

Government Departments

in context with

CALD Service

Provision

5

The Department of Immigration and Citizenship (DIAC)

The purpose of the Department is to enrich Australia through the well managed entry and settlement of people.

Since its establishment in 1945, DIAC has managed the arrival and settlement in Australia of around 6.5 million migrants from 200 countries, including 660 000 arrivals under humanitarian programs.

Key objectives

- manage the lawful and orderly entry and stay of people in Australia, including through effective border security
- promote a society which values Australian citizenship, appreciates cultural diversity and enables migrants to participate equitably.

Web site: www.immi.gov.au/

Further information and contact details are available through access to the website including Main Offices.

Visas & Immigration <http://www.immi.gov.au/immigration.htm>

For people who want to visit, work, study or live in Australia. Employers can also find information about sponsoring skilled people to work in Australia

Living in Australia <http://www.immi.gov.au/living-in-australia/index.htm>

Information about life in Australia, Australian citizenship and multicultural Australia

Managing Australia's Borders

<http://www.immi.gov.au/managing-australias-borders/index.htm> - wrong new one below

<http://www.immi.gov.au/managing-australias-borders/border-security>

Encouraging compliance, preventing illegal migration, and managing detention facilities

Business Services <http://www.immi.gov.au/business-services/index.htm>

Information services for agencies & organisations who work with the department

Media Centre <http://www.immi.gov.au/media/index.htm>

Current news, events, fact sheets, publications, research & statistics

About the Department <http://www.immi.gov.au/about/index.htm>

Our responsibilities, reports, contact us, employment, contracts and budget details

Ministers <http://www.immi.gov.au/about/department/ministers/index.htm>

Our Minister and Assistant Minister

Related Government Services

<http://www.immi.gov.au/related-government-services/index.htm>

Australian legal system, Passports, Customs, Quarantine, Australians

National Telephone Numbers

General enquiries: 131 881

NOTE: This number is only available if you are calling from inside Australia. Use this general enquiries number to:

- obtain general information on all temporary and permanent visa categories (including visitors, students, family migration, temporary business visas and refugee and humanitarian applications)
- make appointments for lodging visa applications
- contact departmental officers

Hours of operation Mon . Fri 0900-1600

General Skilled Migration enquiries: 1300 364 613

Use this number to:

- obtain information on General Skilled Migration and how to lodge a General Skilled Migration visa application
- if you have lodged an application for a General Skilled Migration visa, and your application is outside standard processing times
- you wish to clarify a request from the Adelaide Skilled Processing Centre
- If you have lodged a General Skilled Migration visa, and have been allocated a case officer, you should, where possible, correspond directly via email with your case officer

Hours of operation

- Pre-lodgement enquiries: Mon . Fri 0900-1600 (Central Australian Time)
- Post-lodgement enquiries: Mon . Fri 0900-1600 & Wed 0900-1300 (Central Australian Time)

Australian citizenship: 131 880

Use this number to: request application forms for Australian citizenship

- obtain information about application fees, citizenship ceremonies and dual citizenship
- obtain information on Australian citizenship affirmation ceremonies

Hours of operation

Mon . Fri 0830-1630

Translating and Interpreting Service: 131 450

Use this number to: inquire about interpreting services

Hours of operation 24 hours a day / 7 days a week

Employers' Immigration Hotline: 1800 040 070

Use this number to: check, as an employer, the work rights of potential employees

Hours of operation Mon . Fri 0830-1630 (Australian Eastern Standard Time)

Fax Number 1800 505 550



COMMUNITY RELATIONS COMMISSION For a multicultural NSW

Website: <http://www.crc.nsw.gov.au/>

Promoting multiculturalism, ethnic affairs, cultural diversity, community unity and harmony in one of the most culturally diverse States of the world, New South Wales, Australia.

The Community Relations Commission For a multicultural NSW (CRC) emphasises a new approach to NSW society. *The Community Relations Commission and Principles of Multiculturalism Act (2000)* recognises and values the different linguistic, religious, racial and ethnic backgrounds of residents of NSW, and promotes equal rights and responsibilities for all residents of NSW.

The Community Relations Commission is legislated to act with government and across the whole community to promote harmony and to ensure that we all enjoy maximum benefits from cultural diversity.

The Community Relations Commission for Multicultural NSW will seek advice from Regional Advisory Councils on local issues.

REGIONAL ADVISORY COUNCILS (RACs) were created to:

- provide an important network for rural and regional New South Wales
- create links in rural and regional areas to assist community relations and cultural diversity.
- to improve communication between the community and government and enable the CRC to work with local agencies and communities.
- provide new opportunities for issues to be examined.

ALBURY REGIONAL ADVISORY COUNCIL:

Albury has a local branch who meet on a regular basis to discuss issues in the local region. Contact can be made with the representatives of the council to discuss issues that can then be raised with the CRC.

Local Contacts Include:

- Maralee Vogel
- Cassie McAnanly VRB
- Colin English

Victoria is one of the most culturally diverse and harmonious societies in the world. The Victorian Multicultural Commission (VMC) is committed to fostering harmony and encouraging the full participation of Victoria's ethnic communities with the social, economic and cultural life of our community.

VMC is an independent statutory authority that was originally established in 1983 under the name of the Victorian Ethnic Affairs Commission. Since then, the Commission has provided independent advice to the Victorian Government to inform the development of legislative and policy frameworks as well as the delivery of services to our culturally, linguistically and religiously diverse society.

The VMC is the main link between Victoria's culturally and linguistically diverse (CALD) communities and the Government, conducting more than 50 community consultations each year.

The Commission now operates under the [Multicultural Victoria Act 2004](#) (**NOW Multicultural Victoria Act 2011**)

<http://www.multicultural.vic.gov.au/about-us/legislation/multicultural-victoria-act-2011>

which conveys the Victorian Government's commitment to recognise the social, cultural and economic contribution of cultural and linguistic diversity to Victoria and enhances the accountability of government departments to all Victorians.

Objectives & Functions

The VMC's objectives and functions, as specified in [the Multicultural Victoria Act \(MVA\) 2004](#)

Objectives

- promote access by Victoria's culturally and linguistically diverse communities to services made available by governments and other bodies;
- encourage all of Victoria's culturally and linguistically diverse communities to retain and express their social identity and cultural inheritance;
- promote co-operation between bodies concerned with multicultural affairs;
- promote unity among Victoria's culturally and linguistically diverse communities; and
- promote a better understanding within Victoria of Victoria's culturally and linguistically diverse Communities.

Functions

- ensure that the objectives of the Commission are met to the maximum extent that is

- practicable;
- investigate, report and make recommendations to the Minister on any aspect of multicultural affairs referred to it by the Minister;
 - advise the Minister on factors inhibiting the development of harmonious community relations and on barriers to the participation of Victoria's culturally and linguistically diverse communities in the social, cultural, economic and political life of Victoria;
 - consult with relevant bodies and people to determine the needs of Victoria's culturally and linguistically diverse communities, including needs in relation to matters covered by any report prepared by the Minister under section 21 (of the MVA); and
 - maintain and further develop harmonious community relations between all relevant groups in the context of Victoria's culturally and linguistically diverse society.

Contact Details:

Phone: 03 92083184

Address Level: 15, I spring street, Melbourne, 3001

Postal Address: GPO Box 2392V, Melbourne, 3001

Email: vicbdm@dvc.vic.gov.au

Website: www.dvc.vic.gov.au



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Translated Information & Interpreter Services

A telephone interpreter service is available in the following languages to assist electors from non-English speaking backgrounds (calls to these numbers are at the cost of a local call).

- [Phone Interpreter Service](#)

Information for people from non-English speaking backgrounds.

Translated information on enrolling and voting in your language.

Arabic	عربي
Assyrian	
Bosnian	Bosanski
Cambodian	
Chinese	中文
Croatian	Hrvatski
Farsi (Iran/Persia)	فارسی
German	Deutsch
Greek	Ελληνικά
Hindi	
Hungarian	
Indonesian	Bhasa Indonesia
Italian	Italiano
Khmer (Cambodia)	ភាសាខ្មែរ

Korean	한국어
Lao	
Macedonian	Македонски
Maltese	
Polish	Polski
Portuguese	Português
Russian	Русский
Serbian	Српски
Spanish	Español
Tagalog (Phillipines)	
Thai	
Turkish	Türkçe
Vietnamese	Tiếng Việt

Contact Details:

Australian Capital Territory/ National Office

PO Box 6172, Kingston ACT 2604

Phone: 02 62714411

New South Wales.

PO Box K778, Haymarket. NSW 1240

Phone: 02 93756333
Victoria.
GPO Box 768G, Melbourne, VIC 3001
Phone: 03 92857171

Web Link: http://www.aec.gov.au/About_AEC/Contact_the_AEC/central.htm