



Fact sheet

Help if you are arriving from Lebanon

Centrelink payments, Medicare and other Australian Government services

Australian citizens or permanent residents returning from the conflict, may be eligible for Australian Government support including Centrelink payments, Medicare and other services. Visit servicesaustralia.gov.au/support-for-australians-returning-from-conflict to learn more.

Healthcare access

- If you have repatriated from Lebanon and do not have Medicare or you are a non-citizen on visa subclass 600 (visitor visa), you may qualify for free access to public hospitals and other services through NSW Health. To learn more, visit <https://www.swslhd.health.nsw.gov.au/refugee/assets/pdf/Free%20public%20health%20care%20for%20people%20fleeing%20the%20Israel-Gaza%20conflict.pdf>
- If you need advice specific to your personal circumstances, you can call the NSW Refugee Health Service on **02 9794 0770**.
- For urgent healthcare queries, you can call Healthdirect on **1800 022 222**. If you have arrived without Medicare, you can also visit NSW Health Urgent Care Centres across Sydney to receive payment-free support. More information on these services can be found at:
 - cesphn.org.au/general-practice/help-my-patients-with/urgent-care-services
 - health.nsw.gov.au/Hospitals/Pages/urgent-care-resources.aspx
 - health.nsw.gov.au/Hospitals/Pages/urgent-care-arabic.aspx (in Arabic)

Mental health and family support

If you or your loved ones have been impacted by overseas conflict, you can access any of the following supports.

- **Witness to War hotline:** Call 1800 845 198, Monday to Friday, 10 am – 7 pm. This service is operated by the NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS) and is available in several community languages.
- **Forum of Australian Services for Survivors of Torture and Trauma (FASSTT):** Visit fasstt.org.au/wordpress/wp-content/uploads/2023/11/Support-for-people-during-times-of-international-conflict.pdf for a factsheet on support during times of conflict and a list of resources.
- **Australian Red Cross Restoring Family Links program:** For help connecting with your loved ones if you are separated by the conflict, call 1800 875 199 or visit redcross.org.au/migration/find-my-family-restoring-family-links

Access to housing

- You can contact the Housing Contact Centre by visiting www.facs.nsw.gov.au/housing/factsheets/how-to-contact or calling **1800 422 322** for help with housing assistance. This telephone service is available 24 hours a day, 7 days a week.
- You can also contact Link2home by visiting www.facs.nsw.gov.au/housing/help/ways/are-you-homeless or calling **1800 152 152**. This NSW homelessness information and referral telephone service is available 24 hours a day, 7 days a week.

Support with schooling

Enrolling your child in school

- If your child is an Australian citizen or permanent resident, they can enrol in a NSW Government school.
- If you have a school-aged child (from 5 to 18-years old) who is a temporary resident, the NSW Department of Education's Temporary Residents Program can help you enrol them in a NSW Government school. Visit deinternational.nsw.edu.au/study-options/study-programs/temporary-residents to learn more.

Help with tuition fees

- If your child holds a visa subclass 600, the NSW Department of Education will waive their school tuition fees for 12-months. Tuition fees will also be waived if your child has a refugee or humanitarian visa (visa subclasses 200, 201, 202, 203, 204, 449, 785, 786, 790 and 866).
- To learn more, read the Temporary Residents Program Fact Sheet – New Arrivals from Lebanon. It is available at deinternational.nsw.edu.au/_data/assets/pdf_file/0006/27564/New-arrivals-from-Lebanon.pdf and also has information on helping your child with English.

Support with identification

NSW identity documents

- If you need help with your NSW identity documents (photo card, driver licence or transferring your overseas licences), contact Service NSW from 7 am to 7 pm, Monday to Friday by calling **13 77 88**. You can also locate your nearest Service NSW service centre by visiting service.nsw.gov.au/service-centre for help accessing services or transactions. This includes:
 - Referrals to non-government agencies for support
 - Free telephone interpreting services
 - Obtaining NSW identity documents
 - Support with translating documents (fee applies)

Free ID replacement

- If you are an Australian citizen or non-citizen repatriated from Lebanon, you may be eligible to have the following items replaced or issued free of charge up to **30 November 2024**:
 - First issue NSW photo card
 - Replacement NSW photo card
 - Replacement driver licence
 - Issue of one-year driver licence
 - Issue of one-year combined licence
 - Knowledge test fee
 - Driving test fee

Birth and marriage certificates

- NSW citizens may also apply for the reissue of their Birth Certificate or Marriage Certificate free of charge.

Local charities

The Lebanese Muslim Association and Muslim Women Australia are Sydney-based charities which may be able to provide you with community-based support.

Lebanese Muslim Association

(02) 9750 6833
info@lma.org.au
<https://lma.org.au/>

Muslim Women Australia

(02) 9750 6916
info@mwa.org.au
<https://mwa.org.au/>

Legal information

LawAccess NSW is a free information service run by Legal Aid NSW and can provide you with legal information and referrals. To contact LawAccess, call **1300 888 529**, Monday to Friday, from 9 am to 5 pm.