

## SUPPORT FOR... OTHER WORK SITUATIONS

### I need a tax file number

- The **Australian Taxation Office (ATO)** has information on its website about how to apply for one.

### I'm struggling to pay off the debt I have with the NSW government (traffic fine)

- **Revenue NSW** can discuss options with you, which may include a Work and Development Order, where your fine is satisfied through unpaid work with an approved organisation or by undertaking certain courses or treatment.

## SUPPORT FOR... YOUR COMMUNICATION NEEDS

### I need an interpreter

- The **Translating and Interpreting Service (TIS National)** helps people who do not speak English and the majority its services are free.

### I have a hearing or speech impairment and need help

- The **National Relay Service** offers a phone service and calls can be made through a range of devices from computers, tablets, mobile phones, an ordinary phone or a TTY (teletypewriter).

## SUPPORT FOR... YOUR MENTAL HEALTH

### I need to talk to someone

- **Youth Beyond Blue** can provide information about anxiety, depression and suicide to young people aged 12-25 years. W: [www.youthbeyondblue.com](http://www.youthbeyondblue.com) P: 1300 22 4635
- **Lifeline** has 24 hour support and suicide prevention services for people experiencing a personal crisis. W: [www.lifeline.org.au](http://www.lifeline.org.au) P: 13 11 14
- **Headspace** centres help people access health workers – GP, psychologist, social worker, alcohol and drug worker, counsellor or youth worker. W: [www.headspace.org.au](http://www.headspace.org.au)
- **eheadspace** provides confidential support seven days a week between 9:00am and 1:00am. W: [www.eheadspace.org.au](http://www.eheadspace.org.au)
- **Reachout** offers fact sheets, forums and other resources designed specifically for young people. W: [www.reachout.com.au](http://www.reachout.com.au)
- **Mental Health Line** can connect you with a mental health professional. P: 1800 011 511
- **Kids Help Line** provides private and confidential, phone counselling for young people aged 5-25 years. P: 1800 551 800
- **Suicide Call Back Service** provides free telephone, video and online counselling 24 hours a day. P: 1300 659 467

**IF YOU ARE IN AN EMERGENCY AND NEED IMMEDIATE SUPPORT CALL 000**

## CONTACTS

### SafeWork NSW

W: [www.safework.nsw.gov.au](http://www.safework.nsw.gov.au)  
P: 13 10 50  
E: [contact@safework.nsw.gov.au](mailto:contact@safework.nsw.gov.au)

### icare

W: [eml.com.au/make-a-claim](http://eml.com.au/make-a-claim)  
P: 13 77 22

E: [newclaims@eml.com.au](mailto:newclaims@eml.com.au)

### SIRA

W: [www.sira.nsw.gov.au](http://www.sira.nsw.gov.au)  
P: 13 10 50

E: [contact@sira.nsw.gov.au](mailto:contact@sira.nsw.gov.au)

### Fair Work Commission

W: [www.fwc.gov.au](http://www.fwc.gov.au)  
P: 1300 799 675 (out of hours emergency 0419 318 011)

E: [sydney@fwc.gov.au](mailto:sydney@fwc.gov.au)

### Fair Work Ombudsman

W: [www.fairwork.gov.au](http://www.fairwork.gov.au)  
P: 13 13 94

### Lawstuff

W: [www.lawstuff.org.au](http://www.lawstuff.org.au)  
P: 9385 9588

E: [admin@ncylc.org.au](mailto:admin@ncylc.org.au)

### Human Rights Commission

W: [www.humanrights.gov.au](http://www.humanrights.gov.au)  
P: 1300 656 419

E: [complaintsinfo@humanrights.gov.au](mailto:complaintsinfo@humanrights.gov.au)

### Office of eSafety Commissioner

W: [www.esafety.gov.au](http://www.esafety.gov.au)  
P: 1800 880 176

### NSW Police

P: 131 444 (general enquiries)

### NSW Ombudsman

W: [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)  
P: 1800 451 524

E: [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)

### Anti-Discrimination Board

W: [www.antidiscrimination.justice.nsw.gov.au](http://www.antidiscrimination.justice.nsw.gov.au)  
P: 1800 670 812

E: [complaintsadb@justice.nsw.gov.au](mailto:complaintsadb@justice.nsw.gov.au)

### Australian Taxation Office

W: [www.ato.gov.au](http://www.ato.gov.au)

### Revenue NSW

W: [www.revenue.nsw.gov.au](http://www.revenue.nsw.gov.au)  
(search 'working order')

### Translation Information Service

W: [www.tisnational.gov.au](http://www.tisnational.gov.au)  
P: 131 450 (24 hour service)

### National Relay Service

(24 hour service)  
Internet/captioned relay call:  
[www.internet-relay.nrscall.gov.au](http://www.internet-relay.nrscall.gov.au)

TTY/voice calls: 133 677

Speak & Listen: 555 727

SMS relay: 0423 677 767



# GETTING SUPPORT AT WORK

## SAFEWORK NSW

There's a range of support and information available to you if you're faced with a difficult situation at work.

**This guide is your starting point to getting the support you need.**

## SUPPORT FOR... YOUR WORKPLACE HEALTH AND SAFETY

### **I think I could get hurt at work (for example - my conditions are unsafe or I haven't received the right training)**

- **SafeWork NSW** can tell you about your safety rights on the job and help you if you think something could be dangerous to you or others.

### **I've been hurt at, or sick from, work**

- Let your employer know.
- **icare** can help you make a claim to receive medical treatment or wages reimbursement if you have been injured in the workplace.
- **State Insurance Regulatory Authority (SIRA)** can help you identify who your employer's insurer is, or with lodging a dispute (for example - a disagreement with an insurer or medical provider).

### **I think I'm being bullied in the workplace (including cyber-bullied or image-based abuse)**

- **SafeWork NSW** can help you know if bullying is happening and what can be done about it.
- The **Fair Work Commission** can issue a stop bullying order (application fee), or mediation to resolve it.
- The **Office of the eSafety Commissioner** can help you with cyber bullying and image-based abuse.
- **NSW Police** may pursue criminal charges against a person who has shared an intimate image or video of you.

### **I think I'm being discriminated in the workplace**

- The **Australian Human Rights Commission** can help resolve complaints of discrimination or bullying matters, for example - political opinion or religion.
- The **Anti-Discrimination Board** can help with complaints of discrimination against age, gender, race or sexuality.

### **I have experienced violence, or the threat of violence, at work (from customers or people at work)**

- Call **NSW Police** on 000 if you are feeling unsafe.
- **SafeWork NSW** can tell you about your safety rights on the job and support you if you think something could be dangerous to you or others.



## SUPPORT FOR... YOUR WORKPLACE ENTITLEMENTS

### **My employer or supervisor won't let me come back to work after my workplace injury**

- **SafeWork NSW** can speak to your employer about giving you suitable work while you recover.

### **I think I've been unfairly fired or forced to leave work**

- The **Fair Work Commission** can help if you've been dismissed from your job (you must lodge an application within 21 days of being dismissed).

### **I think I'm not being paid the right wage, getting the right amount of leave, or other conditions that I'm entitled to**

- The **Fair Work Ombudsman** can tell you about your workplace rights and entitlements, including for unpaid work (for example - job trials), getting a pay slip and purchasing work related items (for example - uniform). Use its pay and leave calculators to work out what you're entitled to.

### **I want to know about my legal rights and responsibilities**

- **LawStuff** can give you advice and information about your legal rights and responsibilities.



### **I'm unhappy about the way I've been treated by a NSW government agency or community service organisation (for example NSW Police, TAFE NSW, public universities in NSW, NSW local Councils, Rail Corp)**

- The **NSW Ombudsman** can review complaints if you're unhappy about the way you have been treated by a NSW government agency or a community service organisation.