

# A GUIDE FOR ASYLUM SEEKERS & REFUGEES



TO THE

 City of Ryde

'A REFUGEE WELCOME ZONE'

<p>હામરાસા ગામચામચા</p>	<p>호주에 오신 것을 진심으로 환영합니다. 행복하세요. - 사랑스런 호주에서 -</p>	<p>欢迎你们来 澳大利亚!</p>	<p>호주에 오신 것을 진심으로 환영합니다.</p>
<p>上海 上海欢迎你 — Shanghai —</p>	<p>Welcome!</p>	<p>WELCOME TO OZ &amp; BEST WISHES &amp; GOOD FORTUNE IN YOUR NEW LIFE HERE 😊 Clemmen</p>	<p>I am from China. Go to Australia. Hq</p>
<p>我来自广东。 欢迎您来到 澳大利亚!</p>	<p>I warmly welcome you to Australia and Ryde 😊 Kate</p>	<p>ہاؤسٹریلیہ سزمنی قارشى تالدو! &lt; uyghat &gt;</p>	<p>“환영합니다 ~♡♡”</p>
<p>You are welcome here ♡ Barbara Barry</p>	<p>مرحباً بكم أستراليا</p>	<p>Hoglim Seekers. Welcome to Australia! The door is open but wait a bit longer. GOD BLESS</p>	<p>TAIWAN Hello 台灣 美丽寶島</p>
<p>Welcome to Australia. for a better life and a happy future. Randhir Malit</p>	<p>I look forward to helping you become a valued new resident of our City of Ryde.</p>	<p>Saja Hoki, sekali Tinggal di Australia d</p>	<p>호주에 오신 것을 진심으로 환영합니다.</p>
<p>Welcome to West Ryde AUSTRALIA ©2012</p>	<p>澳大利亚是个 多元文化的国家。</p>	<p>Welcome!!! So happy to have you here.</p>	<p>我很喜欢 澳大利亚 李</p>
<p>You are most welcome to our country. The people want you. Welcome ☺</p>	<p>欢迎来澳大利 亚悉尼!</p>	<p>我来自中国这地方 悉尼非常美丽。我 爱你悉尼!!</p>	<p>Saya dari Jakarta.</p>
<p>Welcome to you So pleased to have you here to enrich our country.</p>	<p>Selamat Datang di Australia Hidup senang &amp; bahagia bersama teman-teman.</p>	<p>હામરાસા ગામચામચા</p>	<p>♡GIM PHIHO♡</p>
<p>Saya dari Ambon manise</p>	<p>我们来中国 成都市。 澳大利亚人好，</p>	<p>welcome to Australia عنوش اندريد (أستراليا)</p>	<p>欢迎你们来 澳大利亚!</p>

# Foreword



*Welcome to our City!*

*The City of Ryde is proud to be a declared 'Refugee Welcome Zone'. The community sector worked together to produce this Guide for you to help you enjoy what the City of Ryde has to offer, and to access helpful and useful services in a format that can be easily translated into community languages.*

*We hope the Guide is practical and of assistance .*

*The Intercultural Network was glad to collaborate on this Guide and thank Relationships Australia NSW and the City of Ryde who funded the project.*

*Kate Teys, Community Builders, Relationships Australia NSW*

*On behalf of the Intercultural Network – Ryde Area*

***Copies of this guide can be downloaded from:***  
[www.nsw.relationships.com.au/communitybuilders](http://www.nsw.relationships.com.au/communitybuilders)  
[www.ryde.nsw.gov.au](http://www.ryde.nsw.gov.au)

# City of Ryde

## History of Ryde

- Aboriginal people lived for thousands of years in what we call the City of Ryde. When the first Europeans settled at Sydney Cove in 1788, the traditional owners of this area were the Wallumedegal.
- It is likely that the name Wallumedegal or Wallumattagal was derived from wallumai, the snapper fish, combined with matta, a word used to describe a place.
- On the 3rd January 1792, the first land in the Ryde area was granted to eight marines, along the northern bank of the river between Sydney and Parramatta.
- By 1841 the new name, Ryde, was emerging for the district and the plan for a new village. It was derived from Ryde on the Isle of Wight.
- The original 7 suburbs in our City of Ryde were Ryde, North Ryde, West Ryde, Meadowbank, Gladesville, Denistone and Eastwood.



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## **COMMUNITY AND INFORMATION CENTRES AND ASSISTANCE (FREE SERVICES)**

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### **Customer Service: City of Ryde Council (CoR)**

1 Devlin Street, Ryde

Tel: 9952 8222

Web: [www.ryde.nsw.org.au](http://www.ryde.nsw.org.au)

### **Community Migrant Resource Centre (CMRC)**

159 Shaftsbury Road, Eastwood

Tel: 9858 1925

1st Floor, 3-5 Anthony Road, West Ryde

Tel: 9687 9901 (Wednesday and Friday only)

Facebook: [www.facebook.com/communityHRC](http://www.facebook.com/communityHRC)

### **Ryde Community Hub, Relationships Australia NSW**

1st Floor, 3-5 Anthony Road, West Ryde

Tel: 1300 734 207

Facebook: [www.facebook.com/rydehub](http://www.facebook.com/rydehub)

### **Epping Community Hub, Relationships Australia NSW**

9 Chester Street, Epping

Tel: 1300 734 259

Facebook: [www.facebook.com/eppinghub](http://www.facebook.com/eppinghub)

### **Translating & Interpreting Service (TIS)**

For most Government services.

Tel: 131 450



## **COMMUNITY AND INFORMATION CENTRES AND ASSISTANCE CONTINUED...**

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### **North Ryde Community Aid & Information Centre (NRCA)**

4 Cutler Parade, North Ryde

Tel: 9888 3380

Web: [www.nrca.org.au](http://www.nrca.org.au)

### **Christian Community Aid (CCA)**

2 Dickson Avenue, West Ryde

Tel: 9858 1377

12 Lakeside Road, Eastwood

Tel: 9858 3222

Web: [www.ccas.org.au](http://www.ccas.org.au)

### **Hunters Hill Ryde Community Services Inc. (HHRCS)**

46 Gladesville Road, Hunters Hill

Tel: 9817 0101

Web: [www.hhracs.org.au](http://www.hhracs.org.au)





## LIBRARIES (ENGLISH BOOKS, INTERNET, INFORMATION)

[www.ryde.nsw.gov.au](http://www.ryde.nsw.gov.au)

### **Top Ryde**

1 Pope Street, Ryde

Tel: 9952 8352

### **West Ryde**

2 Graf Avenue, West Ryde

Tel: 9952 8376

### **Eastwood**

Corner Hillview Road & West Parade, Eastwood

Tel: 9952 8375

### **Gladesville**

6 Pittwater Road, Gladesville

Tel: 9952 8378

### **North Ryde**

201 Cox's Road, North Ryde (includes a Toy library)

Tel: 9952 8377





## **FREE STUFF To Do**

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### **Computers and Internet**

Ryde Community Hub (see page 2)

Epping Community Hub (see page 2)

Libraries – West Ryde, Eastwood, Top Ryde, Gladesville,  
North Ryde

Christian Community Aid (see page 3)

Community Migrant Resource Centre (see page 2)

### **Computer Classes**

Ryde Community Hub (see page 2)

Community Migrant Resource Centre (see page 2)

Libraries (see page 4)

### **English Classes** (all levels)

See page 9 for further details.

### **Social Groups** (Multi-lingual, Multicultural)

Men's Group & Chai Time: Ryde Community Hub (see page 2)

Men's Place & Chai Time: Epping Community Hub (see page 2)

Men's Shed: HHRCS (see page 3)

Multicultural Mothers Group: NRCA (see page 3)

Craft groups, history talks and more at Libraries (see page 4)



## **FREE STUFF TO DO CONTINUED...**

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### **Cultural Groups**

Persian, Indian, Chinese, Korean: CMRC (see page 2)

Persian, Korean, Chinese: CCA (see page 3)

Korean, Chinese: Ryde Community Hub (see page 2)

### **Free Coffee/Tea, Internet, Newspapers**

Ryde Community Hub (see page 2)

Epping Community Hub (see page 2)

Libraries (see page 4)

### **Museums/Galleries**

[www.sydney.com.au/museums.htm](http://www.sydney.com.au/museums.htm)

### **Volunteering**

Ask at Libraries, Community Centres or visit:

[www.ryde.nsw.gov.au/Community/Volunteering](http://www.ryde.nsw.gov.au/Community/Volunteering)





## **FINDING A HOME & MAINTAINING IT**

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### **Questions About Renting; Starting and Ending Leases**

Tenants NSW Website

Web: [www.tenants.org.au](http://www.tenants.org.au)

### **New Tenant Checklist**

Web: [www.fairtrading.nsw.gov.au/tenantsandhomeowners/rentingahome/newtenantchecklist.html](http://www.fairtrading.nsw.gov.au/tenantsandhomeowners/rentingahome/newtenantchecklist.html)

### **Sharing House**

[www.gumtree.com.au](http://www.gumtree.com.au)

[www.flatmatefinders.com.au](http://www.flatmatefinders.com.au)

### **Renting and House Sharing**

[www.domain.com.au](http://www.domain.com.au)

[www.realestate.com.au](http://www.realestate.com.au)

### **Second Hand or Discount Furniture, House Items**

[www.gumtree.com.au](http://www.gumtree.com.au)

[www.opshop.org/list/NSW/SYDNB/](http://www.opshop.org/list/NSW/SYDNB/)

Call any of the centres on page 2 & 3 for questions about renting in Australia.



## **LANGUAGE AND LITERACY**

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### **Community Detention and Bridging Visa English Programs**

FREE english classes for asylum seekers in community detention or on Bridging Visa E at Meadowbank Campus (contact Mandy).

Tel: 9941 5534

Email: [nsi.cdbve@tafensw.edu.au](mailto:nsi.cdbve@tafensw.edu.au)

### **Adult Migrant English Program (AMEP)**

Meadowbank AMEP Office, Building U

See Street, Meadowbank

Tel: 9942 3670

Email: [amep.nsi@tafensw.edu.au](mailto:amep.nsi@tafensw.edu.au)

Web: [www.nsi.edu.au/amep](http://www.nsi.edu.au/amep)

### **Meadowbank Campus TAFE NSW**

Offers many different English courses, including Spoken and Written English, English for Further Study, English for Academic Purposes and Skillmax. There are full-time, part-time, long and short courses (need PR Visa).

Tel: 131 674

Web: [www.nsi.edu.au](http://www.nsi.edu.au)



## **FREE COMMUNITY ENGLISH CLASSES**

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### **Ryde Community Hub** (see page 2)

One to one, small group tutoring and classes.

### **Epping Community Hub** (see page 2)

All class levels – Thursdays.

### **Community Migrant Resource Centre** (see page 2)

Classes held at Eastwood.

### **Christian Community Aid** (see page 3)

Classes held at Eastwood and Macquarie Park.

### **St Anne's Anglican Church**

Corner of Church Street and Gowrie Street, Top Ryde

All class levels. Every Wednesday morning 9.30am-11.30am.

Tel: 9809 1322

### **West Ryde Baptist Church**

Corner Victoria Road and Endeavour Street, West Ryde.

Mondays, Tuesdays and Fridays 10.00am-12.30pm.

Tel: 9858 3929

### **Ryde Uniting Church**

7 Maxim Street, West Ryde. All class levels every Wednesday.

Tel: 9807 3364



## TRANSPORT

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### **Top Ryder – FREE BUS**

FREE community bus

Web: [www.ryde.nsw.gov.au/\\_Documents/Community/Top+Ryder+Timetable.pdf](http://www.ryde.nsw.gov.au/_Documents/Community/Top+Ryder+Timetable.pdf)

### **Government Public Transport – Bus, Train, Ferry**

Travel Planner helps you find your way.

Web: [www.131500.com.au/plan-your-trip](http://www.131500.com.au/plan-your-trip)

### **Cheap Bicycles**

Web: [www.gumtree.com.au](http://www.gumtree.com.au)

### **Roads & Maritime Services (RMS) – Drivers Licences**

Corner of Blaxland Road & North Road, Ryde

Tel: 13 22 13

Web: [www.rms.nsw.gov.au](http://www.rms.nsw.gov.au)



# WELCOME

## ROUTE 1 MEADOWBANK TO WEST RYDE

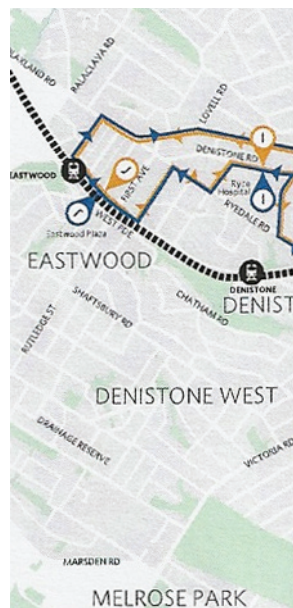
VIA GLADESVILLE, TOP RYDE CITY, EASTWOOD AND RYDE HOSPITAL

STOP	TIMES: Monday - Saturday				
<b>G</b> Meadowbank Station	9.30	10.30	11.30#	1.00	2.00
<b>F</b> Crowle Home	9.31	10.31	11.31#	1.01	2.01
<b>E</b> Dalton Gardens	9.36	10.36	11.36#	1.06	2.06
<b>E1</b> Club Ryde X	9.38	10.38	11.38#	1.08	2.08
<b>D</b> Putney Shops	9.40	10.40	11.40#	1.10	2.10
<b>C</b> Gladesbay Retirement Village	9.46	10.46	11.46#	1.16	2.16
<b>B</b> Gladesville shops then Gladesville Library	9.48	10.48	11.48 - 12.18*	1.18	2.18
<b>B1</b> Gladesville Sporties on Halcyon St	9.52	10.52	12.22	1.22	2.22
<b>A</b> Top Ryde City shopping centre	10.00	11.00	12.30	1.30	2.30
<b>J</b> Eastwood Station	10.09	11.09	12.39	1.39	2.39
<b>I</b> Ryde Hospital	10.13	11.13	12.43	1.43	2.43
<b>H</b> West Ryde	10.18	11.18	12.48	1.48	2.48

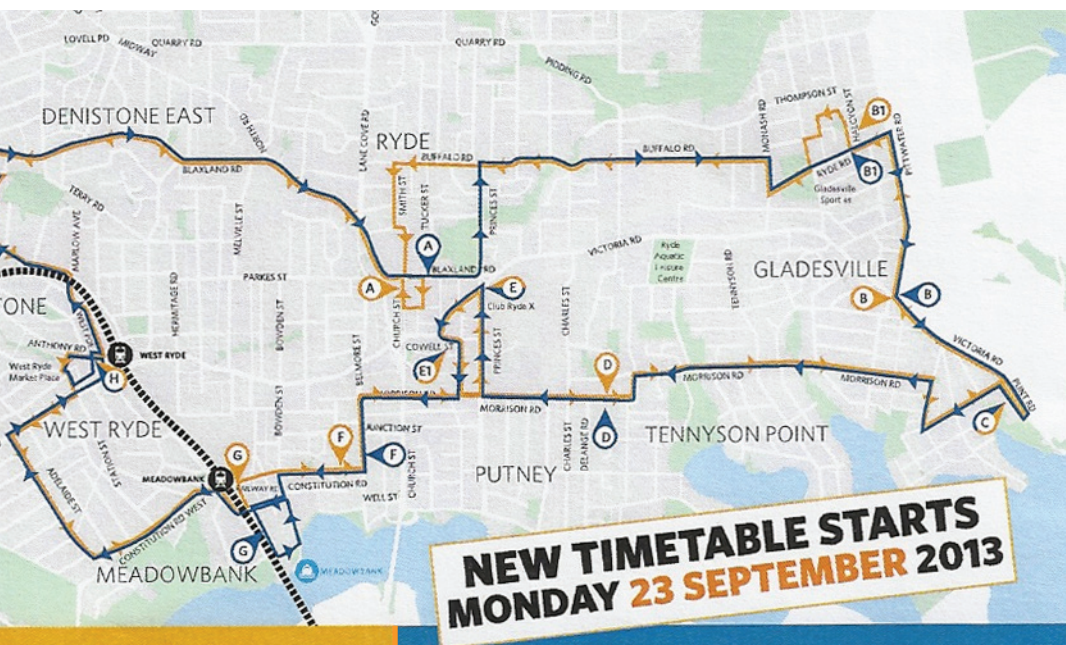
## ROUTE 2 TOP RYDE CITY TO EASTWOOD

VIA GLADESVILLE, MEADOWBANK, WEST RYDE AND RYDE HOSPITAL

STOP	TIMES: Monday - Saturday				
<b>A</b> Top Ryde City shopping centre	9.30	10.30	11.30●	1.00	2.00
<b>B1</b> Gladesville Sporties on Ryde Rd	9.39	10.39	11.39●	1.09	2.09
<b>B</b> Gladesville Library then Gladesville shops	9.41	10.41	11.41●	1.11	2.11
<b>C</b> Gladesbay Retirement Village	9.46	10.46	11.46●	1.16	2.16
<b>D</b> Putney Shops	9.50	10.50	11.50●	1.20	2.20
<b>E</b> Dalton Gardens	9.52	10.52	11.52●	1.22	2.22
<b>E1</b> Club Ryde X	9.53	10.53	11.53●	1.23	2.23
<b>F</b> Crowle Home	9.56	10.56	11.56●	1.26	2.26
<b>G</b> Meadowbank - Shepherds Bay Shops	9.59	10.59	11.59●	1.29	2.29
<b>H</b> West Ryde	10.11	11.11	12.10 - 12.40*	1.41	2.41
<b>I</b> Ryde Hospital	10.16	11.16	12.45	1.46	2.46
<b>J</b> Eastwood Station	10.19	11.19	12.48	1.49	2.49



# Welcome



City of Ryde  
**Top Ryder**



### ADDITIONAL STOPS

In addition to these designated Top Ryder stops, you can catch the TOP RYDER from any STA bus stop along the route. Please signal the driver clearly.

This is a **FREE** Bus Service for anyone.  
You should take advantage of this to visit  
different places in the Ryde area!



## **MEETING NEW PEOPLE**

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### **Christian Community Aid**

Multicultural Rainbow Meeting, Ryde.

Tel: 9858 3222/9858 1377

Web: [www.ccas.org.au](http://www.ccas.org.au)

### **Epping Community Hub**

Men's Space/Project – Wednesdays.

### **Ryde Community Hub**

Chai Time – Social meet up over tea.

Men's Lunch – Free monthly men's lunch, weekly drop-in.

### **Community Migrant Resource Centre**

Social/cultural groups.

### **North Ryde Community Aid**

Multicultural Mothers Group – Most Friday mornings.

### **Hunters Hill Ryde Community Services Inc.**

Men's Shed – Most Mondays.

### **Libraries**

A new program of events occurs every month.



## **NEED HELP (FOR ANYTHING)?**

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**Ask any of the Community Centres and City of Ryde Council**

**Asylum Seeker Centre (ASC)**

43 Bedford Street, Newtown

Tel: 9078 1900

**RACS** (Refugee Advice and Casework)

Provides advice and casework.

Tel: 9114 1600

**Law Access**

Free phone service.

Tel: 1300 888 529

**Legal Aid/Support**

Free legal help at Ryde Community Hub (see page 2).

**Emergencies**

**Police, ambulance or fire**

Tel: 000 (24 hours)

Web: [www.triplezero.gov.au](http://www.triplezero.gov.au)

**Police Assistance Line**

Tel: 131 444 (24 hours)

Web: [www.police.nsw.gov.au](http://www.police.nsw.gov.au)



## **NEED HELP (FOR ANYTHING)? CONTINUED...**

[www.ryde.nsw.gov.au](http://www.ryde.nsw.gov.au)

### **Eastwood Police Station**

3 Ethel Street, Eastwood

Tel: 9858 9299

### **Gladesville Police Station**

Corner Punt Road & Victoria Road, Gladesville

Tel: 9879 9699

### **Ryde Police Station**

810 Victoria Road, Ryde

Tel: 9808 7401

These services can be contacted free through a translation service (TIS) by calling 131 450.

### **Translating & Interpreting Service (TIS)** (see page 2)

For most Government services.

Tel: 131 450

### **Informal Translation Services**

CMRC

Ryde Community Hub

CCA (Persian)



## **NEED HELP (FOR ANYTHING)? CONTINUED...**

### **Accommodation Help**

- Hope Hostel Parramatta (men only) – Tel: 9683 1630
- Christian Community Aid (see page 3)
- Churches (see page 21)
- Ryde Community Hub (see page 2)

### **Food Help/Vouchers**

- Christian Community Aid (see page 3)
- C3 Church  
Corner of Blaxland Street & Church Street, Top Ryde
- North Ryde Community Aid (see page 3)
- Hunters Hill Ryde Community Services Inc.  
(Emergency Relief Program) (see page 3)
- Parramatta Mission - Meals Plus (for homeless and disadvantaged)  
119 Macquarie Street, Parramatta – Tel: 9891 2277
- The House of Welcome  
140 Wattle Avenue, Carramar – Tel: 9727 9290  
Web: [www.houseofwelcome.com.au](http://www.houseofwelcome.com.au)
- Tzu Chi Foundation Australia  
20-22 Glen Street, Eastwood – Tel: 9874 7666

### **Charity Stores** (cheap second-hand household items)

Sydney Op Shops

Web: [www.opshop.org/list/NSW/SYDNEY](http://www.opshop.org/list/NSW/SYDNEY)



## NEED HELP (FOR ANYTHING)? CONTINUED...

### Salvation Army Store

187 Victoria Road, Gladesville

Tel: 9816 1418

Web: [www.salvosstores.salvos.org.au](http://www.salvosstores.salvos.org.au)

### Vinnies Gladesville

10/210 Victoria Road, Gladesville

Tel: 9879 7029

### Opportunity Shop

28B Church Street, Ryde

Tel: 9808 1657

### Vinnies West Ryde

47 Rydedale Road, West Ryde

Tel: 9807 4270

### Rotary Op Shop

61 Rydedale Road, West Ryde

Tel: 0409 659 979



# Welcome



## SHOPPING

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### **Shopping Centres**

Macquarie Park  
Top Ryde  
West Ryde  
Meadowbank  
Eastwood  
Cox's Road

### **Discount Shops**

Kmart  
Target  
Big W  
Aldi (food)  
IGA (food)

### **Specialties (Hallal Food)**

Iranian Food Shop – 328 Church Street, Top Ryde

### **Op Shops/Charity Stores**

See page 16.

### **Cheap Fruit and Vegetables**

Flemington Market (Saturday, Sunday morning before 1.00pm).  
Located near Flemington Station.





## HEALTH AND WELLBEING

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### Medical Centres

Top Ryde Medical Centre – 46/48 Blaxland Road, Top Ryde  
Persian and Afghan speaking doctors.

Tel: 9807 4447

Ryde Clinic – 2 Pope Street, Top Ryde  
Doctors and an Iranian speaking dentist.

Tel: 9809 3778

### Hospitals

Royal North Shore Hospital – Reserve Road, St Leonards

Tel: 9926 7111

Ryde Hospital & Community Health – 1 Denistone Road, Eastwood

Tel: 9858 7888

Hornsby Ku-ring-gai Hospital and Community Health Services –  
Palmerston Road, Hornsby

Tel: 9477 9123





## **HEALTH AND WELLBEING CONTINUED...**

### **Mental Health**

Transcultural Mental Health

Building 53, Cumberland Hospital, 5 Fleet Street, North Parramatta.

Tel: 9912 3851

### **STARTTS**

A service for the treatment and rehabilitation for survivors of torture and trauma. Locations in Auburn, Carramar and Liverpool.

Tel: 9794 1900

### **Health Services**

Multicultural Health Service

Tel: 8968 3406

### **Dentist**

Free public dental service for those with a Medicare card.

Tel: 1300 789 404

### **Women's Health Services**

Tel: 8968 3416

### **Free Meditation and Yoga**

Monthly at Epping Community Hub (see page 2)



## **PLACES OF WORSHIP**

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### **Muslim Prayer Centre**

Corner of Victoria and Devlin Street, Top Ryde.  
Fridays at Masonic Centre, Top Ryde.

### **Temple**

Hindu Temple  
217 Great Western Highway, Mays Hill.  
[www.sydneymurugan.org.au](http://www.sydneymurugan.org.au)

### **Churches**

There are many churches in the Ryde area, please visit your library or Community Centre for information.





## NOTES

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<p>હામરાસા ગામચી</p>	<p>호주에 오신 것을 진심으로 환영합니다. 행복하세요. - 사랑스런 호주에서 -</p>	<p>欢迎你们来 澳大利亚!</p>	<p>호주에 오신 것을 진심으로 환영합니다.</p>
<p>上海 上海欢迎你 — Shanghai —</p>	<p>Welcome!</p>	<p>WELCOME TO OZ &amp; BEST WISHES &amp; GOOD FORTUNE IN YOUR NEW LIFE HERE 😊 Clemmen</p>	<p>I am from China. Go to Australia. Hq</p>
<p>我来自广东。 欢迎您来到 澳大利亚!</p>	<p>I warmly welcome you to Australia and Ryde 😊 Kate</p>	<p>آوستراليه سزمني قارشي تالدوا! &lt; uyyhat &gt;</p>	<p>“환영합니다 ~♡♡”</p>
<p>You are welcome here ♡ Barbara, Barry</p>	<p>مرحباً بكم أستراليا</p>	<p>Hoglim Seekers. Welcome to Australia! The door is open but wait a bit longer. GOD BLESS</p>	<p>TAIWAN Hello 台灣 美丽寶島</p>
<p>Welcome to Australia. for a better life and a happy future. Randhir Malit</p>	<p>I look forward to helping you become a valued new resident of our City of Ryde.</p>	<p>Saja Hoki, sekali Tinggal di Australia</p>	<p>호주에 오신 것을 진심으로 환영합니다.</p>
<p>Welcome to West Ryde AUSTRALIA ©2012</p>	<p>澳大利亚是个 多元文化的国家。</p>	<p>Welcome!!! So happy to have you here.</p>	<p>我很喜欢 澳大利亚 李</p>
<p>You are most welcome to our country. The people want you. Welcome ☺</p>	<p>欢迎来澳大利 亚悉尼!</p>	<p>我来自中国这地方 悉尼非常美丽。我 爱你悉尼!!</p>	<p>Saya dari Jakarta.</p>
<p>Welcome to you So pleased to have you here to enrich our country.</p>	<p>Selamat Datang di Australia Hidup senang &amp; bahagia bersama teman-teman.</p>	<p>હામરાસા ગામચી</p>	<p>♡GIM PHIHO♡</p>
<p>Saya dari Ambon manise</p>	<p>我们来中国 成都市。 澳大利亚人好，</p>	<p>welcome to Australia عنوش اندريد (أستراليا)</p>	<p>欢迎你们来 澳大利亚!</p>

WITH COMPLIMENTS:



*Relationships Australia*  
NEW SOUTH WALES

Ryde Community Hub



City of Ryde



Lifestyle and opportunity @ your doorstep

- FACS Community Services
- Christian Community Aid
- New Horizons
- The Salvation Army
- Department of Community Services
- North Ryde Community Aid & Information Centre Inc.
- Community Migrant Resource Centre
- The Northern Sydney Institute, part of TAFE NSW
- Multicultural Health Service Northern Sydney Local Health District
- Carer Support Northern Sydney Local Health District
- Australian Korean Welfare Association
- BreastScreen NSW Northern Sydney and Central Coast Local Health Districts
- City of Ryde Libraries
- Settlement Services International
- Ryde Local Area Command
- Northern Sydney Medicare Local

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