs and support services in both the NT public and private sectors.

Business Enterprise Centre/ Territory Business Centre 8951 5788

The Centre offers a range of FREE SERVICES to assist small business owners/operators and those starting up a business. They run regular training courses and can provide general business referrals

Workplace Ombudsman 131 394

Anti Discrimination Commission (NT) 8999 1444

Government Services

Services Australia – servicesaustralia.gov.au

Employment	132850
Retiring	132300
Disability, Illness or Injury	132717
Parent or Guardian	136150
Family Assistance Office	136150
Studying or Training	132490
Information in languages other than English	131202

MyAus App

Download the MyAus App on your smartphone to find information about living in Australia in your preferred language. It includes articles about settling into Australia, helpful videos outlining specific topics and useful tips and contacts to support you to navigate life in Australia.

To learn more visit www.myausapp.com

Alice Springs Town Council (ASTC)

ASTC 8950 0500
(8am-5pm, Monday – Friday)

ASTC Administration, Civic Centre 93 Todd Street

Alice Springs Town Council is your local government authority, and is committed to fostering an inclusive and welcoming local community. ASTC provides access for a range of culturally and linguistically diverse groups to Council facilities, grants, services and programs.

For a full list of ASTC’s services, programs and events, visit alicesprings.nt.gov.au

Alice Springs Public Library

8950 0555 (10am-6pm weekdays,
10am-1pm weekends)

Corner of Gregory & Leichhardt
Terraces

The Public Library is a vibrant hub for people to learn, study, work, meet, hang out, or play and enjoy a range of events. It's free to become a member of the Alice Springs Public Library and everyone is welcome to enjoy its relaxed atmosphere and extensive local history collection.

Programs offered include:

Multilingual Storytime

Suitable for ages 0–8 years, children's stories and songs in diverse languages

Baby Rhyme Time

Recommended for ages 0–2 years, songs, rhymes, stories and play session

Preschool Storytime

Recommended for ages 2–5 years, a fun and interactive session using books, rhymes, and play to stimulate literacy development

Read. Write. Chat.

Adult English lessons in a relaxed setting

International English Language Testing System (IELTS)

English tests for career and study goals.

Be Connected

Lessons to develop your digital skills and online confidence.

Alice Springs Aquatic & Leisure Centre (ASALC)

8950 4360 (open 7 days, for hours visit asalc.com.au)

10 Speed Street, The Gap

ASALC offers Begin to Swim, Learn to Swim, and Aqua-Fit classes for all ages. If you do not need lessons, you can have a safe swimming experience under lifeguard supervision during open hours. For all enquiries, call ASALC.

Health & Medical

EMERGENCIES ONLY For Ambulance, Fire Services, or Police	000
Alice Springs Hospital (ASH) general enquiries	8951 7777
ASH Emergency Department – For accidents & emergency	8951 7535
ASH Outpatients Clinic – For Specialist Appointments	1800 761 855
NT Health Direct For health advice, 24 hours a day, 7 days a week (can ask a friend to assist you)	1800 186 026
Lifeline	13 11 14
Parent Line	1300 301 300
Kids Help Line	1800 551 800
Child Abuse	1800 700 250
Sexual Assault Referral Centre	8951 5880
Central Australian Women’s Legal Service	8952 4055
Victims of Crime NT	1800 672 242
Poisons Information Centre	13 11 26
Snake Catcher	0407 983 276
Injured Wildlife	0419 221 128

Alice Springs Hospital (ASH)

6 Gap Road, The Gap

Alice Springs Hospital is a public hospital that serves the Central Australia region. Alice Springs Hospital emergency department is open 24 hours. You do not need an appointment.

The After Hours Clinic is available outside business hours, from 6.30pm, for emergency medical treatment by a doctor. It is located to the right of the ASH Main Entrance, off the short-term car park at Alice Springs Hospital. Contact the After Hours Clinic on 8951 7577.

Ambulance

If a person is very ill, call 000 immediately. Ambulance Officers will come quickly to manage the situation. If you hold a Health Care Card from Services Australia in the Northern Territory, ambulance services can be free. If you’re not a holder of a Services Australia Health Care Card, contact St Johns Ambulance on 8959 6600.

Chemist/Pharmacy

Alice Springs Pharmacy

Yeperenye Shopping Centre 8952 1554

Price Line

Alice Plaza 8953 0089

United Discount Chemist

Coles Complex 8952 4173

United Discount Chemist

Northside IGA Complex 8952 0064

Territory Pharmacy Alice Springs

Corner of Briggs Drive & Santa Teresa Road, Alice Springs Airport 8953 8193

Doctors, General Practitioners (GPs)

At any time, there may be doctors from your culture working in Alice Springs. For a current medical contact, ask MCSCA.

Alice Springs Medical Centre

8952 7774

Central Clinic

8952 1088

Mall Medical Centre

8952 2744

Bath Street Medical Centre

8952 2000

In Australia, it is acceptable to ask your doctor questions about your health and medicine. You can also ask your doctor to write down what they've told you.

Medical Fees

Some services are available under Medicare, and others are available as part of your private health insurance. Other medical services may have costs attached. 'Bulk Billing' of fees for medical services may be available at some doctor surgeries.

Ask your doctor, the therapist, your friends or MCSCA for advice about medical costs and services. Always check first!

Medicare

Call 13 20 11, or visit Department of Human Services, 5 Railway Terrace.

Medicare guarantees free basic health care for all permanent residents, Services Australia Health Care Card holders, and those on provisional visas. Visit the office to complete an application form on arrival.

Private Health Insurance

When you are settled and working regularly, paying for private health insurance may be a worthwhile option to consider. Needing to go to hospital can be very expensive, if you are not eligible to be admitted as a public patient.

If you have any concerns or worries regarding your mental health please seek help – it does not mean you are irrational or being silly. In Australia, mental health concerns are taken very seriously.

Territory FACES

1800 999 900, or visit tfhc.nt.gov.au

FACES offers information about, and referrals to, local support services that can help with:

- **Parenting Support** building parents' capacity to deal with the everyday challenges of parenting including managing difficult behaviours in children, school issues and supporting teenagers
- **Family Support** assisting families to achieve their goals including reducing conflict or increasing their capacity to enjoy family life
- **Home support** providing support to better manage running a home
- **Budgeting and managing money** focused advice and support to get finances back on track
- **Housing and health-care** emergency housing advice, tenancy support and information regarding health services
- **Accessing other community or government services** providing advice about what services may be available to support a family.

Territory Families

8955 6001, or visit tfhc.nt.gov.au

Territory Families, Housing & Communities provides support services including: child protection, domestic and family violence, youth justice services, housing, homelessness, social inclusion, sport and active recreation and celebrates arts, culture, heritage, libraries and archives.

Child Protection Unit (urban & remote)	8955 6001
Maternal, Child & Youth Health	8955 6102

Community Health Centre

Flynn Drive provides care, assessment, information, education and support for infants, children, adolescents, adults and families.

Maternal & Child Health

Reception 8951 6711

Maternal & Child Health Nurses

Immunisations (up to 12 years) and Growth Assessment

Children’s Development Team

Reception 8951 6711

- Infant & Child Therapists
- School Therapy Services and Nutrition

General Services

Reception 8951 6711

- Dental Services/Oral Health
- NT Hearing Services
- Renal Unit

Adolescent & Adult Health Services

Reception 8951 6744

- Community Nurses
- Allied Health & Home & Community Care
- Aged & Disability Services
- Aged Care Assessment Team
- Local Area Coordination/ Disability Support
- Behaviour Management (PBSU)

Community Based Services

Sexual Assault Referral Centre	89554500
Clinic 34	8951 7549
NT Aids and Hepatitis Council	8953 3172
Drugs and Alcohol Services	8952 8412
Central Aust. Women’s Legal Service	8952 4055
Domestic Violence Legal Service	8952 1391
Red Cross Australia	8924 3956
Relationship Australia	8950 4100
Salvation Army	8981 0206



Household Services

Household Rubbish Collection

Visit the ‘Waste & Recycling’ page on the Alice Springs Town Council website to know which day of the week your wheelie-bin will be emptied. Remember it is best to place your bin at the kerbside of your property the night before it will be emptied.

Recycling

There are many things that can be recycled in Alice Springs at the Regional Waste Management Facility on Commonage Road, as well as at other businesses in Alice Springs. The Regional Waste Management Facility offers free recycling for a number of recyclables such as glass bottles and jars, green waste, steel cans, and aluminium cans.

If you are an aged pensioner (66 years old or older), Council offers a free collection service for senior residents in May and November of your garden green waste and garden clippings.

Call the Council’s Civic Centre (8950 0500) and ask to speak to the Environmental Officer if you have any questions.

Interpreters

Interpreter Services

Interpreting and Translating Services
Email: itsnt@nt.gov.au 8999 8506

Telephone Interpreter Service (TIS) 131 450

Ask MCSCA for information on eligibility

Services Australia 131 021

Services Australia Alice Springs 8953 1900

Services Australia enquiries in languages other than English 131 202

Internet Access Alice Springs Public Library has free internet access for library members - free to join).

Adult Migrant English Program

STEPS 8950 7600

All new migrants/refugees who are permanent residents or on provisional visas are provided with 510 hours of English tuition.

Classes are held for beginners, intermediate and advanced English speakers. Migrants on Services Australia benefits can access free literacy and numeracy classes at STEPS after completion of the initial 510 hours. For more info phone STEPS

Legal Rights

Registered Migration Agent

Leony Bowey
Central Australian Migration Agency
52 Madigan Street
Alice Springs NT 0870
Mobile: 8953 6004

Your Rights

Never sign anything until you are certain you know what it means.

- Ask a friend
- Ask someone you trust
- Ask MCSCA

There are laws to protect you if you are not happy with something you have bought or signed. If you believe you have been treated unfairly or unjustly you have the right to make a complaint.

Call the Police if you are worried about your safety at home. In Australia, the Police are Community Protectors. You could also call a friend, neighbour, spiritual leader or someone you trust to help you.

When someone knocks on your door - DO NOT open until you know who is there and if you want to let them in. If you don't want them to come in or you don't know them keep the door shut. No-one has the right to enter your home without your permission.

You also have the right for privacy of your personal information. Only give your details out when required and make sure the Privacy Act is being complied with.

NT Anti-Discrimination Commission
8999 1444

Human rights are something we all share. They are about recognising the value and dignity of all people. If you feel that you have been treated unfairly you may be able to get assistance to have your issues addressed

Consumer Affairs 8999 1999

Legal Issues There are many solicitors/lawyers in Alice Springs, look in the phone directory or ask MCSCA

Central Australian Legal Aid
8951 5377

Central Australian Women's Legal Aid 1800 684 055 or 8952 4655

People with Disability

Disability Advocacy Service
8953 1422

Disability Advocacy Service Inc. (DAS) is a key provider of community-based advocacy services in Alice Springs. DAS is a not-for-profit organisation and offers free, confidential services to people with a disability in accordance with the NT Disability Advocacy Standards.

Support Coordinators

If you have an intellectual, physical or accessibility disability you can contact Support Coordinators who will assist you in finding the care you need with confidential guidance.

Eunoia Lane 8953 8657

CASA Services 8953 4311

Link Up 1300 577 313

Life Without Barriers 8955 6400



Recreation & Leisure @ Council

Alice Springs Town Council

8950 0500

Alice Springs Town Council is committed to fostering an inclusive and welcoming society, and engages with a range of culturally and linguistically diverse communities to access Council's facilities, grants and programs. Visit Council's website to see what is coming up on www.alicesprings.nt.gov.au

Alice Springs Public Library

8950 0555

The library is a vibrant hub for people to meet, hang out, work, play, study, learn and attend many events. The library welcomes everyone to enjoy its relaxed atmosphere and extensive collection.

Some programs offered are:

- **Multilingual Storytime**- Children stories and songs in diverse languages
- **Baby Rhyme Time**- Songs, rhymes, stories and play session
- **Read. Write. Chat.** – Adult English lessons in a relaxed setting
- **International English Language Testing System**- English tests for career and study goals
- **Be Connected.** Every Australian online- Lessons to develop your digital skills and online confidence

Alice Springs Aquatic & Leisure Centre

8950 4360

Aquatic & Leisure Centre offers Begin to Swim classes for adults and children of all ages. If you do not need lessons you can have a safe swimming experience during the open hours. Call the centre to find out the current class times, open hours or any other questions.

These are some activities you might like to play or learn to play and or participate in. It can be fun and it's a good way to improve your English and meet others.

Contact Council's Civic Centre (8950 0500) and ask for the Sports Officer for the contact details below:

Central Australian Rugby Football League

Central Australian Rugby Union

Alice Springs Touch Association

Australian Football League NT Incorporated (AFL)

Alice Springs Hockey Association

Alice Springs Netball Association

Alice Springs Tennis Association

Alice Springs Baseball Association

Alice Springs Athletics Incorporated

Alice Springs Cricket Association Incorporated

Alice Springs Basketball Association

Football In Central Australia - FICA Soccer

Alice Springs Softball League

Recreation & Leisure in the Community

Other sport associations are

Alice Springs Badminton Club
alicespringsbaddyclub@gmail.com
Alice Lanka Badminton Club
alikelankabaddyclub@gmail.com
Alice Springs Cricket Association
facebook.com/alicespringscricket
Alice Springs Table Tennis Association
tabletennisnt.com.au/clubs/
Alice Springs Youth and Community Centre 8952 1649
Gap Youth Centre 8952 3927
YMCA 8952 5666
Alice Springs Cinema 8952 4999
Todd Mall Markets 0458 555 506

Arts & Crafts

Alice Springs Quilting Club 8952 7412
NT Writers' Centre 8952 3810
Central Dance Theatre 8952 1018
Australian Dance Academy 8953 1800
Alice Springs Town Band 8952 8463
Choral Society 8953 4872
Araluen Cultural Precinct 8951 1122
Totem Theatre Group 8952 3837
Alice Springs Desert Park 8953 6111
Gillen Club 8952 3749
Club Eastside 8952 1917
Studio B School of Dance 0433 028 318
Central Craft 8952 4417
GUTS (Adult and Children dance classes) gutsdance.org.au

Local radio stations

Community Radio 8CCC 102.1FM
8952 7771
CAAMA Radio 100.5FM
8951 9711
ABC RN Radio National 99.7 FM
8HA/ SUN FM 96.9 FM

Language Broadcasts Other than English (OTE)

SBS Digital Television and website
www.sbs.com.au

These are some activities you might like to play or learn to play and or participate in. It can be fun and it's a good way to improve your English and meet others.

Central Australian Rugby Football League 04076 19894
Central Australian Rugby Union 04007 16130
Alice Springs Touch Association 04198 46826
Alice Springs Hockey Association 04388 92016
Alice Springs Netball Association 04288 49520
Alice Springs Tennis Association 04328 26185
Alice Springs Athletics Incorporated 04072 56428
Alice Springs Cricket Association Incorporated 0889 531 244
Alice Springs Basketball Association
sbasketball@bigpond.com
Australian Football League NT Incorporated (AFL) 0417376773
Football In Central Australia - FICA Soccer
Alice Springs Softball League
Alice Springs Baseball Association
Alice Springs Youth Centre 8952 1649
Gap Youth Centre 8952 3927
YMCA 8952 5666
Alice Springs Town Library 8950 0500
Alice Springs Swimming Pool 8953 4633
Alice Springs Cinema 8952 4999
Araluen Cultural Precinct 8951 1122
Todd Mall Markets 8952 9299



Religion

Alice Springs Bible Church	8952 6401	Latter Day Saints	8952 5871
Alice Springs Christian Family Centre	8952 0583	Jehovah's Witnesses	jw.alice.springs@gmail.com
Alice Springs Islamic Society	8955 0279	Lighthouse Pentecostal Fellowship	
Alice Springs Revival Fellowship	8953 2744	Finke River Mission	8952 4666
Anglican Church of Australia	8952 1056	Alice Springs Hindu Community in Central Australia	
Apostolic Church of Australia	8953 5188	Lutheran Church Albrecht Drive	8955 0400
Central Australian Sikh Cultural Centre Inc		Potters House Christian Fellowship	0400 012 079
Christian Community Centre (AOG)	8952 6196	Revival Centre	0433 874 836
Bahá'í Faith	8952 0185	Salvation Army	8951 0200
Baptist Union of the NT	8952 568	Seventh Day Adventist Church	8953 4883
Catholic Church	8952 1049		
Christian Outreach Centre	8947 0633	Uniting Church	8952 1856
Church of Jesus Christ of			

Schools

Attending School is compulsory.

Children must be enrolled and attending school fulltime at age 6. Pre-booking is essential for Pre-school, transition or Grade 1 and must be done as soon as possible.

If you are working and have NO ONE to care for your children - contact the school to access Before School Care and After School Care. You may need to get School Holiday Care also. This can be expensive. Ask MCSCA for advice.

School Uniform/ Dress Schools may have a compulsory school uniform or simply a “school shirt” (a shirt with the school logo on it) that students are encouraged to wear. The school will provide this information when you enrol your child.. New uniforms can be very expensive. Schools often have ‘uniform shops’ where good used uniforms are sold cheaply.

School Fees Private schools may be expensive. Government School fees are cheaper. There are fees to be paid at every school. There may be a variety of fees for excursions, library, parent contribution, school books & stationery. Check with the school for a list of costs and for ways to make these payment.

School Holidays In the NT we have 12 weeks of school holidays per year. We have a four (4) week holiday in June/ July and two short (1week) holidays between terms 1 & 2 and 3 & 4. The Summer/Christmas holidays are six (6) weeks.

Children must not be left home alone under Australian law.

Children may not be left at school too early or too late. Check times at the school office or your child’s teacher.

Primary Schools

After preschool there are 7 or 8 years of primary education from Transition to Year 6 (in Alice Springs & Tennant Creek) or Year 7 (NT).

Government

Braitling Primary

8953 3855

Bradshaw Primary

8952 3777

Gillen Primary

8952 2355

Larapinta Primary

8955 0811

Ross Park Primary

8952 1333

Sadadeen Primary

8952 6044

Private

Araluen Christian School

8955 0121

Living Waters Lutheran School

8955 0400

Alice Springs Steiner School

8953 4578

Our Lady of the Sacred Heart

8950 8555

Acacia Hill School

8955 2222

Our Lady of the Sacred Heart and Acacia Hill School operate junior schools, middle schools and senior schools.

Middle and High School

Government

Centralian Middle School 8950 2500

Centralian Senior College 8959 5500

Private

Our Lady of the Sacred Heart

(OLSH) College 8950 8555

St Phillips College 8950 4511

Araluen Christian College 8955 0121

Tertiary

Charles Darwin University

8946 6666

Visit www.myschool.edu.au online and type in 'Alice Springs' in the search bar to see an updated list of the schools close to you.



Transport

Alice Springs Bus Service (AS Bus) 8951 9235

There are two AS Bus Interchanges

- Railway Terrace behind Coles
- Hartley Street across Post Office

There are four bus routes

- Route 1 West
- Route 2 East
- Route 3 North
- Route 4 South

Check your route on the map at the bus shelter or collect a bus route map and timetable from the Alice Springs Town Council.

Taxis

Taxis Alice Springs 131 008

Fixed fare charges by meter

Private Hire

Alice Private Hire Cars 8953 3700

Desert Private Hire 89531 600

Negotiated price from outset of trip

Mini bus

Blue Top Mini Buses 8953 6700

Negotiated price from outset of trip

Motor Vehicle Registry 1300 654 628

To get your Driver's Licence, best to contact Motor Vehicle Registry

They can assist you to learn how to drive via a private instructor (fees apply), theory and practical exams.

AANT 8981 3837

Be a member for roadside breakdown assistance plus many more benefits and services. Fees apply.

Volunteering

Volunteering is a great way to meet people in Alice Springs, to network with people in the businesses and organisations you are interested in working for and to gain valuable work experience in Australia.

Volunteering SA&NT 08 8221 7177

Volunteering SA&NT is a not-for-profit organisation, the peak body for volunteering and a volunteer support service. Call to book an appointment to speak to them about volunteering opportunities most suitable to your individual skills, passions and time availabilities.

Heart Foundation Walking group

The walking program is Australia's largest free walking network. Contact council to ask when and where to meet for the weekly walk.

Service Clubs

Joining a Service Club is a good way to meet new people and get involved in your new community. Service clubs provide the volunteer workers for community events including Henley on Todd, Camel Cup, and the Bangtail Muster, as well as providing financial and hands-on assistance in the community. Most clubs meet regularly often including a business dinner or breakfast.

Country Women's Association	8953 3376
Lions	8953 3222
Kiwanis	8952 0939
Apex	8952 8119
Rotary Alice Springs	8952 9022
Rotary Mbantua	8950 4577
Rotary Stuart	8953 1855
Probus	8955 0717

Business & Professional Women	8952 2559
NT Scouts	8953 4899
Girl Guides	1300 447 548
Central Craft	8952 4417
Senior Citizens' Association	8952 4072
Council of the Ageing NT	8941 1004
National Seniors Australia	nationalseniors.com.au

University of the Third Age u3aonline.org.au

Alice Springs Toastmasters Club alicesprings.toastmastersclubs.org

Community Mental Health Services	8951 7710
Catholic Care NT	8958 2400
Anglicare NT Financial Services	8951 8000
Holyoake -Counsellors	8952 5899
Headspace (for youth)	8958 4544
Family and domestic violence	131 444

Under Northern Territory (NT) law it is mandatory to report domestic and family violence to NT police on 131 444. This includes if someone has been seriously hurt or is in danger of being hurt. You must do this as soon as possible.

If it is an emergency call 000 (police).
If you need support you can call:

Domestic Violence Legal Service	8952 1391
Central Aust. Women's Legal Service	8952 4055
Women's Safety Services of Central Australia - shelter	8952 6075

Australian English

Some words and phrases used in Alice Springs can be confusing even if your 'English' is good

Ambo ambulance

Arvo this afternoon

Barbie barbeque

Barrack cheer for a tea

Bring a plate bring food

BYO bring your own drink

Beaut- great, fantastic

Bathers/cossie/togs/Swimmers
swimsuit

Bickie biscuits

Bloody oath very true

Bludger lazy person

Brekkie breakfast

Cactus broken

Chook chicken

Chrissie Christmas

Cranky in a bad mood

Crook sick

Cuppa cup of tea/coffee

Dag a funny person

Esky large insulated container

Exy expensive

Fair dinkum true, genuine

Flat out busy

G'day hello

Good'o that's good

Hooroo goodbye

Kindy kindergarten

Lollies candy, sweets

Mate friend

Mob group of people

Mozzie mosquito

Op-shop thrifty shop

Postie post man

Prezzy present, gift

Rego registration

Salvos Salvation Army

Sanger sandwich

Snag sausage

Swag rolled up bedding

Shout your turn to buy food or drink

Smoko coffee break

Tea dinner

Thongs rubber slippers

Top end northern Aust.

Uni university

Vegies vegetables

Vinnie's St Vincent's

Aboriginal Language

Mparntwe (Alice Spring) is the meeting place for Central and Eastern Arrernte (uh-rrahn-da) people. Central Australia is home to more than 20 Aboriginal languages and cultures.

Some words and phrases used in Central Arrernte language are:

Alice Springs **Mparntwe (M-barn-twa)**

MacDonnell Ranges **Tjoritja (chew-rich-er)**

Todd River **Lhere Mparntwe**

Mt Gillen **Alhekulyele**

Hello **werte (wer-da)**

What's happening? **Nthakenhe irreme**

Good/well **Mwerre (mur-da)**

Custodians, owners **Arrernte atweye**

Friend/Mate **atyewe**

Sister **yaye**

Brother **kake**

Yes **Ye**

Yes/okay **yewe-yewe**

No/none/nothing **arrangkwe**

Morning **ingweleme**

Daytime **Artele**

Night **ingwe**

Wind **rlke**

Sun **uterne**

Rain/water **kwatye**

Food from plants **merne**

Food from meat **kerre**


Emergency & Essential Services

Phone 000 for:

- Police
- Fire
- Ambulance

Enquiries

Police Station	8951 5977
Domestic & Personal Violence Unit at the Hospital	8951 7777
Fire Station	8951 6688
Accidents and Emergency Department	8951 7535
St John Ambulance Services	8951 6616
Snake Catcher	0407 983 276
NT Power & Water	
Emergency	1800 245 090
Enquiries	1800 245 092



Multicultural Community Services of Central Australia (MCSCA)

5B Wills Terrace, Alice Springs, NT
PO Box 1160 Alice Springs NT 0871
Phone: (08) 8952 8776
Email: info@mcsca.org.au
Website: www.mcsca.org.au
Facebook: www.facebook.com/multiculturalcommunityservices

MCSCA HOURS:

Monday – Friday, 8.30am-4.30pm

Alice Springs Town Council (ASTC)

93 Todd Street, Alice Springs, NT
PO Box 1071 Alice Springs NT 0871
Phone: (08) 8950 0500
Email: astc@astc.nt.gov.au
Website: www.alicesprings.nt.gov.au
Facebook: www.facebook.com/AliceSpringsTC

ASTC (Civic Centre) HOURS:

Monday – Friday, 8am-5pm