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Welcome to the Wimmera

SETTLEMENT GUIDE

FOR NEW ARRIVALS & MIGRANTS

Contents

Welcome to the Wimmera	3
Settlement services in your area	4
Australian Surprises (climate, being polite)	6
Emergency Services	7
Things to do first	8
Finding somewhere to live	13
Finding work	15
Transport	16
Health	17
Welfare	20
Family	21
Education	21
Shopping	23
Holidays and libraries	23
Internet and Useful Service Apps	23
Clubs, community groups and volunteering	24
Getting to know the Wimmera	26
Events and festivals	27
Entertainment and markets	28



WELCOME TO THE WIMMERA

The Wimmera Development Association (WDA) and our partners would like to welcome you to the Wimmera.

The Wimmera Settlement Services provide help to individuals as well as provide referrals to lessons, social activities and support services.

It is a FREE and CONFIDENTIAL service.

We are here to help you settle in our region and to connect you with communities, education and employment.

1

One-on-one casework support and referrals

- For eligible visa holders

Please contact Settlement Services to check your visa eligibility.

2

Connection to Settlement Services

- English Language
- Homework clubs
- Playgroups
- Youth Groups (Young G)
- Harmony Sewing Group
- L2P | Driver Assistance

3

Partnerships Events

- Cultural Diversity Week
- Harmony Day
- Special Projects

WDA Settlement Services

Wimmera Development Association

Federation University Campus | 289 Baillie St, Horsham | info@wda.org.au

Settlement Services Manager: Sara Barron | sbarron@wda.org.au | 0418 964 050

Who is the Wimmera Development Association

The Wimmera Development Association is the Wimmera Southern-Mallee region's peak economic development organisation and helps to set priorities for economic growth in the region.

Supporting migrants and new arrivals to settle in the area is an important part of the work we do.

Our vision for the Wimmera Southern-Mallee is to ensure the future livability and prosperity of our region. A vibrant multi-cultural community in the Wimmera is essential to this vision.

SETTLEMENT SERVICES IN YOUR AREA

Horsham

Jellybeans Playgroup | Tuesdays 10am-12pm | During school terms
Horsham Neighbourhood House | 13-15 Robin St, Horsham

Homework Club | Tuesdays 3:30-5:30pm | During school terms
Centre For Participation | 39 Urquhart St

Harmony Sewing Group | Friday 9:30-11:30pm | During school terms
Horsham Neighbourhood House | 13-15 Robin St, Horsham

Young G Youth Multicultural Group | Wednesday fortnightly 4-6pm | During school terms
The Station | 19 Pynsent St, Horsham

English Language Classes | During school terms

Thursday 9:30am -12pm (Intermediate)

Thursday 9:30am -12:00pm (Beginner)

Thursday 1:00 - 2:30pm (Conversational)

Thursday 1:00 - 2:30pm (Karen)

Centre For Participation | 39 Urquhart St, Horsham

Nhill

Mother tongue Group | Tuesdays 10am -12pm | During school terms
The Patch | 9 Clarence St, Nhill

Homework Club | Tuesdays 3:40-5pm | During school terms
The Patch | 9 Clarence St, Nhill

English Language Classes | During school terms

Beginners - Tuesday & Wednesday 9:30am -12.30pm

Intermediate - Tuesday & Wednesday 9:30am -12.30pm

Nhill Learning Centre | 80 MacPherson Street

Paw Po Social Enterprise | Mon-Fri - 10.00am - 4.00pm
35 Victoria Street, Nhill

Stawell

Stawell Neighbourhood house provides a variety of programs and welcomes people of all backgrounds, ages, stages, and abilities. There are courses, pre-accredited training and accredited training throughout the year. Stawell Neighbourhood House also works on larger scale community events.

42 Sloane Street, Stawell | ☎ 03 5358 3500

Website: www.snhlc.org.au

Facebook Page: @stawellneighbourhoodhouse

SETTLEMENT SERVICES IN YOUR AREA

The Wimmera Southern Mallee region is in Western Victoria.

There are five local government areas in the region, known as Councils: Hindmarsh, Horsham, Northern Grampians, West Wimmera & Yarriambiack.

What do Local Councils do?

Provide public halls, sporting, recreational and cultural facilities for community groups to use.	Provide support services such as child health and childcare centres, youth workers, and aged care and disability services.
Maintain the local roads	Provide public toilets
Make sure shops and restaurants meet proper health standards.	Control building developments - if you want to make changes to your property, you must get approval from your local council.
Help you get involved with arts and culture	Give information on social groups for new and play groups for mothers/fathers and children
Run immunization clinics for babies and children	Provide garbage collection

Garbage Collection & Recycling

The collection of garbage and recyclable materials is managed by your local Council. There are usually separate garbage bins for ordinary household rubbish and recyclable materials.

To check garbage and recycling collection days contact your local council ask your neighbours or search Horsham council website and follow the step or click on the link: www.hrcc.vic.gov.au -Residents -waste and recycling- collection service -enter your address. <https://www.hrcc.vic.gov.au/Residents/Waste-and-recycling/Collection-Services#section-1>

Wimmera Southern Mallee Municipality Council's



Hindmarsh Shire Council

92 Nelson Street, Nhill
 ☎ 5391 4444
 Email: info@hindmarsh.vic.gov.au
 Website: www.hindmarsh.vic.gov.au



Horsham Rural City Council

18 Roberts Ave, Horsham
 ☎ 5382 9777
 Email: council@hrcc.vic.gov.au
 Website: www.hrcc.vic.gov.au



Northern Grampians Shire Council

56-69 Main Street, Stawell
 ☎ 5358 8700
 Email: ngshire@ngshire.vic.gov.au
 Website: www.ngshire.vic.gov.au



West Wimmera Shire Council

All enquiries 13 99 72
 Email: council@westwimmera.vic.gov.au
 Website: www.westwimmera.vic.gov.au

Kaniva Office

25 Baker Street, Kaniva
 ☎ 5392 7700
 Email: council@westwimmera.vic.gov.au
 Website: www.westwimmera.vic.gov.au



Yarriambiack Shire Council

34 Lyle Street, Warracknabeal
 ☎ 5391 0100
 Email: info@yarriambiack.vic.gov.au
 Website: www.yarriambiack.vic.gov.au

AUSTRALIAN SURPRISES

Climate

The Wimmera Southern Mallee is known as a fairly dry region, with low humidity. Most rain falls in winter, though heavy summer falls can occur.

Temperatures can be high during the day in summer, averaging around 30 degrees but can sometimes reach over 40 degrees! Temperatures usually cool off in the evening. Winter temperatures in the Wimmera average around 15 degrees during the day, falling to below 5 degrees at night.

Wear Light clothing and open shoes or sandals in summer, and a warm coat and closed shoes in the winter!

Being Polite – Top Tips

- ✓ Shake hands when you first meet – people in Australia usually only hug or kiss when they know each other well.
- ✓ Call friends and colleagues by their first name.
- ✓ Say 'please' when asking for something and 'thank you' when someone helps you or gives you something.
- ✓ Say 'excuse me' if you would like to get someone's attention and 'sorry' if you accidentally bump into someone.
- ✓ Be on time for meetings and appointments and let people know if your plans change or you're going to be late – you may be charged money for missed appointments if you don't!
- ✓ Dress smart for job interviews and formal meetings.
- ✓ If you're invited somewhere let people know if you can or can't go – especially if it says RSVP on the invitation.
- ✓ Blow your nose or spit in a tissue or a hanky, not onto the pavement.

Aussie Slang

Here are some examples but there are a lot more!

- Bring a Plate** = bring a dish of food to share with other people
- Barbie** = Barbeque
- BYO** = Bring your Own Drink (for example water, soft drink, juice, beer, wine)
- Arvo** = Afternoon
- Snags** = Sausages
- Bucks** = Dollars
- Smoko** = A morning or afternoon break at work

EMERGENCY SERVICES

IN AN EMERGENCY CALL 000

- Police
- Ambulance
- Fire Brigade



000 – CALLS ARE FREE!

Do not hang up the telephone if you do not speak English – say your language and an interpreter will be connected to help you with your call.

Police

In Australia, the police are available when you need help. They are not threatening and there is no need to be fearful of them. **In an emergency, telephone 000 and ask for "Police".** For non-urgent matters, call the local police station or 131 444.

LOCAL POLICE STATIONS

Horsham Police Station	open 24 hours a day	Roberts Avenue, Horsham	☎ 5382 9200
Edenhope	restricted opening hours	5 Orme Street, Edenhope	☎ 5585 1003
Nhill	restricted opening hours	50 Nelson Street, Nhill	☎ 5391 1022
Warracknabeal	restricted opening hours	29 Jamouneau St, Warracknabeal	☎ 5396 2100
Stawell	open 24 hours a day	9 Patrick Street, Stawell	☎ 5358 8222
St Arnaud	restricted opening hours	10 Jennings Street, St Arnaud	☎ 5495 1000

Ambulance

If you need an ambulance, telephone 000 and ask for an "Ambulance". Ambulances provide emergency transport to hospital and immediate medical attention. Ambulance travel is very expensive! Don't forget to get Ambulance Victoria insurance for less than \$100 per year for a family.

Ambulance Victoria ☎ 1800 64 84 84 Website: www.ambulance.vic.gov.au

Fire brigade

In an emergency, telephone 000 and ask for the "Fire brigade".

The fire brigade puts out fires and rescues people from burning buildings. It can also help when gas, chemicals or water (flooding) become a danger. The services provided by fire brigades are free of charge.

Natural disasters

In the event of natural disasters, such as bushfires listen to the local radio stations for advice on what to do:

ABC Radio – AM 594 3WM – AM 1089 Mixx FM – 101.3 FM in Horsham
 Mixx FM – 94.5 in Nhill

THINGS TO DO FIRST

1

Open a bank account

When you arrive it is important to open a bank account, Your salary will be paid into a bank account, along with any government payments or rebates from Medicare.

To open a bank account, go into the Bank Branch and take your passport, other forms of identification and, if you have one already, your Tax File Number.

Banks have offices in towns around the Wimmera Southern Mallee and all have ATMs (Automated Teller Machines) from which you can with-draw cash 24 hours a day.

Find your nearest bank online:

Commonwealth Bank of Australia (CBA): www.commbank.com.au

ANZ Bank: www.anz.com.au

Westpac: www.westpac.com.au

National Australia Bank (NAB): www.nab.com.au

Bendigo Bank: www.bendigobank.com.au

2

Register with Centrelink

A wide range of social security payments and services are provided through the government agency called Centrelink. Newly arrived residents can register with Centrelink when looking for work.

If you have children, you may qualify for government funded Family Assistance payments to help with the cost of raising your children such as Family Tax Credits and Childcare subsidy payments. Centrelink also has tax file number application forms and can help you to lodge your application with the Australian Tax Office, so that access to any payments is not delayed.

Centrelink Horsham Corner Darlot Street & McLachlan Street, Horsham
(Open 8.30am to 4:30pm Monday to Friday)

Nhill Centrelink Agent (Restricted Service) - Nhill hospital 47 Nelson St, Nhill VIC 3418
(Open 9am -5pm Monday to Friday)

Centrelink Stawell 27 Church St, Stawell VIC 3380
(Open 8.30am to 4:30pm Monday to Friday)

**For more information regarding to service available give a call to: www.my.gov.au or
☎ 13 2850 (Employment Services) or ☎ 13 6150 (Family Services)
Website: www.centrelink.gov.au**

If you require an interpreter contact Centrelink directly through the translation service: 131 202.

Alternatively contact WDA Settlement Services for support: info@wda.org.au



THINGS TO DO FIRST | continued

3

Apply for a Tax File Number

If you are migrating to Australia or have a temporary resident visa that allows you to work in Australia, you can apply for a **tax file number** on the Australian Taxation Office (ATO) website, by calling them or by visiting a Tax Office or Centrelink shopfront to get a tax file number application form.

Australian Taxation Office Contact Details:

☎ 13 28 61 | Website www.ato.gov.au (select individuals")

Find information in your own language here:

<https://www.ato.gov.au/General/Other-languages/>

4

Register for Medicare

The Australian government provides help with medical expenses through Medicare and include free public hospital care, help with the cost of out-of-hospital care and subsidized medicines.

It is important to know that not all migrants are eligible for Medicare assistance. You should contact Medicare to find out if you are eligible.

**How to register for Medicare:**

Visit the Medicare office in person: Medicare Office (Horsham) Corner of Darlot St & Macpherson St, Horsham, Vic, 3400 (open Monday to Friday, 8:30am – 4:30pm)

Or contact Medicare National

☎ 13 2011

Website: www.medicareaustralia.gov.au

What to bring? your passport, travel documents and permanent visa.

What next? If all registration requirements are met, you may be given your Medicare card number to use. Your Medicare card will be posted to you approximately three weeks later.

In most cases, you will pay for medical care and then receive a rebate (a refund for part of the cost) from Medicare. Emergency treatment is available on a 24 hour basis at the 'Casualty' or 'Emergency' departments of public hospitals.



THINGS TO DO FIRST | continued

5

Get Ambulance Victoria Insurance

Ambulance Insurance is not covered by Medicare. It could cost you thousands of dollars to call an Ambulance without insurance.

To register go to: <https://www.ambulance.vic.gov.au/membership>

Website: www.ambulance.vic.gov.au

☎ 03 9840 3500

6

Set up A My Gov Account

A My Gov Account will enable you to manage your Centrelink and Medicare accounts online. You can register for a My Gov Account at www.my.gov.au or a Centrelink representative will help you.

If you require assistance setting up your My Gov account WDA Settlement Services can organise a special appointment for you. Contact the Settlement Officer info@wda.org.au.



myGov



Health Undertaking Footnote

If you signed a health Undertaking (Form 815) at the request of Department of immigration and Citizenship (DIAC) overseas post, you must ring the health Undertaking service after you arrive in Australia. You can also call Lister House Medical Centre.

Health Undertaking Service Phone: 1300 794 919

Monday to Friday, 9.00 am – 5.00 pm

Lister House Medical Centre | ☎ 5382 0011

THINGS TO DO FIRST | continued

7

Register for English classes

Communicating in English is very important and the key to your successful settlement. If you cannot speak English, we strongly encourage you to learn as soon as possible after you arrive.

Horsham

Centre for Participation
39 Urquhart St, Horsham VIC 3400
☎ 5382 5607
Website: www.centreforparticipation.org.au

Nhill

Nhill Neighbourhood House & Learning Centre
80 Macpherson St, Nhill VIC 3418
☎ 5391 2196
Website: www.nhillnh.org.au

Stawell

Stawell Neighbourhood House
42 Sloane St, Stawell VIC 3380
☎ 5358 3500
Website: www.snhlc.weebly.com

Also contact info@wda.org.au for assistance finding English language support.

You may also be able to access online English Lessons through **AMEP**: www.education.gov.au/adult-migrant-english-program-0

8

Enroll your children in a school or kindergarten

It's important to enrol your children in school or Kindergarten as soon as possible. Your local council will have a list of schools and kindergartens in the area and there is a list of schools and training in the area.

See *Directory for schools and kindergarten contacts*.



THINGS TO DO FIRST | continued

9

Convert your International driver's licence

In Australia you must have a driver's licence to drive, and the vehicle must be registered with the government. It is illegal to drive without a driver's licence and to drive an unregistered vehicle.

The requirement to change your overseas driver licence to a Victorian driver's licence depends on whether your stay in Victoria is temporary or permanent.

If you are in Victoria on a temporary visa, you can drive on your overseas driver's licence for as long as it is current providing it is in English or accompanied by an English translation or International Driving Permit. There is no requirement to get a Victorian driver's licence.

If you have entered Victoria on a permanent visa, you may drive on your overseas licence for a short period, but then you must change your overseas licence to a Victorian driver's licence.

If you change address within Australia, it is also important to update your details with Vic Roads.

VicRoads Customer Service Centre

Horsham 14 O'Callaghans Pde, Horsham

☎ 13 1171 Website: www.vicroads.vic.gov.au



If you require support gaining a Learner Permit, or full driving license, please contact info@wda.org.au

You can also find information in different languages at <https://www.vicroads.vic.gov.au/languages>

Learning to drive is very challenging and expensive. WDA Learner Assistance Program may be able to support. Contact info@wda.org.au to find out more.

TAC L2P Program, Centre for Participation

Volunteer mentors may be able to support with practice hours for those people under 21 years of age.

Contact: Centre For Participation | Horsham | 39 Urquhart St, Horsham ☎ 03 5381 6701

10

Get your qualifications recognised

Do you want your international qualifications to be recognised in Australia for free?

The Overseas Qualifications Unit (OQU) offers free and confidential assessment services to have your international qualifications recognised in Australia to improve your chance of getting employment or finding further education opportunities.

The service helps multicultural communities secure work and provides evidence for educational institutions including professional bodies or admitting institutions.

If you have any questions call 1300 492 606 or email: oqu@liveinmelbourne.vic.gov.au

You can also visit: <https://liveinmelbourne.vic.gov.au/work/overseasqualification-unit>

FINDING SOMEWHERE TO LIVE

Renting

Renting a house or apartment (also called a 'flat') is usually arranged through a real estate agent. You can find lists of available properties on websites or directly through real estate agents.

For an indication of the sort of houses and apartments available, search for rental properties in the town you want to live in at: www.realestate.com.au/rent or www.domain.com.au

Once you arrive in the Wimmera, it is best to visit a real estate agent and discuss your needs with them. They will provide you with a list of all the properties they have available and will help you find the one you want. The real estate agent represents the owner of the property, or 'landlord'.

The Weekly Advertiser and Wimmera Mail Times contain estate sections.

See directory for your local real estate agents

What is a 'lease' or 'residential agreement'?

When you have found the house or apartment you want to live in, you will be asked to sign so that you can become the 'tenant'. They are usually for 12 months. They will say if the property is furnished or unfurnished.

When starting a lease, you will have to pay a 'Bond' or security guarantee, which is usually 4 weeks rent. This Money will be returned to you at the end of the lease, if you leave the property clean, undamaged and with no rent owing. Rent is usually paid two to four weeks in advance. Rent payment are usually made every two weeks.

Make sure you understand the terms and conditions before signing it.

- Try and have someone with you who can translate or ask for an interpreter.
- Do not be afraid to ask the real estate agent to explain the lease to you.
- Keep a copy for your records.

TOP TIPS!

If you the property has a garden, you will be expected to look after it too! If you cannot look after the garden yourself, you can hire a gardening service to look after it for you.

If you want to rent privately in Victoria and need assistance with the bond, you may be able to borrow the money for an interest-free bond loan, Find out more: RentAssist bond loan | <https://www.housing.vic.gov.au>

Your rights and responsibilities as a tenant

There are a range of rights and responsibilities that you have as a tenant. Your landlord also has rights and responsibilities to you.

There is also a booklet called 'Beginning a Life In Australia: Welcome To Australia', which is available online in different languages. Click on the link to find out more: https://www.dss.gov.au/sites/default/files/documents/02_2014/eng_access.pdf

Are you eligible for Rent Assistance?

Check with Centrelink if you can apply for financial rental assistance.

Centrelink Office | Horsham Corner Darlot Street & McLachlan Street,
Horsham: Open 8.30 to 4:30 pm Monday to Friday

☎ 13 2850 (Employment Services) or 13 6150 (Family service),

Website: www.centrelink.gov.au

FINDING SOMEWHERE TO LIVE

Buying a house or apartment

Depending on the type of visa you have, you may be eligible to buy a property in Australia. It is best to check with real estate agents if your visa type permits you to purchase a property.

Furniture

Most houses for rent and for sale do not contain furniture. There are many high-quality furniture shops in towns across the Wimmera. You may also wish to look at the cheaper option of buying second-hand or used furniture from a second-hand dealer or a charity shop, called an 'Opportunity' or 'Op shop'.

Other good places to find new and second hand goods are the yellow pages: <https://www.yellowpages.com.au/>, 'Horsham Buy-Swap-Sell' Group on Facebook and 'Garage sales' (advertised in the local newspaper).

See Directory 'Shopping' for local 'OP SHOPS'.

Electricity & Gas

When you sign a lease and move into a house or apartment, it is your responsibility to arrange to connect the electricity and gas (if applicable). You can choose your electricity and gas provider. Bills will usually arrive quarterly (four times per year). There will be an extra fee for the initial connection.

To find a electricity or gas retailer visit: <https://compare.energy.vic.gov.au/retailers>

If you don't have internet or computer access, the helpline will also support you to submit an application over the phone by calling ☎ 1800 000 832.

Water

You will be responsible for the cost of the water you use in and around your home. The landlord is responsible for the services charges. The real estate agent will notify GWM Water when you move into your new home and your bills will arrive quarterly.

GWM Water Phone for General enquiries - ☎ 1300 659 961
Service difficulties and faults - ☎ 1800 188 586 (24 hours)

Internet and mobile connection

There are a range of internet providers that can provide internet to be connected to your home or you can have a wireless connection. A great place to start is www.iselect.com.au/internet/internet-providers or call 13 19 20.

Alternatively, you can visit

Telstra Shop Horsham
72-74 Firebrace Street
☎ 5382 4654

Yes Optus Horsham
49 Firebrace Street
☎ 4344 1200

You can also see if your address is covered by the National Broadband Network (NBN) here: <https://www.nbnco.com.au/>

FINDING SOMEWHERE TO LIVE

Internet and mobile connection continued

Many providers deliver 'pay as you go' mobile connection options and they're cheaper. Some can be purchased from Supermarkets, and some are available online.

ALDI Mobile | <https://www.aldimobile.com.au/>

Woolworths Mobile | <https://mobile.woolworths.com.au/>

Lyca Mobile | <https://www.lycamobile.com.au/>

Boost Mobile | <https://boost.com.au/>

FINDING WORK

If you have not already secured work in the Wimmera:

Contact the Wimmera Development Association, who can assist you with the referral to employment agencies and Jobs Victoria employment support.

☎ 0418 964 050 or Email: info@wda.org.au

Visit Centrelink to discuss your options

Look for the Job advertisements online, in newspaper or by using the service of an employment agency.

Newspapers

The Wimmera Mail Times has job advertisements for the Wimmera region. It is published each Monday, Wednesday and Friday, and is available from newsagents, service stations and milk bars (corner stores). www.mailtimes.com.au

The Weekly Advertiser is published every Wednesday www.theweeklyadvertiser.com.au

Employment Agencies

Employment agencies in the Wimmera will help you to find work, and may also help to provide training for you if you need to upgrade your skills, or learn a new skill.

You can make an appointment to see a recruitment consultant or check the job listings on their websites.

See Directory for online employment options and employment agencies.

TRANSPORT

Buying a car

Once you have your driver's licence you can look at buying a new or second-hand vehicle.

New and second-hand vehicles are advertised for sale in local newspapers and are also available from new car showrooms and second-hand car yards. The purchase price of a car does not usually include the cost of registration, stamp duty (which is like a sales tax) and compulsory insurance.

Before you buy a car, it is important to check that it is in good working order and is not stolen. Wilson Bolton can, for a fee, provide this checking service for you. After you buy a car, the RACV Roadside assist will, provide assistance if you ever break down for an annual fee.



RACV Roadside assist
☎ 13 11 11

Public transport

Public Transport in the Wimmera is available to travel around towns and between towns. Buses are the general form of public transport. The best way to find out timetables is to visit the Vic Link website where you can find information on travel to towns in the Wimmera Mallee region, across Victoria and Australia.

Website: Journey planner - Public Transport Victoria (ptv.vic.gov.au)

Local Buses

Horsham – Wimmera Roadways provides local bus services.

You can download timetables at

www.wimmeraroadways.com.au/buses/timetables

Operates Monday- Friday (Except public holidays)

☎ 5381 1548

Email: wimmeraroadways@bigpond.com

Stawell - Sandlant City Bus Service provides local bus services.

You can download timetables at www.sandlantbus.com.au/timetable.htm

Operates Monday- Friday (Except public holidays) |

☎ 5358 2848 | 5356 9342 Mobile: 0408 508 371 | 0408 503 149



Taxi Services

Taxis operate in Horsham, Warracknabeal, Dimboola and Stawell

Horsham Taxis ☎ 131 008

Taxi Warracknabeal ☎ 5394 1000

Dimboola Taxi Service ☎ 0419 764 977

Stawell and Halls Gap ☎ 5358 4222 or ☎ 131 008 Australia Wide Taxi

HEALTH

Medicare

The Australian Government provides help with some medical, optometrist and hospital expenses through a scheme called Medicare. Medicare provides free treatment as a public patient in a public hospital and free or reduced cost treatment by doctors and specialists. It also covers some limited services by optometrists and dentists.

Medicare does not pay towards ambulance costs, most dental services, physiotherapy, spectacles, podiatry, chiropractic services, or private hospital accommodation.

Private health insurance

Many Australians choose to pay for private health insurance. This covers all or some of the costs of treatment as a private patient in private or public hospitals and can include some services that Medicare does not cover. Information about Private Health Insurance

Website: www.privatehealth.gov.au

Ambulance Victoria Insurance

Victorian Ambulance Insurance is not covered by Medicare. It could cost you thousands of dollars to call an Ambulance without insurance.

To register you and your family www.ambulance.vic.gov.au,

☎ 03 9840 3500

Hospitals

Emergency treatment is available 24 hours a day, seven days a week at the 'Casualty' or 'Emergency' departments of public hospitals. If you or someone you know is dangerously ill, call 000 immediately and ask for an "Ambulance".

When you go to hospital, don't forget:

- Your Medicare card
- Any medicines you are using
- Private health insurance membership card
- Health care or pension concession card

Local Hospitals

Horsham Hospital Wimmera Base

83 Baillie Street, Horsham

☎ 5381 9111

Nhill Hospital West Wimmera Health Service

47 Nelson Street

☎ 5391 4222

Stawell Hospital Stawell Regional Health

27/29 Sloan Street, Stawell

☎ 5358 8500



HEALTH

Doctors

If you or your family members are sick, call a doctor's surgery or Medical Clinic and make an appointment.

See *Directory for 'Medical Centres and Doctors Surgeries'*

Bulk Billing

Your doctor may bulk bill. This means you will be asked to sign a Medicare form and the doctor sends this form to Medicare, who then pays the doctor.

If the doctor does not bulk bill, you will be asked to pay for your treatment and may be

able to claim some of the costs back from Medicare or your private health insurance fund.

Don't forget your Medicare card (and Health Care Card if you have one) when you visit your doctor.

Telephone advice

If you are not able to see your family doctor, you can call a Nurse who can help you with advice, and what to do. The Victorian NURSE-ON-CALL ☎ 1300 606 024

Pharmacies

Pharmacies are located in all towns for over the counter and scripted medicines. For minor illness or injuries speak to your pharmacist. Opening hours are similar to normal shopping hours and you don't need to book an appointment.

Health services for families with young children

Maternal and child health services are available through your local Council. These services are free for all families with children from birth to school entry age. They offer health information, immunisation, and advice about child development, parenting and nutrition for young children.

Horsham

24 Kalkee Road, Horsham
☎ 5382 9530

Warracknabeal

Children's Centre, Werrigar Street, Warracknabeal
☎ 03 5398 1463

Nhill

49 Nelson Street, Nhill
☎ 5391 4267

Stawell

87 D'Arcy St, Stawell
☎ 5358 9060

Edenhope

49 Elizabeth Street, Edenhope
☎ 5585 9917

St Arnaud

3 Walker Street, St Arnaud
☎ 03 5358 9060

HEALTH

Disability services

There is a range of support and services available for people with a disability and their families or carers through the Wimmera.

National Disability Insurance Scheme (NDIS)

The NDIS assists people with a disability by providing information and links to free professional and funded support. They link to local organisations to offer in-person support to eligible people.

☎ 1800 800 110 | Email enquiries@ndis.gov.au or use www.ndis.gov.au

Latrobe Community Health Service delivers NDIS in the Wimmera.

☎ 1800 242 696 | 142 Firebrace Street, Horsham | www.lchs.com.au

UNITING WIMMERA offers a range of Disability Services in the Region
185 Baillie Street, Horsham

☎ 03 5362 4000 | Email: Wimmera.info@uniting.org | www.unitingwimmera.org.au

Hours: 9.00 am to 5.00 pm Monday to Friday

Mental health services

A number of services exist for people who need help for mental health problems and mental illness. If you need assistance contact your family doctor or community health centre.

Information and assistance with mental health issues may be found through the agencies listed below.



Multicultural Health in Multicultural Australia (MHIMA)

☎ 02 6285 3100
http://www.mhima.org.au

Provides a national focus on mental health and suicide prevention for people from culturally and linguistically diverse (CALD) backgrounds.



Lifeline
24 Hour Helpline ☎ 13 1114
www.lifeline.org.au

24 hour crisis support and suicide prevention services.



Kids Helpline
24 Hour Helpline
☎ 1800 55 1800
www.kidshelpline.com.au

Provides direct support for children from 5-25 years and assistance for parents, carers and teachers.



Mens Helpline Australia
24 Hour Crisis Line
☎ 1300 789 978
www.mensline.org.au

MensLine Australia is a telephone and online counselling service for men.



headspace Horsham
☎ 5381 1543
www.headspace.org.au

headspace provides counselling and support to young people from 12-25 years.

WELFARE

Welfare agencies help people who are experiencing difficulties or serious disadvantage to overcome their problems. Their assistance is usually short-term.

Welfare agencies provide:

- Childcare
- Financial advice
- Help people with disability
- Help for people having problem settling into new culture
- Counselling
- Help for children and young people
- Help for people having family problems, including domestic and family violence



Uniting Wimmera is the largest provider of welfare services in the Wimmera Southern-Mallee, with staff in many towns across the region.

185 Baillie Street, Horsham

☎ 03 5362 4000

wimmera.info@vt.uniting.org www.unitingwimmera.org.au

Hours: 9.00 am to 5.00 pm Monday to Friday



Centacare deliver an extensive range of social welfare and out-reach services across the Catholic Diocese of Ballarat and the Western District of Victoria.

107 Firebrace Street, Horsham Vic 3400

<https://www.centacareballarat.org.au>

Hours: 8.30 am to 5.00 pm Monday to Friday

Victims Assistance Program ☎ 1300 033 818

Family Relationship Centre ☎ 1300 303 988



The Salvation Army Australia is a national Christian movement, united by faith and giving hope where it's needed most.

Salvation Army Horsham

12 Kalkee Rd, Horsham VIC 3400

☎ 03 5382 1770 www.salvationarmy.org.au



Grampians Community Health: GCH delivers a broad range of health care and community services for individuals, families, and the community.

70-72 Hamilton St, Horsham

☎ 03 5358 7400 | Email: gch@gch.org.au | www.gch.org.au

Hours: Monday to Friday 9:00am - 5:00pm



The Orange Door is a free service for adults, children and young people who are experiencing or have experienced family violence and families who need extra support with the care of children.

3-7 Madden St, Horsham

☎ 1800 271 042 | Email: mallee@orangedoor.vic.gov.au

www.orangedoor.vic.gov.au

Hours: Monday to Friday 9:00am - 5:00pm

FAMILY

In Australia, family roles might be different from what you are used to. Men and women have the same rights and responsibilities. In Australia it is acceptable and common for men and women to go to work.

Men and women share household responsibilities and childcare. Some family members will adjust to their new life in Australia more quickly than others. For example, children will often learn English faster than their parents. Some people might find it difficult to understand and accept the Australian way of life.

It is important to adjust to your new life by working together as a family. You may need to seek help and this chapter provides information about some of the services that are available.

Marriage and other relationships

The Family Relationship Advice Line provides information on family relationships and advice on parenting arrangements after separation. It can also refer callers to a wide range of local services that help families build better relationships or deal with separation.

You may also wish to talk to your Doctor or Church leader.

Family Relationship Advice Line 1800 050 321

Children

Children who are not old enough to go to school can be cared for through formal childcare services while their parents go to work, attend training or study. There are many types of full-time and part-time childcare services available for children too young to go to school and for outside of school hours. Suitable childcare places can be difficult to find, and it is recommended that you investigate options well before they are needed.

Childcare can be expensive, so it is important to claim your childcare subsidy.

Visit your local Centrelink or visit: Child Care Subsidy - Services Australia

See Directory Childcare Providers in the Region

Healthy Mothers, Healthy Babies

The Healthy Mothers, Healthy Babies Program supports women during their pregnancy. It works with women while they are pregnant until they are engaged with Maternal and Child Health services after birth (usually 4 to 6 weeks).

The program provide support for pregnant women who are unable to access antenatal care services or who need extra support because they have greater health risks.

Contact Grampians Community Health service on (03) 5358 7400 or email gchrefer@grampianscommunityhealth.org.au find to find out more.



Maternal and Child Health

The Victorian Maternal and Child Health (MCH) Service is a free health service available for all Victorian families with children from birth to school age. The MCH service offers support with baby and child development, breast feeding and immunisations.

See Directory p15 for Maternal and Child Health providers in our area.

EDUCATION

All children must attend school in Australia but education in Australia is not a totally free service. Government schools charge an administration fee, and other costs include books and uniforms. If you find it difficult to pay school fees, please talk to the school Principal. Schools can be flexible with payment so your child's education does not suffer.

See Directory Schools and education

Tertiary Education

Federation University has a Diploma and Degree Courses as well as training courses, for example, information technology, Business service, art and media, tourism, and hospitality, childcare, transport and logistics, construction, mining, manufacturing, rural industries, and free TAFE course.

Federation University - Horsham Campus

☎ 1800 333 864 | 289 Baillie St, Horsham
Email: info@federation.edu.au | www.federation.edu.au

Community short courses

Adult and Community Education courses do not always lead to qualifications but might provide a pathway to more formal education and work-related training. Adult and Community Education can also provide work related skills and personal, lifestyle and social skills.

Contact your local Neighbourhood House to find out more.

Employment and training opportunity

There are a range of training and employment services in the region who provide information, advice, and support in person, online, and on the phone. These services can support people looking for work for example assisting with resume writing and making connections with employers. Jobs Victoria Advocates meet with you in the local communities to connect with information, support, and training that's right for you.

Contact the Job Advocates to link you in with these services:

Job Victoria Advocates

Jodie Mathews ☎ 0447 824 306 | Email: jmathews@wda.org.au

Kate Adams ☎ 0448 115 029 | Email: kate.adams@wda.org.au

Skills & Jobs Centre: Providing advice on job opportunities, vocational training, and links to a range of services to you to get ready for the future.

☎ 1300 100 606 | Website: <https://skillsandjobs.com.au/index.html>

SHOPPING

Shops in the Wimmera Southern Mallee are generally open from Monday to Friday from 9:00am to 5 or 5:30pm. Some shops are also open on Saturday morning. In the larger centre of Horsham, there are some department and variety stores that are open longer hours, including on Sundays. It is a good idea to support the shops in your local area.

There are also a member of charity or second-hand shops that are known as 'Op Shops'. These shops can be useful while you are settling in and looking for work. They stock clothing, household goods, furniture, and books.

See *Directory Op Shops*.

HOLIDAYS & LIBRARIES

There are 11 public holidays in Victoria each year. They are:

- New Year's Day, 1st January
- Australia Day, 26th January which commemorates the first landing of British explorers in 1788
- Labour Day in 13rd, March
- Three days over the Easter period
- ANZAC Day on 25th April, which commemorates the Battle of Gallipoli during the First World War
- Queen's birthday 12nd Jun
- Cup Day or Show day (depending on your local Council)
- Christmas Day and Boxing Day, December

You can find out the exact dates of these holidays and of the school holiday periods at www.vic.gov.au

Library

The Wimmera has Libraries right across the region. Membership is free. Libraries offer books, DVDs and CDs to borrow, and all Branches in the Wimmera have computers and internet access that you can use.

They also run free activities for people of all ages.



Internet Access

Public internet access is available at all libraries and neighbourhood houses. It is also available at some caravan parks and visitor information centres and free wi-fi spots in some towns.

Useful Service Apps

Available free to download.



Google
Translate



Centrelink



Medicare



Vic
Emergency



Elders
Weather



Karen
Translation

CLUBS, COMMUNITY GROUPS & VOLUNTEERING

Joining a club or group is a very common way that people in the Wimmera make friends and socialise. If you would like to join a club, do not be afraid to call the contact person or just go along to one meeting to see if you like it. You could ask your work colleagues, neighbours, and friends if they are members of a club too.

Established Clubs

Lions Club

Lions Clubs are part of community life, in the cities and in the country. Clubs are easily identified by their Logo and the 'We Serve' motto. Membership is open to all people of the community. www.lionsclubs.org.au



Rotary

Rotary is a worldwide organisation of business, professional and community leaders. Clubs are non-political, non-religious, and open to all cultures, races and creeds. Rotary Clubs meet weekly. www.rotaryaustralia.org.au



Country Women's Association

The Country Women's Association of Victoria Inc. is an organisation based on friendship and opportunities for all women, regardless of race, religion or politics. It is a volunteer organisation where women from rural and urban areas can meet as one, as Women of Australia. www.cwaofvic.org.au



Apex

Apex Australia is focused on harnessing the ideas, ideals and intelligence of younger Australians aged 18 to 45. The Apex story is one of fun, fellowship and friendship. www.apex.org.au



Volunteering

Many Australians help others as volunteers for organisations across the Wimmera Region. They also provide opportunities or drivers to support people to gain their L2P and P21 drivers to gain their driving licences through the 'Licensing the Wimmera' volunteer program: www.centreforparticipation.org.au

Nhill Learning Centre, Stawell Neighbourhood House and Wimmera Settlement service also offer a range of volunteer opportunities.

Contact the Settlement Officer to find out more. Email: info@wda.org.au

CLUBS, COMMUNITY GROUPS & VOLUNTEERING

Clubs & Community Groups for Migrants

Oasis Wimmera

OASIS Wimmera is established to support and assist overseas migrants to integrate into Australian society and understand the cultural transition between Australia and their country of origin. Social events comprising of both outdoors and indoors activities are organised on a regular basis.

Email: oasis.wimmera@gmail.com

Facebook: @Oasis Wimmera

Oasis Wimmera
Support group for migrants by migrants

Wimmera-Filipino Australian Club

A social group that is committed to promoting cultural awareness & social values that improve camaraderie among Filipino-Australian families across the Wimmera. Our mission is to bring together small Filipino community and groups as one united Filipino-Australian community.

Email: wfac.inc2018@gmail.com | Facebook: @WFAC.page



Karen Community Group | Nhill & Horsham

The Karen community groups in Nhill & Horsham are an active group of Karen community members who organize events, activities and networking for the Karen and wider community. They organize an annual dance and food event to celebrate the Karen New Year annually.

To find out more information about these groups contact:

Kaw Do (Nhill): ☎ 0431 311 343

Htoo Kaw (Horsham): ☎ 0425 000 817

WDA Settlement Services | info@wda.org.au



Young G

Young G, or Young Generation, is a multicultural youth group that aims to give teenagers - particularly migrant teenagers - a place to meet like-minded people and take part in activities, events and camps. Founded in 2015 by WDA and Centre for Multicultural Youth (CMY), Young G is now based at The Station, Horsham

☎ 0447 824 306 Email: jmathews@wda.org.au

www.wda.org.au



Vanuatuan Community Group (Stawell)

The Vanuatuan Community Group is based in Stawell. It helps link the Vanuatuan community with the wider Stawell community and works with church groups and local organisations to organise activities and promote inclusion.

Contact Junior on laliissachar@gmail.com for more information.



GETTING TO KNOW THE WIMMERA

Outdoor Activities

The Wimmera is great for outdoor activities, like swimming, bushwalking, camping and sport. There are a few safety rules to remember when outdoors.

- Be careful when swimming in rivers, lakes and dams and check the depth of the water and for submerged objects before entering
- Always supervise children who are swimming or who are near water
- Avoid swimming, fishing, and bushwalking a lone. Tell someone where you are going and when to expect you back. Take plenty of food and water
- Wear hats of caps and sunglasses on the sunny days to avoid sunburn and eye damage.
- Wear protection sunscreen to avoid sunburn and skin cancer. This can be purchased from a chemist or supermarket.
- Take notice of weather forecasts
- Open fires and barbeques are not permitted on total ban days

Sport

Participating in sport is very popular in the Wimmera. Each community has a range of sports including football, netball, tennis, cycling, volleyball, hockey, badminton, running, climbing and fishing.

The Wimmera Regional Sports Assembly has information on all the sports available in the Wimmera and can help you to try out a sport that you haven't played before.

Wimmera Regional Sports Assembly
 22B Pynsent Street, Horsham
 ☎ 5382 4599 | Email: eo@wrsa.org.au
www.wrsa.org.au



EVENTS AND FESTIVALS

January

Karen New year Celebrations
Nhill/Horsham alternate
years
Local Tussock Jumpers B&S
Ball held in Harrow

February

Duc and Jazz festival-every
to year in Nhill
Lake Charlegrark Country
music festival each year at
Lake Charlegrark
Edenhope Cup held in
Edenhope

March

Cultural Diversity
week festival
every year in Horsham
Horsham Country and
Music Festival
Horsham Fishing
Competition
Esoteric Festival, Donald

April

Wimmera Steampunk
Festival, Dimboola

May

Grampians Grape Escape
first weekend in May every
year in Halls Gap

June

Art is festival
each year in Horsham

July

Christmas in July, Dimboola

August

September

October

Local agricultural shows
across the Wimmera
Quilters show. Location
rotates between Edenhope,
Harrow and Kaniva
Murtoa's Big Weekend
Arapiles Cycling Event,
Natimuk
Barley Banquet, Rupanyup

November

Kanamaroo Festival
every year in Horsham
Natimuk Frinj Festival
every two years in Natimuk
Edenhope annual fishing
competition

December

Christmas events held all
across the Wimmera



Entertainment

There's a lot to do in the Wimmera and people enjoy socialising and participating in entertainment. Here are some examples

- Going out with family, friends and work colleagues to a restaurant, café, or hotel- also referred to as a 'pub'
- Attending plays, comedy shows, music concerts, festivals www.horshamtownhall.com.au
- Going to the cinema: Horsham cinema /Nhill Cinema/ Stawell Cinema
- Going to the theatre: www.horshamtownhall.com.au
- Visiting the Regional Art Gallery: www.horshamtownhall.com.au
- Going to swimming at the swimming pool: Horsham Aquatic centre /Stawell Cinema
- Visiting lakes, rivers and seaside to swim, paddle, and fish
- Walking, hiking and climbing in the beautiful countryside
- Visiting vineyards

Markets

Apsley Market

Apsley Hall, Wallace Street, last Sunday of each month | ☎ 0409 827 228

Haven Market

Haven Recreation Reserve, 4378 Henty Highway | ☎ 0409 257 256
9am-1pm - First Saturday of each month (except January) | www.grampianspoint.com.au/attractions/haven-market/

Jung Market

Jung Recreation Reserve, Reserve Road | ☎ 0490 500 615
9am-1pm - Last Saturday of each month (except December when it is held on the third Saturday) | www.grampianspoint.com.au/attractions/jung-market

Natimuk Market

Natimuk Main Street, Natimuk | ☎ 0429 328 600
10am-1:30pm - only a few times a year. Visit www.grampianspoint.com.au/events/natimuk-farmers-market for dates.

Pomonal Village Market

Pomonal Hall, Ararat-Halls Gap Rd, Pomonal | ☎ 0417 883 445
10m-2pm – last Sunday of each month (except December) | www.grampianspoint.com.au/attractions/pomonal-village-market

Warracknabeal Market

IGA car park, 3rd Saturday of every month

WHAT'S ON NEAR YOU?

Find out more at your local visitor information Centre, local Council, and news outlets (The Horsham Times, Wimmera Mail Times & The Weekly Advertiser)

Wimmera Southern Mallee Tourism: <https://visitwimmeramallee.com.au>





Settlement Services

Wimmera Development Association, Settlement Services
Federation University Campus | Building C, 289 Baillie St, Horsham
info@wda.org.au

Funded by the Victoria State Government Department of Families, Fairness and Housing (DFFH)