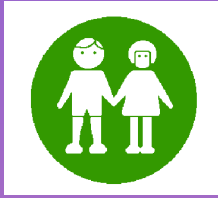


Multicultural Contact List
for
Children's Services
in
South East Sydney



This booklet has been compiled by Ethnic Child Care, Family and Community Services Co-op Ltd as part of the South East Sydney Children's Services CALD Project. The booklet aims to assist Children's Services to locate appropriate resources and community services to better support their Culturally and Linguistically Diverse Children and Families.

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The CALD Project is a program of the Ethnic Child Care, Family and Community Services Co-operative and is funded by the NSW Department of Community Services.



Disclaimer- Please note that whilst every care has been taken to ensure that material contained in this booklet was correct, some information regarding organisations and project workers may have changed since publication. Booklet published 2007.

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Useful resources and support services

Interpreting Services-

TIS- Translating and Interpreting Service Ph: 131 450

PH: 1300 655 080

Community Relations Commission – Multicultural Ph: 1300 651 500

Health Care Interpreter Service Ph: 1800 674 994

Teaching aids and resources on cultural diversity-

Oxfam– music and musical instruments www.oxfam.org.au/shop

Magabala Books- Indigenous books www.magabala.com

Serendib Craftlink– ethically traded multicultural craft and educational resources www.serendibcrafts.com.au

FKA- Free Kindergarten Association www.fka.com.au

Diversity in Childcare Queensland. www.sttar.org

Inclusive Directions South Australia www.directions.org.au

Bilingual Child- www.upabebe.com

On line books www.gowrie-melbourne.com/bookshop

Modern teaching aides www.teaching.com.au

The book garden www.thebookgarden.com.au

Northern Migrant Resource Centre

www.mrcne.org.au/FamilyRelationshipSupportServices.htm free download

books- Information for parents- Parenting from a New Culture- available in Arabic, Samoan and Chinese. Topics include Immigration and parenting, Children's developmental stages and needs, Self esteem and self confidence, Enhancing children's social skills, Developing effective communication with your children, Discipline, management for parents, Issues in positive parenting for children under the age of 5 years.

South East Sydney Child and Family Health Nurse Service-

Ph: 9515 3222, supports the health and wellbeing of families with children 0-5 years. Provides an interpreter free of charge where required. Translating and interpreting service;
24 hour line Ph: 13 14 50.

Useful resources and support

Services (cont)

Cultural profiles on specific cultures including Child Rearing Practices- Indigenous Australians, Bosnia Herzegovina, Cambodia, China, Lebanon, Malaysia, Pakistan, Russia, Sri Lanka, Turkey, Taiwan, Vietnam- Available to purchase as a kit from Inclusive Directions South Australia www.directions.org.au

Cambodian, Hmong, Korean, Russian, Somalian, Sudanese- available free from Diversity Queensland website- www.sttar.org

Chinese, Filipino, Greek, Indian, Italian, Lebanese, South American, Turkish, Vietnamese- Available in booklet from Ethnic Child Care Family and Community Services Co-op. Ph: 9569 1288

Support for Indigenous and CALD children

Bicultural Support Pool Ph: 1800 157 818

A program of Ethnic Child Care, Family and Community Services Co-operative Ltd for Children's Services Central

Inclusion Support Agency (ISA)

St. George/ Sutherland Region

KU Children's Support Agency Ph: 9522 6322

Inner Sydney

SDN Inclusion Support Ph: 9557 0183

SCAN– Supporting Children with Additional Needs Scheme

Ph: 9557 9125- provides extra assistance to children from CALD backgrounds, Aboriginal and/or Torres Strait Islander backgrounds and children with a disability or challenging behaviour who are in pre-school, occasional care or vacation care.

Information on refugees and asylum seekers

Refugee Council of Australia- Ph: 9660-5300

www.refugeecouncil.org.au (a peak organisation providing workers and agencies with background information on refugees and humanitarian entrants.)

Useful resources and support

Services (cont)

Ethnic child Care, Family and Community Services Co-op Ltd

Ph: 9569-1288 www.eccfcsc.org- provides over the phone advice, support and assistance on CALD issues relating to children and families using Australian Government Approved Child Care Services.

Ethnic People with Disabilities Program– provides information, advocacy, consultation and training to access aged & disability services.

Muticultural Respite Service- vacation care for children with disabilities.

Ethnic specific community organisations

If you require information or assistance for a language or cultural group not listed below, contact Ethnic Communities Council

Ph: 9319 0288 www.eccnsw.org.au

African Communities Council- Ph: 9558 0999– an umbrella organisation that represents all Africans and African -Australians living in Australia. www.africancomcouncil.com

Al Zahra Muslim Women's Association Ph: 9599 1839
9– 11 Wollongong Rd, Arncliffe

Arabic Community Welfare Centre Ph: 9649 2063

Assyrian Resource Centre Ph: 9728 2594
Provides settlement assistance to Assyrian new arrivals and refugees

Australian Islamic Cultural Centre Ph: 9646 1222

Australian Lebanese Association of NSW Ph: 9564 3506

Australian Korean Welfare Association Ph: 9718 9589
2ND Floor, 59-63 Evaline Street Campsie

Australian Turkish & Kurdish Community Services Coop
Ph: 9643 1666

Chinese Australian Services Society (CASS)- Ph: 9789 4587
Provides community and welfare services to assist Chinese settle.
Services include aged care, children's services, counselling, activities and community events.

Chinese Parents Association- Children with DisabilitiesPh:
9789 3744 Provides a range of services to meet the needs of people with disabilities, especially children with intellectual disabilities and their family members from Chinese speaking background.

CO AS IT Italian Association of Assistance Ph: 9564 0744
Provides many community services for the Italian community

Fraternal Society of Tripoli and Mena Ph: 9758 1366
Services include an Arabic child care centre

Greek Orthodox Community of NSW Ph: 9740 6022
Provides a wide range of migrant related social services, including afternoon Greek schools, kindergartens and aged care hostels.

Indonesian Welfare Association- Ph: 9558 0999
45 Belmore Rd Burwood, NSW 2134 www.iwa.group.to

Lao Community Advancement Co-op Ph: 9754 1941

Macedonian- Australian Welfare Association of Sydney-
Ph: 9597-5455, 552 Princes Highway Rockdale

Macedonian Community Child Care Centre Ph: 9567 2019

Maltese Community Council of NSW Ph: 9672 3486

Migrante Phillipinese- Australia Ph: 9695 1250

Spanish and Latin American Association for Social Assistance Inc
Ph: 9724-2220

Tongan Association of NSW Ph: 9559 2284

Tongan Community Support Services Inc. Ph: 9513 0869

Useful resources and support

Services (cont)

Information Websites www.mylanguage.gov.au

My Language provides access to search engines, web directories and news in over sixty languages.

Centrelink Ph: 131 202– provides advice on Centrelink services and benefits in community languages.

Contact INC. Ph: 9251-4431 Program for isolated children, families and communities, has translated information on child development in the first year.

Child and Family East. Ph: 9382-8213. Area served: South Eastern Sydney / Illawarra AHS.

Immigrant Women's Speakout Association– www.speakout.org.au
Ph: 9635-8022– supports migrant and refugee women in NSW, includes direct service in the areas of domestic violence and employment.

The Carers Association of NSW Ph: 9280 4744

Carers NSW is an association for relatives and friends who are caring for people with a disability, mental illness, chronic condition or who are frail aged.

Women's Information and Referral service- Ph: 1800 817 227 or if you require a translator Ph: 131450 Free, culturally sensitive and confidential information on many organisations and services available to women.

Brighter Futures Early Intervention Program- Ph: 9698 3144 provides parenting support, home visiting, casework and access to child care. (Operated by SDN in South East Sydney).

Other Statewide Services

Alliance of NSW Divisions (for your local GP network)	Ph: 9239 2900
Alzheimer's Australia NSW– Rural Program	Ph: 1800 639 331
Australian Hearing Service	Ph: 13 17 97
Language and sign interpreters for clients	Ph: 13 12 02
Commonwealth Carelink Centre	Ph: 1800 052 222
Community Relations Commission (CRC)	Ph: 1300 651 500
Dept of Immigration, Multicultural Affairs (Dima)	Ph: 13 18 81
Disability Council of NSW	Ph: 1800 044 848
NSW Health Care Interpreter Service-	Ph: 9515-9500
Home Care Service of NSW	Ph: 1800 032 060
Multicultural Disability Advocacy Association of NSW	Ph:1800 629 072
NSW Meals on Wheels Association Inc.	Ph: 9516 4099
NSW Transcultural Aged Care Services	Ph 8585 5000
SBS Radio Language Subtitles, translations	Ph: 9430 2828
SBS Language Programs and Homereach series	Ph: 9430 2817
Seniors Information Service (bi-lingual workers, support)	Ph: 13 12 44
STARTTS (Torture and Trauma Counseling)	Ph: 9794 1900
TAFE NSW– Multicultural Programs Unit	Ph: 9266 8036
Area Multicultural Health	Ph: 1800 648 911

Local support for CALD communities....

Botany, Randwick, Waverley and Woollahra

English Classes in the local area-

Botany- South East Neighbourhood Centre Ph: 8338 8506

Botany- Sydney Multicultural Community Services Ph: 9663 3922
free basic conversation and TAFE intermediate

Bondi Junction- Echo Neighbourhood Centre at Bondi Junction
Ph: 9387 2885 English Conversation Club, Cost- small donation

Randwick- The Junction Neighbourhood Centre English Classes
(small admin fee) Ph: 9349 8200.

Adult Migrant English Program (AMEP) Ph: 9385-0379. Area served:
Sydney Metropolitan. Contact: Admissions officer. Website
www.migrantenglish.unsw.edu.au

Multicultural Workers in the local area-

Botany- South East Neighbourhood Centre Ph:8338 8506

Botany- Sydney Multicultural Community Services Ph: 9663 3922

Bondi Junction- Echo Neighbourhood Centre Ph:9387 2885

Maroubra Junction- The Junction Neighbourhood Centre
Ph: 9349 8200

Eastern Suburbs Multicultural Access Project Ph:9344 8275

Jewish Care- Child, Family and Community Services-

Ph: 1300 133 660, 4a Nelson St, Woollahra- Family support counseling/ casework, foster Care/ Respite, Mental Health Outreach and other services for Jewish people.

Tikvah Jewish Care- Ph:8305 8000-provides homebased assistance for frail aged survivors of the Holocaust.

Jewish Centre on Ageing- Ph:9389 0035- provides home support services, Kosher meals on wheels, leisure activities and community centre.

Botany, Randwick, Waverley and Woollahra (cont)

Community organisations in the local area-

Eastern Suburbs Multicultural Access Project- Ph: 9344 8275
www.esmap.org.au Suite 301, Level 2 Office Building Westfield Eastgardens Assists people from multicultural backgrounds to access Home and Community Care Programs and services for frail older people, and services for people with disabilities. ESMAP also has part-time Italian, Russian and Greek bi-lingual support workers who provide information and referral to existing and potential consumers. It covers the Local Government areas of Botany Bay, Randwick, South Sydney, Sydney, Waverley and Woollahra.

Sydney Multicultural Community Services- Ph: 9663 3922,
3 General Bridges Crescent, Daceyville. www.sydneymcs.org.au
Community Settlement Assistance for CALD migrants, refugees and humanitarian entrants, many services for CALD people including groups and information sessions, material aid crisis vouchers and emergency relief funding for financially disadvantaged. Spanish, Indonesian and Maltese Bilingual Workers.

South East Neighbourhood Centre- Ph: 8338 8506, Shop 68 Eastlakes Shopping Centre, Evans Avenue Eastlakes.
www.users.bigpond.com/senc Provides a range of services for people in the Botany, Randwick and South Sydney communities including multicultural support, advocacy and advice, casework and counselling, SMOOSH (Safe Multicultural Out of School Hrs) and other classes.

Echo Neighbourhood Centre- Ph: 9387 2885, 27 Spring St, Bondi Junction, www.kbdnet.net.au/echo/
Services include community settlement scheme- support, advice and referral for new migrants. Bilingual workers and volunteers are available, group activities for migrants and refugees.

Botany, Randwick, Waverley and Woollahra (cont)

The Junction Neighbourhood Centre- Ph: 9349 8200, Shop 1, 669-673 Anzac Parade Maroubra Junction, 2035 www.jnc.org.au provides practical, emotional, educational, recreational and social support services to people who live and work in the Randwick LGA. Services include multicultural parents support group, family support, women's domestic violence court assistance scheme, outreach services include- tenancy advice and community settlement services. They can be contacted through Translating Interpreter Service 131 450.

Bondi Beach Cottage Family Centre- Ph: 9365 1607- casework and counselling, groups and activities, occasional care for children aged 0-5 years that live in the Waverley LGA.

Holdsworth St Community Centre- Ph: 9302 3600- 4 Holdsworth St, Woollahra. Services for families with young children including family support and playgroup, aged care services and programs for seniors, disability services and community transport services, referral and parenting courses. Deaf, hearing or speech impaired callers can call the National Relay Service using their modem or TTY by dialling 1800 555 667 and ask for 1800 052 222. Interpreter telephone for CALD people, 131 450.

Dymphna House- Ph: 9797 6733 Provides a range of services for victims of Child Sexual Assault

The Deli-Women and Children's Centre, Ph: 9667 4664 , 72 Maloney St, Eastlakes- provides assistance on domestic violence issues, children's services and family support, also groups including parenting groups, playgroup, young mums group.

Eastern Sydney Volunteer Home Visiting Ph: 9130 7336
The Benevolent Society's Volunteer Home Visiting services offer practical support and encouragement to families with young children, supporting healthy parenting practices to enhance children's wellbeing and development.

Early Intervention Program Bondi Ph: 9130 7336

The Benevolent Society's Early Intervention Program works with families where there is a pregnancy or child under three and parents are finding the transition to parenthood challenging. Service provides one-to-one support, home-visiting and support groups.

Botany, Randwick, Waverley and Woollahra (cont)

Child and Family East- Sydney Children's Community Health Centre, Ph: 9382 8213, Corner Avoca and Barker St, Randwick. A multi-disciplinary team comprised of psychiatrists, clinical psychologists and social workers. Provides assessment and treatment for a wide range of difficulties encountered by infant, preschool and school-aged children and their families.

Eastern Suburbs Migrants and Refugee and Asylum Seekers- Ph: 9389 5091 Provides accommodation, social and financial support to newly arrived migrants and refugees including asylum seekers.

Bondi Junction Community Health– Mental Health- Ph:9387 1644, has Russian, Greek and Spanish counsellors.

Multicultural Support Network of Randwick- Ph: 9349 2804- A residents group for CALD people that meets monthly for discussion of personal concerns, problems and issues, topics of general interest and practice of English.

Friends of Refugees of Eastern Europe- Ph: 9365 2777 Provides advice and support to refugees from Eastern Europe.

Council Multicultural Workers-

Randwick- Ph: 9399 0678 Provides advice and information about Council and local services and events. Advocates and liaises with government departments and agencies on behalf of people from multicultural backgrounds.

Multicultural Library Resources- Randwick City Council Ph: 9314 4888, a large range of books, newspapers, magazines and cassettes in various languages is available at the Bowen Library and the Randwick and Matraville Branch Libraries.

Waverley- Multicultural Worker Ph: 9386-7999, works with CALD and Indigenous communities to identify needs and assist as required.

Local support for CALD communities....

Inner Sydney

Free English Classes-

Harris Community Centre, Ultimo Ph: 9552-1140, (\$1 per class)

Surry Hills Neighbourhood Centre Ph: 9310 2888

The Shop Women & Children's Centre, Waterloo, Ph: 9699 9036

South Sydney Community Aid- Ph: 9319 4073

Adult Migrant English Program (AMEP)

AMEP Surry Hills- Ph: 9289 9222

Multicultural Workers-

Centacare Transcultural Family Support Service- Ph: 9310-1322

runs family services at Redfern and Glebe for Chinese and Vietnamese families- contact Estella Yuen (Chinese bi-lingual worker) or Vietnamese bi-lingual Counsellor Anh Do email- anh.do@centacare.org

Multicultural Family Support Workers-

Chinese Family Support Worker, The Factory Community Centre
Ph: 9698 9569

Vietnamese Family Support Worker, The Factory Community Centre
Ph: 9698 9569

South Sydney Community Aid- Ph: 9319 4073, 73 Garden St Alexandria. Bilingual workers- Russian and Hungarian. Also has a Russian Support Group, multicultural sewing group, bus trips , Tax Help, and free computer courses. Also allows limited free access to computers, photocopier and fax .

Surry Hills Neighbourhood Community Centre

Ph:9310 2888 www.surryhillsneighbourhoodcentre.org.au

Offers a range of support and leisure services, community information and referral to appropriate organisations. Other services include vacation care and occasional child care, multicultural English lessons, Tai Chi, walking group, and sewing classes.

Inner Sydney (cont)

Eastern Suburbs Multicultural Access Project- Ph: 9344 8275
www.esmap.org.au Suite 301, Level 2 Office Building Westfield Eastgardens Assists people from multicultural backgrounds to access Home and Community Care Programs and services for frail older people, and services for people with disabilities. ESMAP also has part-time Italian, Russian and Greek bi-lingual support workers who provide information and referral to existing and potential consumers. It covers the Local Government areas of Botany Bay, Randwick, South Sydney, Sydney, Waverley and Woollahra.

Australian Chinese Community Association of NSW Inc-

Ph: 9281 1377 www.acca.org.au

Provides a comprehensive range of community services to Chinese people. Services are free of charge and include the dissemination of community information from Government and other agencies, assistance in language and health problems, counselling, mediation, personal and family problems, gambling problems and referrals. Settlement assistance for new migrants.

Thai Welfare Association- Ph: 9264 3166 www.thaiwelfare.org

Provides advice and information regarding welfare services and settlement of Thai migrants. Also runs community development projects for the Thai community.

Harris Community Centre- 97 Quarry St Ultimo Ph: 9552-1140-
Chinese Community Workers, Spanish Speaking Family Support Worker, Chinese Seniors Group, Multicultural Playgroup and weekly shopping trips

Other Community organisations in the local area

Connect Redfern Schools as Community Centre- Ph: 9319 3207.

Redfern/Waterloo Intensive Family Support Service-

Ph: 9698 9577 Family outreach service, intake worker Mon-Fri, home visits, practical parenting support.

Local Support for CALD communities....

Sutherland

Free English Classes-

GyMEA Community Aid- Ph: 9524 9559

Menai Community Centre- Ph: 9524 9559

Community organisations in the local area

GyMEA Community Aid and Information Service-

Ph: 9524 9559, 39 GyMEA Bay Road, GyMEA

Migrant and Multicultural Services, Neighbour Aid Services, Multicultural Day Care for Frail and Aged, Information and referral on Children's Services, Youth Services, People with Disabilities, Aged Services, Family Services, Women's issues and Aboriginal Services. Also assistance for Chinese, Arabic, Spanish and Sudanese newly arrived migrants and humanitarian entrants.

Social Support Groups at GyMEA Community Aid-

Ph: 9524 9559

Multi-cultural Women's Group

Latin American Women's Group

Chinese Mother's Group

Arabic Women's Group

Menai Community Centre- Ph: 9524 9559- Assistance for newly arrived migrants and humanitarian entrants on Thursdays.

Caringbah Women's Health and Information Centre-

Ph:9525 2058, 346a The Kingsway Caringbah

Translated material on domestic violence.

Multicultural Carer's support in Arabic and Chinese.

Sutherland (Cont)

Sutherland Shire Community Care Network–

Ph: 9542 6292 Carers Support Worker (Access) provides Counselling to carers from CALD backgrounds. There are also Greek, Arabic and Chinese Carers Support Groups

Bilingual Workers-

Chinese- Australian Chinese Community Association- Fridays- at Gympie Community Aid- Ph: 9524 9559. Assistance for Chinese (Cantonese and Mandarin speaking) newly arrived migrants and humanitarian entrants.

Coptic Migrants- Wednesdays Coptic Orthodox Church

Ph: 0405 420 639 Assistance for newly arrived Coptic migrants and humanitarian entrants and their families.

Sutherland Shire Information and Community Service-

Ph: 9521 8280. Local Neighbourhood Resource Centre- information, referral and advocacy service on aged and disability, family matters, financial problems, dealing with government departments, parenting issues, accommodation/ housing issues, health issues. Emergency relief for people in a crisis situation.

Gambling Counsellor-

Ph: 9541 4704, Wesley Counselling & Financial Counselling Services, Stapleton Ave Community Centre 3A Stapleton Ave, Sutherland.

Local support for CALD communities....

St George

Free English Classes-

Rockdale Community Services Ph: 9556-1822

Penshurst- Pole Depot Neighbourhood Centre Ph 9580 0688-

For Chinese community

Kingsgrove- Community Aid Ph: 9150 7823- Free for Chinese community

Mortdale- Ph: 9579-6322 English Conversation Classes

Adult Migrant English Program (AMEP)-

Hurstville : St George and Sutherland Community College 9580-7885

Kogarah: St George and Sutherland Community College 9553-6211

Kogarah: TAFE NSW – St. George College 9598-6305

Community Organisations in the local area

Kingsgrove Community Aid- Ph: 9150-7823- Arabic and Chinese Seniors groups, organised playgroup, Free Tax Help for people on low incomes

St George Community Services- Ph: 9580-9055 works primarily with aged, frail and people with disabilities. Also has a home modification service which can be accessed by families who have children in wheelchairs.

SAINTS Family Network- Ph: 9580 9856

St George Area Infant Newborn Toddler Support has volunteers who speak Spanish, Greek and Danish

Riverwood Community Services- Ph: 9584 2811

www.rcc.stgeorgeonline.com.au

Pole Depot Neighbourhood Centre- Ph: 9580-0688

www.poledepot.org Services include a Chinese Support Group

Rockdale Community Services Inc- Ph: 9556-1822 Spanish Playgroup on Fridays, computer classes for low level English speakers

www.rockdalecommunity.websyte.com.au

Kogarah Community Services Ph: 9546-4811 Runs PACE, a ten week English program for Parents and Children

Georges River Community Services- Ph: 9579 6322

www.grcs.stgeorgeonline.com.au

Backstop St George Family Support Service-

www.grcs.stgeorgeonline.com.au

St George (cont)

St George Early Years Supported Playgroups Ph: 9567 4977
Holds two supported playgroups for Maori and Arabic families.

St. George Migrant Resource Centre- Ph: 9597-5455
www.sgmrc.org.au

Bilingual Workers available at St George Migrant Resource Centre-

Arabic- St George Lebanese Joint Committee- Ph: 9597 5455 Mondays, Wednesdays & Fridays,

Arabic- Al Zahra Muslim Women's Association- Ph: 9599 1839 Tuesdays

Bosnian- Bosnian Info and Welfare Centre- Ph: 9749 9177 Wednesdays

Chinese- Australian Chinese Community Association- Ph: 9597 5455 Mondays to Thursdays

Egyptian (Arabic)- Coptic Orthodox Church Ph: 9558 0999 Tuesdays

Filipino- by appointment only Ph: 9742 6476

Indonesian- Mondays & Tuesdays Ph: 9597 5455

Macedonian- Macedonian Australian Welfare Association Ph: 9597 5455

Spanish- Ph: 9597 5455 Tues, Thursdays and Fridays

Pacific Islander Worker- Ph: 9597 5455 Wednesdays, & Thursdays

Maori Families and Children's Services- Ph:9597 5455– Provide services for the South Pacific and Maori communities in St George area. The project focuses on South Pacific Islander families with young children in the St George area of Sydney. (St George Migrant Resource Centre)

Generalist Caseworker- at the St George MRC provides the following employment assistance: help with resume and application letters, Assistance with job interviews, Employment support group, Information about overseas qualifications assessment, Information and referral to English Classes, Information and referral to training providers. Also outreach work at Georges River Community Services and Pole Depot at Penshurst.

Pro Bono Migration Agent - Ph: 9597 5455 Available Tuesdays at St George Migrant Resource Centre.

Gambling Counsellor- Multicultural Problem Gambling Service- Ph: 9646 3695 Thursdays at St George Migrant Resource Centre.

What is a Migrant Resource Centre?

Migrant Resource Centres provide services that focus on the needs of CALD communities. This can include employment assistance, English classes, assistance with migration issues, assistance for refugees and humanitarian entrants, case work or counselling, social groups, information sessions and activities.

What is a Neighbourhood Centre?

A centre that provides direct services depending on community needs and the resources available. Services may include crisis and support services, group activities, advocacy and community education. They may be also known as Community Aid, Community Information, or Community Centres.

What is meant by “drop-in” centre?

It means that anyone can “drop in” to find assistance and advice. Centre staff can provide referrals to other services if the centre is unable to provide the service required or set up an appointment time with the appropriate centre worker.

What is a Family Support service?

This is a service that provides short to medium term services to families, especially those experiencing stress; individuals and carers of children; women experiencing domestic violence, children at risk, men in a parenting role and other people considered to be part of a family. Services usually include counselling and support, casework, groups and classes, providing information and referral to other services and advocacy.

What does CALD stand for?

CALD stands for Culturally and Linguistically Diverse, it replaces an older acronym– NESB, which stands for Non English Speaking Background. People from CALD backgrounds are defined as being from a minority group in Australian society because of-

- Ethnic and racial background
- Country of birth or descent
- Linguistic diversity
- Ethno-religious and/or cultural background

Other translated materials

Translated Information on health related issues-

www.mhcs.health.nsw.gov.au/mhcs/topics/Early_Childhood.html

Information is available on a wide variety of health and wellbeing topics and in many languages.

www.dhi.gov.au Free advice on mental health issues in 50 languages

www.mmha.org.au information on mental health and wellbeing

Cancer Council- Smokefree Zone Campaign Ph: 9334 1920

www.smokefreezone.org website contains information in Chinese, Vietnamese, Arabic and brochures, stickers and posters are available in Greek, Spanish, Chinese, Italian, Korean and Arabic.

Anaphylaxis Australia- www.allergyfacts.org.au Go to “What is Anaphylaxis?”

Drug and Alcohol Multicultural Education Centre- Ph: 9699-3552

www.damec.org.au

Ethnic Childcare Family and Community Services Co-operative-

translated materials on Home and Community Care Services for frail aged people, people with disabilities and their carers are available from our website in 13 languages- www.eccfcsc.org/publications

Translated Information on safety-

NSW Royal Life Saving Society- Ph: 9634-3700

www.nsw.royallifesaving.com.au The organisation has a ‘Keep Watch’ campaign. The information is in English, Arabic, Korean, Chinese, and Vietnamese. They also have information on rock fishing in English, Korean and Vietnamese.

Kidsafe Australia- Ph:9845-0890

www.kidsafensw.org/roadsafety/road_safety_publications Information for parents in English, Vietnamese, Chinese and Arabic and some in Turkish and Korean on a variety of road safety issues.

Other translated materials (cont)

Kids and Traffic- Ph: 9850-4700 www.kidsandtraffic.mq.edu.au

Roads and Traffic Authority- www.rta.nsw.org.au

Road Safety Information- brochures on child road safety issues in 23 languages brochures “Move ahead with Street Sense”.

“Seatbelts without Tears” in English, Arabic, Vietnamese, Spanish and Chinese relating to seatbelts.

Gambling Addiction- Multicultural Problem Gambling Service www.dhi.nsw.gov.au/mpgs free counselling in 40 languages anywhere in NSW.

What is the Bicultural Support Pool?

Formerly known as the Casual Ethnic Workers Pool (CEWP), the Bicultural Support Pool offers time limited linguistic and cultural support to Children’s Services. Bicultural Support Workers aim to educate, inform and empower Children’s Services staff to become better informed about supporting CALD and Indigenous children and families in the their care, by providing hands on language support, supporting staff in planning, implementing modelling appropriate cultural activities and programs, and providing children’s services staff with relevant resources and information.

How much does this service cost?

This service is free for Australian Government Approved Child Care Services.

How do I access this program?

You need to be referred by either Children’s Services Central (call 1800 157 818) or by your regional Inclusion Support Agency.

Can preschools access this service?

Preschools can access this by fee for service. Requests can be faxed to the Bicultural Support Pool on 9564-2772.

The Bicultural Support Pool is a program of Ethnic Child Care, Family and Community Services Co-operative Ltd for Children’s Services Central, funded by the Australian Government through the Minister of Families, Community Services & Indigenous Affairs.

