

Blue Mountains Directory of Multicultural Services and Resources

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Acknowledgements

As a sign of respect to all Aboriginal people, we acknowledge the traditional owners of this land and waters, and thank them for their custodianship over many thousands of years. We pay our respects to the Darug and Gundungurra nations, their elders past and present, and their local communities living in the Blue Mountains.

The **Blue Mountains Directory of Multicultural Services and Resources** was produced by the Mountains Community Resource Network in partnership with Blue Mountains City Council. We thank Blue Mountains City Council for providing the original core funding without which this resource would have not been published. We would also like to thank the Department of Health and Ageing for supporting the initial development of this valuable resource. This Directory was originally researched and developed by Julianne Abood in her capacity of MCRN Project worker.

As a result of a long-standing campaign to provide better access and equity for the CALD community living in the Blue Mountains this Directory was conceptualised by Mountains Community Resource Network, Nepean Blue Mountains Local Health District's (the then Sydney West Area Health Service's) Multicultural Health Network, and the Mountains Multicultural Interagency (MMI).

Our sincere thanks to all the people who contributed to this project, particularly all Mountains Multicultural Interagency (MMI) members (past and present).

We thank TRI Community Exchange/LEEP for permission to adapt the assessment templates they developed for the *Resource for working with older people of culturally and linguistically diverse backgrounds* (November 2008).

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Disclaimer

This directory is only a guide and no liability can be accepted for any loss suffered by any person which results from the use of, or reliance on, the information contained in these pages. To the best of our knowledge the information contained is current as of the date of printing.

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Overview

The **Blue Mountains Directory of Multicultural Services and Resources** was developed to assist the Blue Mountains community and services across all sectors as a guide to services, information and resources for Culturally and Linguistically Diverse (CALD) people living in the area. We have compiled information drawn from a number of sources about services and resources that may be of assistance to staff working with CALD community members and to the CALD community.

This Directory attempts to list services with a CALD focus and projects that directly benefit people from CALD backgrounds living in the Blue Mountains. Some services are located within the Blue Mountains and are clearly targeted around their needs, whereas some other relevant services are located outside the Blue Mountains. The chapters are categorized accordingly as 'Local', 'Regional' and 'Statewide and National'. Some services may provide outreach services for local residents in the Blue Mountains, others can be contacted and accessed by individuals and practitioners on a needs-basis. The Directory also lists a wide range of translated resources that are accessible online, as well as resources that will assist in providing culturally specific information to service providers and practitioners.

The information contained in this Directory may not include all relevant services or all relevant details necessary for referrals. At your discretion, please consider the possibility of changes within organisations, staff and projects, when making contact with a service listed in this Directory or before referring a client. If you do come across a change within a Directory listing, please contact us immediately, so we can update the relevant information.

Also, if you are a service provider and develop a new project or service with a focus on people from a CALD background, particularly if this will be located within the Blue Mountains or will benefit the local community directly, please notify Mountains Community Resource Network (MCRN). Your cooperation in keeping this directory updated is much appreciated:

Tel: 02 4759 3599; Fax: 02 4759 3299

Email: support@mcrn.org.au

2. Background Information

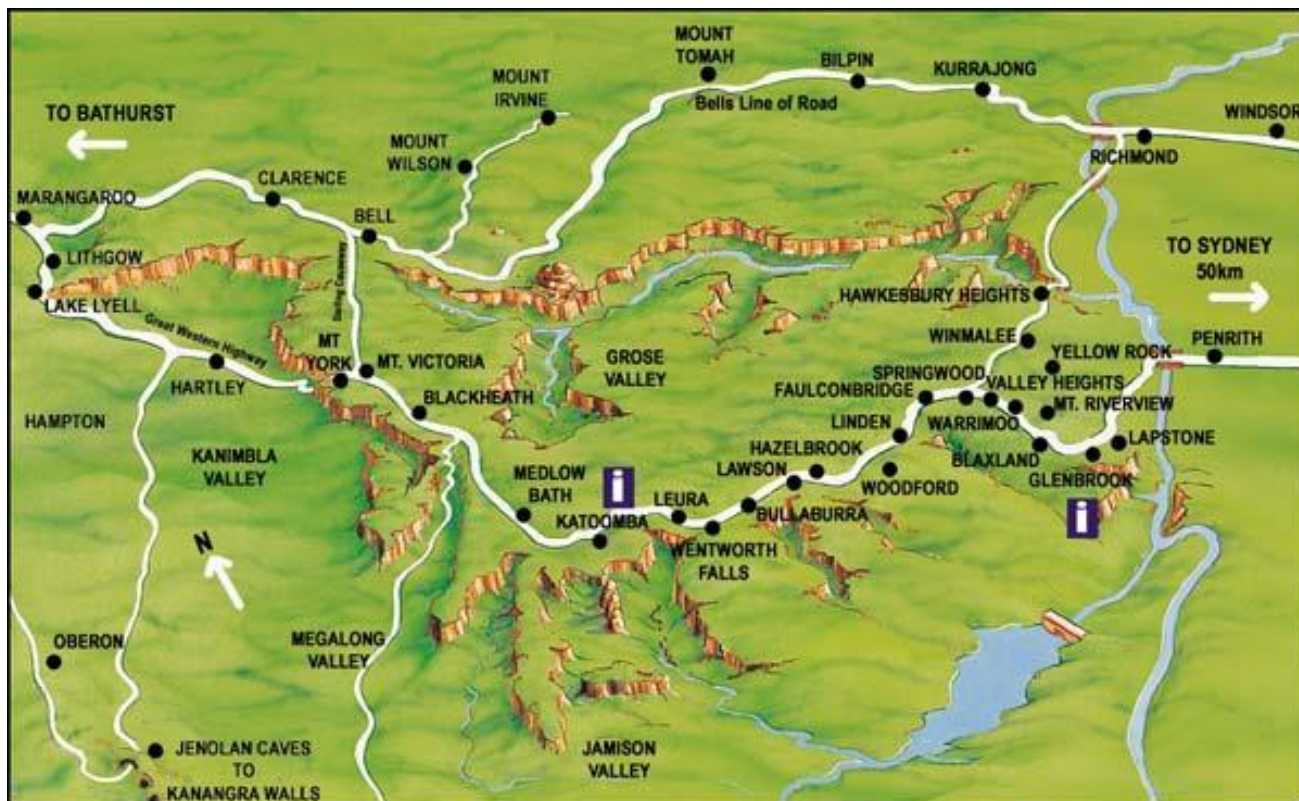
The Blue Mountains is home to people from many cultures and linguistic backgrounds. In the absence of locally based multicultural services the aim of this directory is to assist service providers and community members with CALD specific service and resource information. We also hope that by making this information available it will encourage services to meet their access and equity commitments to CALD residents; and CALD community members will have greater access to available services, resources and information.

'East meets West: Exploring Cultural Diversity in the Blue Mountains'(2007), a research report prepared by Sydney West Area Health Service, came about in response to concerns among service providers in the Blue Mountains about engaging with and providing culturally appropriate services to local residents from CALD backgrounds, in the absence of locally based multicultural workers. The report details extensive qualitative research findings and recommendations, of which include the recommendation for 'a directory of CALD specific programs, services, multilingual groups and voluntary associations and source points for CALD specific and multilingual information' (Recommendation 3.2.6:10).

To obtain a copy of this report contact NBMLHD Multicultural Health Service on 02 4734 1600 or go to www.dhi.gov.au/mhu/index.htm.

2.1 Demographics of the Blue Mountains

The city of the Blue Mountains is on the Great Dividing Range, at the outer western fringe of Sydney's Metropolitan Region. The Blue Mountain's Local Government Area (LGA) covers about 143,000 hectares of land, around 70% of which is incorporated in the World Heritage listed Blue Mountains National Park. The Blue Mountains LGA comprises of 28 towns and villages situated east/west along 100 kilometres of ridgeline. In 2011, the Blue Mountains was home to 75,942 residents.



2.2 Cultural Diversity in the Blue Mountains

The traditional owners of this land are the Darug and Gundungurra nations. Their rich and dynamic cultures have a history going back up to 70,000 years.

Migration to Australia from more than 200 countries over the last 220 years has made Australia one of the most culturally diverse nations in the world. Residents from Culturally and Linguistically Diverse (CALD) backgrounds living in the Blue Mountains are scattered throughout the LGA with people from European, Middle Eastern, Asian, African and Latin American countries, many for 20 years or more.

12,570 people who were living in Blue Mountains City in 2011 were born overseas, and 7% arrived in Australia within 5 years prior to 2011. In 2011, the age group with the highest net migration to Blue Mountains City was persons aged 35 to 44 years.

8.4% of our residents have come from a Culturally and Linguistically Diverse (CALD) population; and 3,863 (5%) residents speak languages other than English at home (compared to 20% nationally).

ABS 2006 Census of Population and Housing Blue Mountains Local Government Area	
Country of Birth (non-English Speaking)	Persons
Bosnia and Herzegovina	13
China	130
Croatia	69
Egypt	42
Fiji	70
Former Yugoslav Republic of Macedonia	7
Germany	566
Greece	84
Hong Kong	106
India	186
Indonesia	91
Iraq	21
Italy	170
Japan	81
Korea, Republic of (South)	65
Lebanon	53
Malaysia	131
Malta	86
Netherlands	453
Papua New Guinea	76
Philippines	156
Poland	176
Singapore	53
South Eastern Europe	54
Sri Lanka	65
Thailand	59
Turkey	19
Vietnam	37
Born elsewhere	1,519
<i>Country of birth not stated</i>	3,753

In the table below please note the significant numbers and diversity of the 0-24year olds living in the Blue Mountains with parent/s born overseas. Children born in Australia to migrant parents often face the same barriers as persons born overseas from non-English speaking backgrounds.

ABS 2006 Census of Population and Housing Blue Mountains Local Government Area	
Ancestry of dependent children by country of birth of parents*	Total Responses**
Chinese	156
Croatian	85
Dutch	385
Filipino	65
French	110
German	595
Greek	134
Hungarian	66
Indian	72
Italian	474
Lebanese	71

Macedonian	6
Maltese	166
Maori	81
Polish	143
Russian	63
Serbian	34
Sinhalese	27
Spanish	53
Turkish	16
Vietnamese	16
Other	988
Ancestry not stated	652

**Includes Country of birth for either/both parents not stated*

***Comprises children under the age of 15 years and dependent students aged 15-24 years who were present at their usual residence on Census night*

3. Cultural Competency

The topographical and geographical characteristics of the Blue Mountains, along with the dispersed settlement patterns of CALD communities, pose challenges for any service attempting to engage with a specific CALD community. Making services more accessible and appropriate is an ongoing process and the information included in this resource aims to assist services when planning and targeting their services to people from CALD backgrounds.

Demographic information provides us with a broad picture of the diversity of the Blue Mountains community. Demographic and other statistical information needs to be complimented with local knowledge and community consultation with ethnic communities.

Services wanting to embark on a comprehensive process for making their services accessible can use this resource as a first step for identifying the diversity of backgrounds and languages spoken in the Blue Mountains area; to provide culturally appropriate needs assessment, referral, information and resources; and to ensure provision of culturally appropriate and inclusive services to all members of the community.

3.1 Guide to working with CALD communities

Below is a practical guide to improve access to working with Culturally and Linguistically Diverse (CALD) communities.

Step 1: Identify the CALD communities you want to target

To obtain background information use demographics in your catchment area to identify emerging communities, identify key issues or needs affecting the community, identify existing services and resources available in the community.

Step 2: Collect Information about the community/individuals/representatives/members/religious leaders. Access community specific information and identify and consult with community/individuals/representatives/members/religious leaders, key community organisations and community workers (see Chapter 12 – Immigration, Migrant and Refugee Support)

Step 3: Make contact

Make contact by telephone initially and introduce your organisation, your role, and purpose of contact. Determine whether an interpreter is needed before you arrange a meeting and assess culturally sensitive and appropriate approach to meeting.

Step 4: Maintain your networks

Follow up with telephone contact and thank them for meeting (if appropriate).

Step 5: Share information gathered with your team/organisation

Include Access and Equity issues as a set agenda item for team/staff meetings

Adapted from 'Resource for Working with Older and Culturally and Linguistically Diverse Backgrounds' November 2008, TRI Community Exchange Inc., Nepean Multicultural Access Project.

3.2 Cultural Needs Assessment

When interacting with clients and their carers/families who are from non-English speaking backgrounds:

- ✓ Check the person's preferred language
 - ✓ Use an interpreter if necessary [use TIS 131450, or if dealing with Centrelink/DHS use their Multilingual Phone Service 131282; others use All Graduates 1300 134 746]
 - ✓ Consider the gender and ethnicity when booking an interpreter
 - ✓ Check with the client about the level of family involvement they would like
 - ✓ Listen and hear what the client wants you to do
 - ✓ Take the time to ensure that they have understood you and that you have understood them
 - ✓ Conduct interview/assessment in an informal, friendly and comfortable manner
 - ✓ Be aware of and sensitive to the fact that some of your clients may not be literate in their language of origin and that some clients are sensitive to enclosed spaces and bureaucracy – forms, etc.
 - ✓ Explain confidentiality policy and its limits in simple terms
 - ✓ Recognise barriers of language, custom and religion
 - ✓ Avoid imposing values that may conflict or be inconsistent with those cultures or ethnic groups other than your own
 - ✓ Respect the importance of family and community ties
 - ✓ Be aware of possible fears they may have about police, government and the legal system
 - ✓ Be aware that the client may want support from services outside their community for reasons of confidentiality
 - ✓ Let the client know they are entitled to access mainstream services and interpreters
 - ✓ Refer the client to relevant support services.
-
- ✗ Don't only ask Yes/No questions
 - ✗ Consider the possibility of your own biases and stereotyped attitudes about other cultures
 - ✗ Do not use children, friends, family or neighbours as interpreters
 - ✗ Do not make assumptions.

When referring a client from a CALD background it is important to:

- ✓ Make an initial call to referred service to establish a point of contact for them
- ✓ Indicate the client's interpreter need for an interpreter
- ✓ Assist them in making an appointment
- ✓ If appropriate accompany the client to the first appointment
- ✓ Follow up to ensure your support is no longer needed.

What is Language Assistance?

Using an interpreter is one of a number of ways of helping service providers to communicate with people who have limited English proficiency. Language assistance can also include:

- translated information
- assistance from a bilingual staff member (who has received appropriate training)
- multilingual information on web sites and mobile phone apps
- multimedia resources Example: a multilingual CD-ROM
- multilingual telephone information.

The appropriate form of language assistance depends on the situation.

3.3 Service Provider Self-Assessment Checklist

The purpose of this self-assessment tool is to encourage greater awareness of some of the issues that service providers face when providing care to people from culturally and linguistically diverse backgrounds. The tool can also help to identify gaps and barriers within a service that may need improvement and can also assist to develop effective strategies to better provide culturally appropriate care for clients from CALD backgrounds.

Please tick if you meet criteria listed below:

1. Organisational Purpose and Philosophy

- Your organisation/service has a statement of purpose/mission statement that includes values related to the principles of access and equity, diversity and inclusion
- The Principles of Access and Equity are reflected in the duty/job description of every staff member
- Your management Committee/Board of Directors includes representatives from various groups in the community.

2. Service Planning, Development and Resources

- Your organisation has a plan of action to improve access of people from CALD/NESB backgrounds to your service and this plan is regularly monitored and reviewed
- Your Access and Equity policy is well understood by all staff and applied in practice
- Your organisation actively seeks to employ people from the community groups it serves
- You have current knowledge of the number of NESB/CALD people living in your target area
- As a part of regular monitoring and planning your organisation gathers and analyses its own data of clients who use the service that includes information on cultural background and language spoken
- You are aware of potential referral and information sources and agencies for ethnic communities and you develop contacts with ethno-specific or multicultural services for referral and consultation
- Your organisation makes the service more accessible to CALD clients through:
 - Budget allocation for working with interpreters
 - Allocation of funds for translation of materials
 - Purchase of multicultural resources
 - Employment of bilingual staff & volunteers
 - Allocation of funds for regular staff training on working with interpreters, cross cultural communication and cultural awareness and competency
 - Information about your service translated into community languages relevant to your area.

3. Work Practice

- Your organisation has codes of ethics/behaviour and clear policies and procedures that support good work practice to ensure staff behaviour is appropriate and non-discriminatory
- When clients and family carers are not fluent in English, you work with professional interpreters to inform about services that are available
- You use interpreters to communicate all important messages such as at the assessment and reassessment, fees, explanation of rights and responsibilities, complaints mechanisms, care plan, case conference
- You seek information from individuals, families or key community informants to assist you in service adaptation to appropriately respond to the needs and preferences of culturally and ethnically diverse groups
- Your organisation is constantly improving quality of services through seeking feedback and suggestions from existing clients.

4. Staff Training and Development

The management, staff and volunteers in your organisation receive regular training to build their skills in working effectively with clients from diverse backgrounds.

- Training on Cultural Awareness and Cross Cultural Communication
- Training to further develop cultural competency
- Training on Working with an Interpreter
- Training on Performing Culturally Sensitive Assessment
- Access, equity and cultural sensitive issues and topics addressed and discussed regularly at staff and planning meetings.

5. Service Image and Physical Environment

Your organisation displays signs, posters, information and other physical features that reflect diversity of the community it targets and promote inclusiveness.

- Multilingual signage such as welcome
- Information promoting access to an interpreter
- Pictures, posters, artwork that reflect the culture and ethnic backgrounds of clients who access your service and broader community.

Adapted from 'Resource for Working with Older and Culturally and Linguistically Diverse Backgrounds' November 2008, TRI Community Exchange Inc., Nepean Multicultural Access Project.

4. Aged Care

4.1 My Aged Care

To get services for the first time you need to contact **My Aged Care 1800 200 422**. Someone can call on your behalf or you can go to their website www.myagedcare.gov.au. Someone from My Aged Care will ask you for details about yourself or the person you are calling for, to determine if you are eligible and what support you need. They will then arrange for someone to come to your home to discuss your needs and help you understand how aged care services could assist you. They can help you get the services you need.

4.2 Local Services

Commonwealth Respite and Carelink Centres (CRCCs)

Provides short term and emergency respite to carers living in the Nepean Region.

Toll Free: 1800 052 222

Nepean Blue Mountains Local Health District (Aged and Chronic Care Services)

The Nepean Blue Mountains Local Health District (NBMLHD) has a range of home and clinic based services available for people who have aged related illness, suffer chronic disease, are palliative, have ongoing wound management needs or who require nursing and/or allied health intervention for the maintenance of their health and optimal level of functioning. For residents of the Blue Mountains, these services are coordinated from the Lawson Community Health Centre.

Tel: 02 4759 8700; Fax: 02 4759 8740

Referrals: **1800 222 608**

Address: 8-12 Honour Avenue, Lawson NSW 2783

Blue Mountains City Council - Aged and Disability Services Development Officer

The Aged and Disability Officer provides information and referral service to frail aged people, people with disability and their carers on the Commonwealth Home Support (CHSP) Program in the Mountains to assist them to live independently. Current resource listing below under 'Aged and Disability Services Development Officer - Blue Mountains City Council'

Tel: 02 4780 5000; Fax: 02 4780 5555

Email: council@bmcc.nsw.gov.au

Website: www.bmcc.nsw.gov.au

Blue Mountains Palliative Support Service (BMPSS)

BMPSS is a volunteer service providing care and support for people living with life limiting illnesses and for their carers, families and friends either in the home or in hospital. can provide some resources in other community languages.

Tel: 02 4759 3001; Fax: 02 4759 3344

Website: www.mmnc.org.au

Community Visitors Scheme (CVS)

CVS operates nationally. Community Visitors provide friendship and companionship, assist residents to maintain their independence and help to minimise residents' isolation from the general community. CVS aims to match CALD residents with a community visitor from their cultural background or language group.

Upper Blue Mountains contact:

Katoomba CVS

Tel: 02 4782 1117

Email: cvs@kncinc.org.au

Website: www.kncinc.org.au

Lower Blue Mountains contact:

Springwood CVS

Tel: 02 4751 3033

Email: cvs@sncc.org.au

Website: www.sncc.org.au

LEEP.ngo

Leep provides strategic advice, information, resources and assistance to support CHSP Services and the community aged care system, as well as providing information to CALD communities on how to access these services. Leep also provides assistance to older people and people with disability and their carers about how to use their computers or other devices such as smart phones and tablets.

Tel: (02) 4721 1866; Fax: 02 4721 1510

Email: christinem@leep.ngo

Website: leep.ngo

Nepean Volunteer Training Services

Recruits, assists, and trains volunteers from non-English speaking backgrounds for volunteer work in ethno-specific services, particularly CHSP services.

Tel: 02 4731 6523; Fax: 02 4721 1716

Email: nvs@pnc.com.au

4.2 Multicultural Aged Care Package Providers – Nepean Area

Dutch Community Aged Care Packages (CACP)

A support service provided by Abel Tasman Aged Care Service, located in Chester Hill for people from Dutch backgrounds, living in the Blue Mountains, who are aged, frail or have disabilities to provide assistance in housekeeping, shopping, transport, medication prompting and personal care.

Tel: 02 9644 7002 (main office, Chester Hill)

Email: marian@abeltasman.com

Nepean Multicultural Level 2 Home Care Packages

A support service in Penrith to provide assistance for elderly people from non-English-speaking backgrounds living in the Blue Mountains and Penrith LGAs who are aged, frail or have disabilities to live at home longer. Anybody over the age of 65 can ask for an assessment to see if they are eligible for a home care package.

Tel: 02 4731 1704; 02 4720 3500

Fax: 02 4722 2516; 02 4720 3555

Website: www.arv.org.au

PAWA community care

A support service located in Ashfield, for people of eastern European backgrounds living in the Blue Mountains who are aged, frail or have disabilities to provide assistance in housekeeping, shopping, meal preparation, gardening, small home modification, transport, home respite, medication prompting and personal care. Assistance is provided in the person's home by bi-lingual carer workers.

Tel: 02 9716 0036; Fax: 02 9716 0504

Email: manager@polishwelfare.org.au irmna.sulkowska@pawacc.org.au

Website: www.polishwelfare.org.au

4.3 Multicultural Seniors Groups – Nepean Area

Angels of Mercy

Coptic Orthodox Group includes Sudanese and Egyptian seniors in Claremont Meadows.

2A Gagoor close, Claremont Meadows, Penrith

Tel: 02 9623 2798

Ansari Sufi Order

Address: 10 Old Bathurst Road, Woodford NSW 2778

Tel: 02 4758 9085 ??

Blue Mountains Australian/German Friends

Seniors group meet monthly at the Lutheran Church Hall, 41 Raymond Road, Springwood.

Tel: 02 4751 6502

Nepean Multicultural Access

Ethnic Aged Day Care Multicultural groups open to all cultures at St. Mary's Community Centre, (Senior Citizens Building), Cnr Mamre Road and Great Western Highway. Ethno-specific groups for **Dutch, Arabic, Southern Sudanese, Maltese, Macedonian, Chinese farmers and Vietnamese farmers** also meet on various days.

Tel: 02 9833 2416

Website: www.nma.org.au

Building 5 29 Swanston Street, St Marys, St Marys community and cultural precinct

Olympus Seniors Greek Community Group

Activities include excursions, picnics, cooking, lunch, playing music and cards. Meet weekly at Melrose Hall, Cnr Great Western Highway and Park Street, Emu Plains.

Tel: 02 4727 8977 ??

Springwood Community Health Centre

Frail Aged Day Centre seniors groups for physical, mental, creative, social and cultural activities. Transport and lunch provided. Meet weekly at Frail Aged Day Centre, 288-292 Macquarie Road, Springwood.

Tel: 02 4751 0116

St. Mary's Seniors Greek Group "Enosis"

Play cards, bingo, talk about cooking, gardening, health issues, community issues and news, music, dancing, excursions. Monday session

Tel: 02 4735 5990

St. Mary's Seniors Greek Group

Play cards, excursions, lunch provided. Meet weekly at Greek Orthodox Church, St. Mary's.

Tel: 02 9862 2775

Department of Health

Multicultural group and Chronic and Complex Needs Groups currently with Italian, Maltese, Dutch, Filipino and Spanish participants meet on various days.

Tel: 02 4587 0210

The Cottage, Mondeval

Groups include Frail Aged Day Care, Dementia Day Care (at the Pines), and Carers Support Group.

Participants from different backgrounds attend on various days at 104 -105 Railway Parade, Leura. Lunch provided. Transport available.

Tel: 02 4784 3904

1800 222 608

Winmalee Chesalon Day Centre

Dementia Day Centre open every day from 10am – 2.30pm at 364 Hawkesbury Road, Winmalee.

Participants from different backgrounds attend on various days. Lunch provided. Transport available.

Tel: 02 4754 5841

Neighbourhood Centres

Local neighbourhood centres provide a wide range of services and programs and social activities for seniors. Call your local neighbourhood centre to find out more about local services, social groups and events. See listing under 'Media and Leisure' for contact numbers.

4.4 Information and Resources

Aged and Disability Services Development Officer - Blue Mountains City Council

See website for *Community Care Guide* booklet that lists a number of services available throughout the Blue Mountains that can assist the Frail Aged, Disabled and their Carers to live more independently. Also available is *Staying Physically Active*, a comprehensive booklet that lists physical services and activities available in the Blue Mountains BMCC also provides a Squalor and Hoarding Information Kit to assist residents and their families dealing with squalor and or hoarding.

Tel: 02 4780 5000; 02 4780 5546

Fax: 02 4780 5555

Email: council@bmcc.nsw.gov.au

Website: www.bmcc.nsw.gov.au

Aged Care Complaints Commissioner

Can assist with concerns about the quality of care or services someone is receiving from Australian Government funded aged care providers; includes residential (hostel or nursing home) and community care. Anyone can contact, service is free and confidential, interpreter service available.

Toll Free: 1800 550 552

Website: agedcarecomplaints.gov.au

Department of Health

Department of Health publications available to download or order free information sheets on aged care, community care, carer information and support products, dementia help sheets and resources available in community languages. Aged Care information products for purchase for Aged care services are also available.

Toll Free: 1800 020 103

Switchboard 02 6289 1555

Website: www.health.gov.au

My Aged Care

Provides information about residential and home care services for older people and carers. It describes the different services available and eligibility criteria.

Tel: 1800 052 222

Website: www.myagedcare.gov.au

Senior Rights Service

Seniors Rights Service provides advocacy services for residents of retirement villages, aged care facilities, and home care; as well as providing information on aged care facilities.

Tel: 02 9281 3600 or 1800 424 079

Fax: 02 9281 3672

Email: tars@tars.com.au

Website: www.tars.com.au

Alzheimer's Australia

Produce some information on website in 6 community languages, information on the Chinese helpline and online catalogue of dementia resources in 23 community languages.

National Dementia Helpline: 1800 100 500

Email: admin@alznsw.asn.au

Website: www.alzheimers.org.au

Carer Gateway

Is a national telephone service, website and an interactive service finder to help carers locate their nearest support services. Carer Gateway provides information about the services and support available for people who care for someone with disability, chronic illness, dementia, mental illness or who are frail due to age.
Tel: 1800 422 737

Website: www.carergateway.gov.au

Carers NSW

Carers NSW is an association for relatives and friends who are caring for people with disability, mental illness, chronic condition or who are frail aged. It provides carer support kits for people from CALD backgrounds in community languages.

Tel: 1800 242 636; Fax: 02 9280 4755

Email: contact@carersnsw.org.au

Website: www.carersnsw.org.au

Centrelink

Centrelink publishes several useful guides in 70 community languages including Age Pension News, News for Seniors, Carers Allowance, Seniors Concession Allowance, and much more.

Aged Pension & Retirement Services: 13 23 00

Centrelink Multilingual Call: 13 12 02

Website: www.centrelink.gov.au

Commonwealth Respite and Carelink Centres (CRCCs)

Provides information about community and aged care services and respite options in your local area and how to contact culturally appropriate services. After-hours emergency respite care is available. This is a free service.

Toll Free: 1800 052 222

Continence Foundation of Australia (NSW)

Provides information and resources for sufferers and carers of people with incontinence in 28 community languages.

National Continence Helpline: 1800 330 066

Cultural Competency Training

Ethnic Child Care, Family and Community Services Cooperative provide free training for Disability Advocacy and information services, other Disability services, HACC and Health related services.

Website: www.eccfcsc.org/training

Tel: 02 9569 1288

Building 3, 142 Addison Rd, Marrickville, NSW.

LEEP.ngo also provides cultural competency training at a subsidized rate for the CHSP sector in NBMLHD.

Tel: 02 4721 1866

Website: leep.ngo

Department of Ageing, Disability and Home Care (DADHC)

The department website provides information for older people, people with disability and for carers on services, partners and areas of interest. Some resources are available in community languages.

Tel: 02 8270 2000; 02 9377 6000

TTY: 02 8270 2167

Fax: 02 9367 6850

Email: info@dadhc.nsw.gov.au

Website: www.facs.nsw.gov.au

Ethnic Aged Care Services and Resource Directory

The Resource Directory, developed by Sydney South West Area Health Service was designed for aged care service providers and individuals in NSW who need information on linguistically and culturally appropriate services and/or multilingual resources. The Resource Directory lists services and resources available in 30 community languages and lists ethno-specific, multicultural and clustering Residential Facilities, Day Care Centres, Senior Citizens Groups, Community Aged Care Packages, Community Visitors Scheme and Carer Support Groups.

Website: <http://www.cs.nsw.gov.au/csahs/ggrm/tacs/def.cfm?p=15?>

Guardianship Tribunal

The Tribunal (now a part of the NSW Civil and Administrative Appeals Tribunal (NCAT)) has a key role in the protection and empowerment of people living with a decision-making disability. The website has some information available in 12 community languages. If you require information in a language other than those listed, the Tribunal can organise a translator for you. Contact the Tribunal and give your name, telephone number and the language you speak for a translator to be organised.

Toll Free: 1800 463 928

Tel: 1300 006 22; 02 9556 7600

TTY: 02 9556 7634

Fax: 02 9555 9049

Email: gd@ncat.nsw.gov.au

Website: www.ncat.nsw.gov.au

Medicare

An information kit about Medicare is available from the Commonwealth Government. The Information Kit is for new arrivals to Australia and contains information about the main health programs, including Medicare and the Pharmaceutical Benefits Scheme. The kit is translated into 19 community languages: Follow Migrants and Travellers link in main menu to access Foreign Language Support information kits.

Tel: 13 20 11

Email: medicare@hic.gov.au

Website: www.medicare.gov.au

Multicultural Health Communication Service

Includes downloadable, translated information for older people.

Website: www.mhcs.health.nsw.gov.au

Nepean Multicultural Access Project

Resources currently available for ordering are *HACC Consumer & Carer Handbook* available in English, Arabic, Spanish, Italian, Chinese and Greek; *Resource for Working with Older People of Culturally and Linguistically Diverse Backgrounds (CALD) Who Live in Penrith, Hawkesbury & Blue Mountains Local Government Areas*; and *Project Report on the Study into the Needs of Carers from Culturally and Linguistically Diverse Communities in the Nepean Area* (November 2008).

Tel: 02 47 211866; Fax: 02 4721 1510

Website: leep.ngo

NSW Refugee Health Service The NSW Refugee Health Service aims to protect and promote the health of refugees and people of refugee-like backgrounds living in NSW.

Tel: 02 8778 0770

Email: refugeehealth@sswahs.nsw.gov.au

Website: www.refugeehealth.org.au

NSW Transcultural Aged Care Service (TACS)

TACS's core objective is to equip residential aged care providers to deliver culturally appropriate care to older people from CALD communities. TACS provide information about cross-cultural resources such as

training, translated materials, recipes, demographic data, contacts and links. For up to date information and resources see The Diversity Age Newsletter

Tel: 02 9515 9858; Fax: 02 9515 9801

Email: tacs@email.cs.nsw.gov.au

Website: www.nswtacs.org.au

Palliative Care Australia

Palliative Care Australia is the peak national organisation representing the interests and aspirations of all who share the ideal of quality care at the end of life for all. Look under publications for *Multicultural Palliative Care Guidelines* and palliative care information in 21 different community languages.

Website: www.pallcare.org.au

Seniors.gov.au

Seniors.gov.au provides you with a single point of access to Government and non-Government information and services for older Australians. Ageing and aged care information available in some community languages.

Website: www.seniors.gov.au

Transcultural Mental Health Centre (TMHC)

Range of multilingual resources for older people on mental health issues including *Depression Dilemmas Working Cross Culturally with Older People, Health and Wellbeing of Older People in our Community* and *Opening Doors to Health*.

Tel: Toll-Free call 1800 648 911; or 02 9912 3851

Fax: 02 9840 4180

Email: tmhc@health.nsw.gov.au

Website: www.tmhc.nsw.gov.au

5. Children

5.1 Local Services

Blue Mountains City Council – Children and Family Services Development Officer

Resources and supports established services for children, researches issues affecting children and families in the Blue Mountains and informs Council of those issues and convenes BM Child and Family Forum.

Tel: 02 4780 5000

Email: council@bmcc.nsw.gov.au

Website: www.bmcc.nsw.gov.au

Connect Child and Family Services Inc (Possum Toy Library)

Provision of family centred early childhood intervention services. Special Needs Educator provides early identification and case management support to CALD families with a child with disability. Operates Possum Toy Library, and Parents and Educators Resource Library includes a selection of multicultural resources.

Address: 48-50 Oaklands Road Hazelbrook

Tel: 02 4758 9966; Fax: 02 4758 9988

Email: connect@connect.asn.au

Website: www.connect.asn.au

Mountains Outreach Community Services (MOCS)

A mobile service providing occasional child care for 0-6 year olds - services available at Blaxland, Lawson, and Blackheath. Also provides Mountains Mobile Minds (MMM) on-site child care, Parenting Young Program; and support and resources for emerging community groups.

Address: 48-50 Oaklands Road, Hazelbrook

Tel: 02 4758 6811; Fax: 02 4758 6477

Email: admin@mocs.org.au

Website: www.mocs.org.au

5.2 Regional Services

Bicultural Support Pool

Ethnic Community services Co-operative

offers time limited linguistic and cultural and other support to Children's Services to support and include CALD and Indigenous children and families in their services. Translated information about Children's Services for parents is available in 11 languages on the website and recruitment and training of new workers for the Bicultural Support Pool offered on an ongoing basis. To Access the Pool you need to be referred by either Children's Services Central (Tollfree Number below) or by your regional Inclusion Support Agency.

Tel: 02 9569 1288 (for local information)

Fax: 02 9564 2772

Toll Free: 1800 157 818

Website: www.ecsc.org.au

Inclusion Support Agency (ISA)

The Inclusion Support Program provides childcare services with practical advice and support in including children with additional needs into a quality child care environment. Inclusion Support Agencies engage a network of skilled Inclusion Support Facilitators (ISFs) to work at the local level in providing advice on inclusive practice to child care services.

Tel: 02 4732 7843; Fax: 02 4732 7958

Email: isa@penrithcity.nsw.gov.au

5.3 Information and Resources

Book Garden

Great online catalogue including multicultural children's books, early childhood curriculum and other resources.

Toll Free: 1800 812 336

Email: deb@thebookgarden.com.au

Website: www.thebookgarden.com.au

Children's Services Central General Resource Library

The General Resource Library is a specialist children's services resource pool including multicultural books, articles, videos, and a range of other resources that children's services in NSW may wish to access.

Toll Free: 1800 157 818

Website: www.cscentral.org.au

Early Words

Early Words is a program designed to encourage and support families to read to their children, and help prepare them for reading and writing in the school context. Print materials, including tip sheets for parents, posters, DVDs, and book bags are translated into 10 community languages.

Tel: 02 9831 1099 ??; Fax: 02 9831 1600

Email: enquireearlywords@childrenfirst.asn.au

Website: www.earlywords.info

Global Language Books

Great selection of resources including mono and bilingual children's books in over 70 languages, music, games, puzzles, resources for Refugees, multicultural posters, and much more. You can filter by language, cultural group, by age or resource type. Resources available also for teachers teaching older students.

Tel: 02 9899 8943; Fax: 02 9899 8524

Email: info@globallanguage.com.au

Website: www.globallanguage.com.au

Leave it to Leslie

Multicultural and Indigenous products including musical instruments, games, puzzles, dolls and puppets, and baby goods.

Address: 13 Castle Street, Blacktown NSW 2148

Tel: 02 9621 8923; Fax: 02 9920 7756

Website: www.leaveittoleslie.com.au

Modern Teaching Aids

Great variety of multicultural teaching aids and resources (go to 'SOSE/HSIE/Inclusion' pathway and scroll down): Website: www.teaching.com.au/home

NSW Fire Brigade

NSW Fire Brigade has created a range of Fact Sheets to help you stay fire safe all year round. Seven of the most commonly requested Fact Sheets have been translated into 22 languages.

Website: www.fire.nsw.gov.au

Office of Early Childhood Education and Child Care

Information available about Special Child Care Benefit (SCCB) for parents experiencing financial hardship and how to access free child care if studying Adult Migrant English Program (AMEP) – see fact sheet 11. For children with additional needs, including children from culturally and diverse backgrounds your child care service may be eligible for extra assistance through the Inclusion and Professional Support Program – see Fact Sheet 14.

Website: www.oceccc.gov.au

Strengthening Families, Resourcing Parents

A Families NSW funded initiative aimed at assisting parents looking for parenting information and parenting education includes a 'Culturally and Linguistically Diverse Resources' page with links to resources and information available in community languages about child development, health, feeding and nutrition, mental health, parenting, parent education, and safety/child protection.

Website: www.resourcingparents.com:80/cald.html

6. Counselling

To find the right counsellor for you talk to your General Practitioner or to someone from your local Community Health Centre or to someone at one of the support services or help lines listed. Ask for an interpreter when you contact the service, or use the Translating and Interpreting Service on **131 450**.

6.1 Help Lines

Child Protection and Family Crisis (24hr)

Toll Free: 1800 066 777

Domestic Violence Line (24hr)

Domestic violence counselling, advice and accommodation referral.

Toll Free: 1800 656 463

TTY 1800 671 442

Domestic Violence and Sexual Assault Helpline

Toll Free: 1800 200 526 1800; RESPECT: 1800 737 732

Link2Home (NSW)

Crisis accommodation referral

Toll Free: 1800 152 152

The Right Door (Nepean Blue Mountains District)

Specialist Housing Services crisis accommodation referral

Toll Free: 1800 760 071

Kids Help Line (24hr)

Toll Free: 1800 551 800

Lifeline (24hr)

Telephone Counselling and support

Toll Free: 13 11 14

Mensline Australia (24hr)

Includes specific web pages for men from Arabic and Vietnamese backgrounds.

Tel: 1300 789 978

Website: www.menslineaus.org.au

Multicultural Problem Gambling Service NSW (MPGS)

Confidential assistance is available to gamblers and their families in more than 40 languages at locations across NSW.

Tel: 02 9840 3767 (Intake)

Toll Free: 1800 856 800

Email: wslhd/mpgs@health.nsw.gov.au

Website: www.dhi.gov.au/mpgs

NSW Rape Crisis Line (24hr)

Toll Free: 1800 424 017

Suicide Helpline Call Back Service (SHL CBS)

The service offers specialised support to people who are at risk of suicide, people caring for someone who is suicidal or people bereaved by suicide. The service caters for people from CALD backgrounds through its links with the Translating and Interpreting Service (TIS).

Toll Free: 1300 651 251

7. Disability

7.1 Local Services

Aged and Disability Services Development Officer - Blue Mountains City Council

The Aged and Disability Officer provides information and referral service to the frail aged, disabled and their carers on the Home and Community Care (HACC) Program in the Mountains to assist them to live independently.

Tel: 02 4780 5000; Fax: 02 4780 5555

Email: council@bmcc.nsw.gov.au

Website: www.bmcc.nsw.gov.au

Nepean Area Disabilities Organisation (NADO)

Provides CALD specific social groups for adolescents and adults from 12-65 years who have a disability, translated resources and access to interpreters, children's recreational group from 7-11

Tel: 02 9623 9855; Fax: 02 9623 9866

Email: info@nado.org.au

Website: www.nado.org.au

Nepean Multicultural Access Project

Resources currently available for ordering are *HACC Consumer & Carer Handbook* available in plain English; *Resource for Working with Older People of Culturally and Linguistically Diverse Backgrounds (CALD) Who Live in Penrith, Hawkesbury & Blue Mountains Local Government Areas*; and *Project Report on the Study into the Needs of Carers from Culturally and Linguistically Diverse Communities in the Nepean Area* (November 2008).

Tel: 02 47 211866; Fax: 02 4721 1510

Website: leep.ngo

7.2 National and State-wide Services

Carer Resource Centre

The NSW Commonwealth Carer Resource Centre is a telephone support service based in Sydney and is part of Carers NSW. Free carer support kit available in community languages.

Toll Free: 1800 242 636

Website: www.carersnsw.asn.au

Centrelink Mobility Allowance

Mobility Allowance can help with the cost of travel for people with a disability who cannot use public transport without substantial assistance. Customers must be undertaking an approved activity and do not need to be receiving a Centrelink payment to be eligible for this allowance.

Multilingual Telephone Information Service: 13 12 02

Website: www.centrelink.gov.au

Ethnic People with Disabilities Program (EPDP)

An information and advocacy service funded by the NSW Department of Ageing, Disability and Home Care, this program provides services to people with disabilities and their carers from Culturally and Linguistically Diverse (CALD) backgrounds. Translated EPDP services information in 7 community languages; and *Legal Rights of People with Disabilities* information in 9 community languages.

Tel: 02 9569 1288 ??

Website: www.eccfcsc.org/content/epdp

Guardianship Tribunal

The Tribunal has a key role in the protection and empowerment of people living with a decision-making disability. The website has some information available in 12 community languages and translation can be organised for other languages.

Toll Free: 1800 463 928

Tel: 02 9556 7600

TTY: 02 9556 7634

Fax: 02 9555 9049

Email: gt@gt.nsw.gov.au

Website: www.gt.nsw.gov.au

Multicultural Disability Advocacy Association of NSW (MDAA)

MDaA is the peak body for people from non-English speaking backgrounds (NESB) with disability, their families and carers in NSW. MDAA provides individual and systemic advocacy, training, community education, community development and disability related information in other languages.

Toll Free: 1800 629 072

Tel: 02 9891 6400

Fax: 02 9635 5355; 02 9897 9402

Email: mdaa@mdaa.org.au

Website: www.mdaa.org.au

7.3 Information and Resources

Action on Disability within Ethnic Communities (ADEC)

A Victorian state-wide body which strives to empower people with a disability from non-English speaking backgrounds, their carers, and families. See website for resources, research and newsletters.

Tel: 03 9480 1666; Toll Free: 1800 626 078

Fax: 03 9480 3444

Website: www.adec.org.au

Email: reception@adec.org.au

Cultural Competency Training

Ethnic Child Care, Family and Community Services Cooperative provide free training for Disability Advocacy and information services, other Disability services, HACC and Health related services; **Maria K??**

Website: www.eccfcsc.org/training ??

Department of Ageing, Disability and Home Care (DADHC)

The department website provides information for older people, people with disability and for carers on services, partners and areas of interest. Some resources are available in community languages.

Tel: 02 9377 6000

TTY: 02 8270 2167

Fax: 02 9367 6850

Email: info@dadhc.nsw.gov.au

Website: www.dadhc.nsw.gov.au

Multicultural Disability Advocacy Association of NSW (MDAA)

MDAA website has a wide range of publications, research and other resources on different ethnic communities, disability in a cultural and religious context, cultural competence issues and more.

Toll Free: 1800 629 072

Tel: 02 9891 6400

Fax: 02 9635 5355

TTY: 02 9687 6325

Email: mdaa@mdaa.org.au

Website: www.mdaa.org.au

8. Education

8.1 Local Services

TAFE NSW Blue Mountains

Programs range from short courses to advanced diplomas. TAFE offers wrap around support services including Multicultural Community Engagement Officer, Language, Literacy & Numeracy programs, Disability support, Aboriginal education Unit and TAFE Outreach. TAFE Outreach works with community partners to negotiate place based customised programs to engage people who face barriers to further education. Visit the website for the range of courses available, outreach programs and information about how to enrol.

Tel: 131 870

Website: www.wsi.tafensw.edu.au

8.2 Regional Services

NSW Department of Education & Training (DET)

Provide extensive services in schools for CALD/NESB children and families including ESL Teachers, Community Liaison Officers, local CALD specific programs and projects, ESL multicultural programs, language and literacy publications, and Refugee Liaison Officers and Community Information Officers who are bi/multilingual. Documents in over 40 languages are available on the website and free interpreters (on site or telephone) for parents and community members.

Tel: 02 9208 7680 Nirimba office ??; Fax: 02 9208 7635

Website: www.det.nsw.edu.au

TAFE NSW Multicultural Education – Kingswood Campus

Bi-lingual services, support and referral to interpreting and translating services, advice on overseas skills and qualifications recognition, advocacy and courses and tutorial support for students from Non-English speaking backgrounds in Western Sydney.

Tel: 02 9208 9595; Fax: 02 9208 9255

TAFE NSW Western Sydney Outreach Unit, Mount Druitt

Offer free courses for Australian citizens and permanent residents that are designed to assist people from non-English speaking backgrounds to improve literacy, job seeking skills, and computers. TAFE Outreach works with community partners to negotiate place based customised programs to engage people who face barriers to further education. Visit the website for the range of courses available, outreach programs and information about how to enrol.

Tel: 02 9208 6384

Website: www.wsi.tafensw.edu.au

8.3 Information and Resources

Australian Skills Recognition Information (ASRI)

Get your overseas qualifications and skills recognised in Australia. Some information on website available in 7 community languages.

Website: [www.immi.gov.au/asri immigration and border protection](http://www.immi.gov.au/asri/immigration%20and%20border%20protection)

My Language

My Language provides access to search engines, web directories and news in over sixty languages. Translated training courses for the public are available.

Website: www.mylanguage.gov.au

NSW Adult Migrant English Service (AMES)

Adult Migrant English Program (AMEP) is only available to eligible migrants and refugees settling in Australia who have been granted a permanent visa. Information on childcare in AMEP is available to download in English and 24 community languages.

Website: www.nsw.ames.edu.au

Special Admission Scheme Refugees and Asylum seekers

The University of Technology Sydney (UTS) invites refugees and asylum seekers to apply for university study. Special Admission Scheme Refugee application forms can be downloaded from: www.equity.uts.edu.au/education/getting/special.html Information about UTS courses can be found on the UTS website.

Website: www.uts.edu.au/study/courses.html

TAFE NSW Multicultural Education Unit - Open Training and Education Network (OTEN)

The Unit offers support services for students from non-English speaking backgrounds in Western Sydney; and a wide range of English for Specific Purposes (ESP) programs which combine English language with vocational courses by distance learning, **free of charge** for migrant jobseekers.

For these courses contact 02 9715 8678.

For Adult Migrant English Program Tel: 02 9715 8801; for all other courses with OTEN Tel: 1300 650 240

Website: www.tafensw.edu.au/oten

Word2Word

Free online language courses and resources to download

Website: www.word2word.com

9. Employment

9.1 Local Services

Centrelink Multicultural Service Officer

Multicultural Service Officer for Hawkesbury, Katoomba, Penrith, Springwood, St Marys.

Tel: 02 4723 7492 ??

Website: www.centrelink.gov.au

9.2 Information and Resources

Centrelink Multilingual Telephone Information Service

This free service allows the enquirer to speak in their own language to sort out Centrelink issues. Note: you can ask for an interpreter if required at any Centrelink Office

Tel: 13 1202

Website: www.centrelink.gov.au

Centrelink Multicultural Link

Webpage provides information about payments, services, first visits and all forms of services available in more than 60 community languages.

Website: www.centrelink.gov.au

Centrelink Multicultural Training Products

Range of resources available to assist professionals and customer service staff who have culturally diverse clientele.

Tel: 02 8512 0827 ??; Fax: 02 8512 0822

Email: multicultural.services.nat@centrelink.gov.au

Office of Industrial Relations - NSW Department of Commerce (OIR)

OIR is responsible for monitoring wages, employment rights, obligations and conditions in NSW. OIR provides help and information to both employees and employers and gives talks to community groups in some community languages or telephone information line **131 628** and ask for an interpreter in your language.

Ph: 02 9020 4577; Fax: 02 9020 4700

Website: www.industrialrelations.nsw.gov.au

Women's Health at Work Program

A statewide service that aims to improve the health and wellbeing of women from CALD backgrounds in the workplace, in partnership with women, their employers and other key stakeholders.

Tel: 02 9840 3768 ; Fax: 02 9840 3004

Workplace Ombudsman

Provides free information and advice on your minimum entitlements and conditions at work.

Tel: 13 13 94

Website: www.fairwork.gov.au

10. Family and Youth Services

10.1 Local Family Support Services

Blue Mountains Family Support Services/Thrive Services

Provides information and support for families in Blue Mountains and Lithgow raising babies and young children, support during pregnancy, individual, family and group work, information, advocacy and referral, crisis and short term counselling, support and advice on domestic violence, budgeting and home management skills. The service provides assistance to families on low incomes, sole parent families, families from non-English speaking backgrounds or families living with other special needs.

Address: 2 Station Street, Katoomba

Tel: 02 4782 1555; TTY: 02 4782 1671

Fax: 02 4782 9120

Email: angelique@mountainssupport.org

Lower Mountains - Gateway Family Services is a community service founded and supported by Blaxland Uniting Church serving the Blue Mountains community. They offer counselling, support, parenting groups, information, advocacy, practical assistance and community programs for children and their families.

Address: 70 Old Bathurst Road, Blaxland

Tel: 02 4739 5963

Fax: 02 47399086

Email: admin@gatewayfamilyservices.org.au

Website: www.gatewayfamilyservices.org.au

West Connect Domestic Violence Services

A specialist domestic violence service for single women with/without dependent children who are affected by domestic violence. Services provided include crisis accommodation, supported housing, groups for women and children, specialist same sex DV worker, advocacy, advice and referral with particular support for women with no residency status.

Toll Free: 1800 656 463 (24hr Domestic Violence Line)

Tel: 02 4732 2318

Email: wimlah@bigpond.net.au; info@wcdvs.org.au.

10.2 Information and Resources

Family Assistance

Website provides multilingual service information fact sheets in 26 languages.

Tel: 13 6150

Multilingual Call: 13 1202

Website: www.familyassist.gov.au

Foundation House

The Victorian Foundation House develops publications and resources to enhance the understanding of the needs of people from refugee backgrounds among health and other professionals, government and the wider community. Publications include *Raising Children in Australia - A resource kit for early childhood services working with parents from African Backgrounds (2007)*; *Healthy Eating and Living in Australia (2000)*; and *Information to Shop Well, Eat Well and Feel Well*.

Email: publications@foundationhouse.org.au

Website: www.foundationhouse.org.au/resources/publications_and_resources.htm

Domestic Violence NSW

Peak body for services assisting women and children escaping domestic violence, providing policy work, advocacy, information, awareness and campaigning.

Tel: 02 9698 9777; Fax: 02 9698 9771

Email: admin@dvnsw.or.au

Website: www.dvnsw.org.au

10.3 Local Youth Services

Mountains Youth Services Team (MYST)

MYST provides a range of services and supports for young people in the Mountains, including: emergency practical assistance, ongoing case management, support for young people with a disability, home visitation, counselling, family support, court support and advocacy; plus a range of specialised outdoor education and recreation programs.

Springwood Youth Centre: Tel.: 02 4755 1611; or 0421 389 790

Upper Mountains Youth Centre: Tel.: 02 4782 6562

Website: www.myst.com.au

Email: info@myst.com.au

Platform Youth Services

Platform is a specialist housing and homelessness service which supports young people (12 – 25) with: basic needs and practical support, life skills and independence, accommodation, the *Brighter Futures* program, health and wellbeing, education and employment.

Tel.: 02 4760 080

Website: <http://www.platformys.org.au/>

A partnership between MYST and Platform Youth Services, **The Glue Factory** is a crisis response and care management service for any young person (aged 12 – 24) with a focus on young people experiencing or at risk of homelessness. Case workers support clients with a range of issues including accommodation, health, income support, access to education/training/employment, alcohol and other drugs support, mental health support, recreational resources, life skills, legal, parenting and general welfare support.

Tel.: 02 4782 4436

Blue Mountains City Council - Youth Services Development Officer

Resources and supports established services for young people, researches issues affecting young residents in the Blue Mountains, convenes BM Youth Services Network and supports the Blue Mountains Youth Council.

Tel: 02 4780 5000

Email: council@bmcc.nsw.gov.au

Website: www.bmcc.nsw.gov.au

10.4 Information and Resources

Ethnic Communities Council of NSW Inc. (ECCNSW)

The ECC runs annual Youth Leadership Awards for outstanding achievements by young people from a culturally or linguistically diverse backgrounds.

Tel: 02 9319 0288 ; Fax: 02 9319 4229

Email: admin@eccnsw.org.au

Website: www.eccnsw.org.au

Information and Cultural Exchange (ICE)

Community, cultural, information technology and arts organisation working across the Greater Western Sydney region in NSW. Includes a range of media and arts projects to engage and empower youths from different cultural backgrounds.

Tel: 02 9897 5744; Fax: 02 9897 5766

Email: info@ice.org.au

Website: www.ice.org.au

NSW Council for Pacific Island Communities Youth Network

The NSW Council for Pacific Island Communities Youth Network is a committee of young people who meet regularly to develop a coordinated approach to youth issues affecting Pacific Island communities.

Website: www.communilink.org.au/pacificis

Youth Action is the peak body for young people and youth services in NSW.

Tel.: 02 8354 3700; Fax.: 02 8569 2071

Email: info@youthaction.org.au

Website: www.youthaction.org.au

Multicultural Youth Advocacy Network (MYAN) is the national peak body on multicultural youth issues – Australia's only national voice representing the needs and interests of young people from refugee and migrant backgrounds.

Tel.: 03 9340 3700

Website: www.myan.org.au

11. Health

11.1 Important Contact Numbers

Blue Mountains Hospital Switchboard & Patient Inquiries -----	4784 6500
Springwood Hospital Switchboard -----	4751 0300
Nepean Hospital Switchboard -----	4734 2000
Nepean Hospital Inpatient Inquiries -----	4734 2128
NBMLHD Access Mental Health Services (all ages) Central Intake Number 24 Hours -----	1800 650 749
NBMLHD Child & Family Health Services - Central Referral Service 9am – 4pm Mon-Fri -----	1800 222 608
NBMLHD <i>Drug and Alcohol Services (Intake)</i> -----	4734 1333
NBMLHD Public Health Unit: Penrith (Mon-Fri 9am-5pm) -----	4734 2022
NBMLHD Sexual Assault Services (8.30am – 5pm Mon - Fri) ----- For after-hours emergencies call Nepean Hospital & ask for on-call worker to be paged -----	4734 2512 4734 2000
NBMLHD Multicultural Health Service -----	4734 1600
NBMLHD Health Care Interpreter Service (HCIS) -----	9840 3456
NBMLHD Bilingual Community Education (BCE) Program -----	9840 3907
NSW Program on Female Genital Mutilation (FGM) -----	9840 3768
Multicultural Problem Gambling Service (MPGS) ----- Transcultural Mental Health Centre (TMHC) -----	9840 3767 or 1800 648 911
Women’s Health at Work Program -----	9840 3768
NSW Multicultural Health Communications Service -----	9816 0347
NSW Refugee Health Service -----	8778 0770
NSW Service for the Treatment & Rehabilitation of Torture & Trauma Survivors (STARTTS)	9794 1900

11.2 Physical Health Services

11.2.1 Nepean Blue Mountains Local Health District (NBMLHD)

Nepean Blue Mountains Local Health District is responsible for providing community health and hospital care for people living in the Blue Mountains, Hawkesbury, Lithgow and Penrith Local Government Areas (LGAs) and tertiary care to residents of the Greater Western Region. The Local Health District consists of both urban and semi-rural areas, covering almost 9,179 square kilometres and an estimated resident population of almost 350,000 people. The Darug, Gundungurra and Wiradjuri people are acknowledged as the traditional Aboriginal owners of the land in our District.

Tel: 02 4734 2000

Website: www.nbmlhd.health.nsw.gov.au

11.2.1.1 Hospital Services in the Blue Mountains

i). *Blue Mountains District ANZAC Memorial Hospital (BMDAMH)*

Provides Emergency Department, Inpatient and Outpatient Services

Tel: 02 4784 6500; Fax: 02 4784 6980

Address: Corner Great Western Highway and Woodlands Rd, Katoomba

Visiting Hours: General & Children's Wards 10am – 8.30pm (rest period from 1-2pm); Maternity 1.30–8pm

ii). Springwood Hospital

Provides a range of Inpatient and Outpatient Services - There is no Emergency Department available onsite.

Tel: 02 4751 0300 ; Fax: 02 4751 0388

Address: 7 Huntley Grange Rd, Springwood

Visiting Hours: 10am – 8pm, daily

iii). Other NMBLHD Hospital Services nearby - Nepean Hospital provides Emergency, Inpatient and Outpatient Services

Tel: 02 4734 2000; Fax: 02 4734 2904

Address: Cnr Derby and Somerset Sts, Kingswood NSW 2747

Mail Address: PO Box 63, Penrith NSW 2751

11.2.1.2 Community Health Centres

NBMLHD Community Health Centres provide an extensive range of services for residents living in the community. Please inform the health service if a client you are referring requires an interpreter, and in what language.

i) Katoomba Community Health Centre – for residents living in the Upper Mountains

Tel: 02 4782 8201

Address: 93 Waratah St, Katoomba NSW 2780

ii) Springwood Community Health Centre – for residents living in the mid and lower Mountains

Tel: 02 4751 0100

Address: 288-290 Macquarie Rd, Springwood NSW 2777

iii) Lawson Community Health Centre – for Complex, Aged & Chronic Care Services

Address: 8-12 Honour Avenue, Lawson NSW 2783

Referrals: via Central Referral Service 1800 222 608

11.2.1.3 NBMLHD Drug and Alcohol Services

Referrals: via Central Intake for Nepean and Blue Mountains

Service offers 5 day detox, counselling and merit services, youth services, relapse prevention and smart recovery group.

Central Intake: 1300 661 050 (Available 24 hours, 7 days per week)

Reception: 02 4734 2129 (Monday – Friday 8:30am-5:00pm)

Email: NBMLHD-DrugAlcoholService@health.nsw.gov.au

11.2.1.4 Dental Clinics

The NBM LHD Oral Health Network provides general dental care for eligible residents of LGAs across NBMLHD, including the Blue Mountains.

Referrals: To access the dental service at Blue Mountains, patients or carers need to contact the oral health call centre on 02 4734 2387 or 1300 769 221.

11.2.1.5 NBMLHD Public Health Unit:

Public Health addresses issues of public concern, such as Environmental Health; Communicable Diseases (e.g. Meningococcal Disease, Whooping Cough, Measles, Immunisation), and Public Health Emergencies (such as an outbreak or urgent queries). Ask for an HCIS interpreter if necessary.

Tel: 02 4734 2022

11.2.1.6 Blue Mountains Child and Adolescent Development Unit (CADU)

CADU provides a variety of allied health services for infants, children and adolescents (from birth - 18 years). Arrangements are made for HCIS Interpreters to attend appointments as needed.

Address: Blue Mountains Hospital Campus, Great Western Hwy, Katoomba NSW 2780

Tel.: 02 4784 6671

11.2.1.7 Nepean Cancer Care Centre

The Nepean Cancer Care Centre provides diagnostic, assessment and treatment facilities for patients with cancer and blood disorders.

Address: Cnr Great Western Hwy and Somerset St, Kingswood NSW 2747

Tel.: 02 4734 3500

11.2.2 Bilingual General Practitioners

Cantonese

Dr. Peter Wong

Upper Mountains Medical Centre

Address: 98-108 Bathurst Road Katoomba NSW 2780

Tel: 02 4782 2222

Fax: 02 4782 3635

Cantonese

Dr. Ben Wong

Blue Mountains Family Practice

Address: 134b Great Western Highway Blaxland NSW 2774

Tel: 02 4739 1555

Fax: 02 4739 5159

Czech

Dr. Dobra Galetova

Blue Mountains Family Practice

Address: 134b Great Western Highway Blaxland NSW 2774

Tel: 02 4739 1555

Fax: 02 4739 5159

Dutch

Dr. Mike de Vries

Winmalee Medical Centre

Address: 382 Hawkesbury Road Winmalee NSW 2777

Tel: 02 4754 1666

Fax: 02 4754 1694

Hindi Punjabi

Dr. Sandeep Goyal

Leura Medical Centre

Address: 69 megalong st, Katoomba

Tel: 02 4782 4588

Fax: 02 4782 1399

Hindi Punjabi

Dr. Tina Salins

C. V. Salins Pty Ltd

27 Dixon Road Blaxland East NSW 2774

Tel: 02 4739 1229

Fax: 02 4739 5134

Hindi Urdu

Dr. Ahad Khan

Glenbrook Village Medical Centre

Address: 8/2 Ross Street Glenbrook NSW 2773

Tel: 02 4739 9100

Fax: 02 4739 9161

Hindi Konicani Kannada

Dr. Shobha Balu
Faulconbridge Medical Practice
Address: 39 Coomassie Avenue Faulconbridge NSW 2776
Tel: 02 4751 3880 ??
Fax: 02 4751 7943

Japanese

Dr. Miko Okumura
Upper Mountains Medical Centre
Address: 98-108 Bathurst Road Katoomba NSW 2780
Tel: 02 4782 2222
Fax: 02 4782 3635

11.2.3 Information and Resources

Australian Better Health Initiative

The *Measure Up* healthy weight campaign is funded under the promoting healthy lifestyles priority area and it includes information you can download in 19 languages.

Website: www.measureup.gov.au/internet/abhi/publishing.nsf/Content/NESB+resources-lp ??

Drug and Alcohol Multicultural Education Centre (DAMEC)

DAMEC's primary focus is to bridge the service gap by assisting and supporting Alcohol, Tobacco and Other Drug (AT&OD) service providers to make a difference to the way they access and service culturally and linguistically diverse (CALD) clients.

Tel: 02 9699 3552

Website: www.damec.org.au

Medicare

A new information kit about Medicare is available for new arrivals to Australia and contains information about the main health programs, including Medicare and the Pharmaceutical Benefits Scheme. The kit is translated into 19 community languages. Follow Migrants and Travellers link in main menu to access Foreign Language Support information kits.

Tel: 132 011

Website: www.medicare.gov.au; www.my.gov.au

National Prescribing Service (NPS)

NPS website provides information about generic medicines in Italian, Greek, Vietnamese and Chinese.

Tel.: 02 8217 8700

Website: www.nps.org.au/consumers

NSW Health Direct Australia

Free telephone service on health matters, where to find after hours health services 24 hours a day, seven days a week.

Toll Free: 1800 022 222 (mobile charges may apply)

Website: www.healthdirect.org.au

NSW Multicultural Health Communication Service (MHCS)

MHCS offers Australia's most comprehensive multilingual health website with over 450 publications on a wide range of health subjects, in up to 35 languages and provides information and services to assist health professionals to communicate with non-English speaking communities throughout NSW

Tel: 02 8753 5047

Email: mhcs@sesiahs.health.nsw.gov.au

Website: www.mhcs.health.nsw.gov.au

Multicultural Health Information

Go to "Multilingual Health Service" to access many publications on health issues - search in English - texts can be viewed and downloaded in many different languages

Website: www.nsw.gov.au/health.asp

Multilingual Health Professionals

A website that allows you to search for a range of health professionals including Pharmacists, Dieticians, Physiotherapists, Podiatrists, and Optometrists by language, gender, suburb and area of specialisation.

Website: www.mydr.com.au/

Multicultural Nutrition Information

For healthy eating resources in different languages:

<http://www.health.qld.gov.au/multicultural/public/nutrition.asp>

For menu ideas, shopping lists and pictorial recipes:

http://www.health.qld.gov.au/multicultural/health_workers/nutritn_res.asp

Website: <http://www.health.qld.gov.au/default.asp>

Multicultural Health Service, Nepean Blue Mountains Local Health District

The NBMLHD Multicultural Health Service covers the Blue Mountains, Penrith, Lithgow and Hawkesbury LGAs, and can assist local CALD residents with navigating the health system, through health education and health promotion sessions. The team also works with Blue Mountains service providers and informs NBMLHD staff of new resources and issues arising for local residents from CALD backgrounds.

Tel: 02 4734 1600; Fax: 02 4734 1601

Email: joy.chapman@health.nsw.gov.au

11.3 Mental Health

11.3.1 Local Services

Katoomba Community Health Centre (for residents of the upper Mountains)

Address: 93 Waratah St, Katoomba NSW 2780

Postal address: PO Box 1211, Katoomba 2780 all ok

Referrals: via Community Mental Health Assessment & Liaison Centre Intake 1800 650 749; 24 hours, 7 days a week

Springwood Community Health Centre (for residents of the mid and lower Mountains)

Address: 288-290 Macquarie Rd, Springwood NSW 2777

Postal address: PO Box 593, Springwood, 2777

Referrals: via Community Mental Health Assessment & Liaison Centre Intake 1800 650 749; 24 hours, 7 days a week

11.3.2 Regional and Statewide Services

Lifeline Just Ask Mental Health Information Line

Toll Free: 1300 131 114 (rural areas only)

Multicultural Problem Gambling Service NSW (MPGS)

Confidential assistance is available to gamblers and their families in more than 40 languages at locations across NSW.

Fax: 02 8838 2165

Toll Free: 1800 856 800

Email: WSLHD-MPGS@health.nsw.gov.au

Website: www.dhi.health.nsw.gov.au/mpgs/mpgs/default.aspx

NSW Rural Mental Health Support Line

Tel: 1800 011 511

Transcultural Mental Health Centre (TMHC)

This statewide service promotes access to mental health services for people of CALD background. The Centre has access to a pool of more than 100 bilingual mental health workers speaking more than 51 languages.

Tel: 02 9840 3767 or 02 9840 3899 Hours (8.30am – 5pm Monday to Friday)

Toll Free: 1800 648 911

Email: general@tmhc.nsw.gov.au

Website: www.dhi.gov.au/tmhc

TMHC CALD Children and Families Mental Health Program

This program aims to provide culturally appropriate interventions to children, adolescents and/or their parents/families from CALD backgrounds who may be experiencing mental health difficulties or are at risk of experiencing a mental health problem. This is a free service.

Tel: 02 9840 3328

Website:

www.dhinet/tmhc/projects/Children_Families_Young/childrenandfamilies_mh_program.htm

TMHC Child, Adolescent and Family Clinical Outreach Service - Mt Druitt Clinic

An outreach program based at Mt Druitt is available for people from Filipino, Sudanese, Hindi, Arabic, Pacific Islander and Mandarin speaking backgrounds, and can be extended to those from other CALD backgrounds.

Tel: 02 9840 3767

Toll Free: 1800 648 911

11.3.3 Multilingual Professionals

Australian Psychological Society (APS)

The APS can help you find a psychologist to suit your needs. Bilingual psychologists are also listed. Languages offered include Arabic, Cantonese, Greek, Italian, Mandarin, and many others.

Tel: 1800 333 497

Email: referral@psychology.org.au

Website: www.psychology.org.au

Australian Society of Psychological Medicine

This is a national organisation that has a list of members who have given permission to release particular details such as the languages they speak including Tamil, Hindi, Punjabi, Spanish, Mandarin, Italian, Hungarian, Gujarati, Greek, French, Cantonese and Arabic.

Tel: 1300 888 606 (beyond blue support service)

Email: secretary@aspm.org.au

Website: www.aspm.org.au

Beyond Blue

New online directory of mental health and allied health practitioners includes languages spoken by some mental health professionals.

Tel: 1300 224 636

Website: www.beyondblue.org.au

Bilingual Psychiatrists

The NSW branch of The Royal Australian and New Zealand College of Psychiatrists will provide a list of bilingual psychiatrists.

Website: www.ranzcp.org.au

Multicultural Mental Health Australia (MMHA)

The Service database for mental health and related services can be searched both in English and with a community language filter.

Website: www.mmha.org.au/find/services

11.3.4 Carers and Consumers

Carers NSW

Carers NSW is an association for relatives and friends who are caring for people with disability, mental illness, chronic condition or who are frail aged. It provides carer support kits for people from CALD backgrounds in community languages.

Tel: 02 9280 4744 or 1800 242 636

Fax: 02 9280 4755

Email: contact@carersnsw.asn.au

Website: www.carersnsw.asn.au

Multilingual Carer Information

Includes Help Tips for carers of people from CALD backgrounds relating to mental health. Translations include Arabic, Chinese, Greek, Italian, Turkish, and Vietnamese.

Website: www.carersnetwork.org/help-tips-for-carers-php

NESB Carer Support Groups

Support groups for carers of someone with a mental illness in a number of community languages. Contact Carer's NSW (02) 9280 4744 or the NESB Carer Support Group Coordinator at the Transcultural Mental Health Centre for details.

Tel: 02 9840 3901

Website: www.tmhc.nsw.gov.au

The Victorian Transcultural Psychiatric Unit

Website contains links to useful multicultural and related organisations and resources including carer support, consumer websites and religious information and festivals.

Website: www.vtpu.org.au

11.3.5 Information and Resources

Action on Disability within Ethnic Communities (ADEC)

A Victorian state wide body which produces audio tapes about Mental Health which are available to mail out in many community languages.

Toll Free: 1800 626 078

Tel: 03 9480 1666; Fax: 03 9480 3444

Email: mentalhealth@adec.org.au

Website: www.adec.org.au

Beyond Blue

Beyond Blue has partnered with Multicultural Mental Health Australia to produce a range of information fact sheets about depression in 26 languages available to download online.

Tel: 1300 224 636

Website: www.beyondblue.org.au

Drug and Alcohol Multicultural Education Centre (DAMEC)

DAMEC assists and supports Alcohol, Tobacco and Other Drug (AT&OD) service providers to improve the way they access and service culturally and linguistically diverse (CALD) clients.

Tel: 02 9699 3552

Website: www.damec.org.au

Guardianship Tribunal

The Tribunal has a key role in the protection and empowerment of people living with a decision-making disability. The website has some information available in 12 community languages.

Toll Free: 1800 463 928

Tel: 02 9556 7600
TTY: 02 9556 7634
Fax: 02 9555 9049
Email: gt@gt.nsw.gov.au
Website: www.gt.nsw.gov.au

Mental Health Association

In addition to a whole range of fact sheets about mental health related problems the Resource Centre has produced multilingual videos available in 10 community languages for loan.

Tel: 1300 794 991; Fax: 02 9339 6066
Email: info@mentalhealth.asn.au
Website: www.mentalhealth.asn.au

Multicultural Mental Health Australia (MMHA)

MMHA provides national leadership in building greater awareness of mental health and suicide prevention amongst Australians from culturally and linguistically diverse backgrounds. Information fact sheets are available in over 170 languages. Multilingual mental health CDs covering 10 topics are available in 21 languages, a stigma reduction training kit and additional resources including a DVD and bilingual mental health fact sheets.

Tel: 02 9849 3333; Fax: 02 9840 3388
Email: admin@mmha.org.au
Website: www.mmha.org.au

SANE Australia

SANE Factsheets provide authoritative, up-to-date, and easy-to-read explanations of a range of mental health problems and related issues. Print-ready PDF versions are just a click away, and the most popular Factsheets are also available in 8 translations.

Website: www.sane.org

Transcultural Mental Health Centre

Translated information includes "Let's Talk about Mental Health" in 15 languages.

Website: www.dhi.health.nsw.gov.au/Transcultural-Mental-Health-Centre

11.4. Refugee Health

11.4.1 Regional Services and Statewide Services

The HARK (Health Assessments for Refugee Kids) Clinic

Free health assessments for recently arrived refugee children are available via the HARK Clinic at the Westmead Children's Hospital Outpatients Department.

Tel: 02 9845 2525

NSW Program on Female Genital Mutilation (FGM)

The target communities are diverse, and differ in culture, language, religion, social structures, background and history of settlement in Australia. The languages spoken include Arabic, Amharic, Tigrinya, Bahasa Indonesian, Igbo/Yoruba, Somali and Krio.

Tel: 02 9840 3768 ??

Fax: 02 9840 4100

NSW Refugee Health Service (RHS)

Provides free clinical health assessment advice and referral for recently arrived refugees, consultation and training for health service providers on refugee health and related issues, and promotes health equity for refugees. Refugee health fact sheets, community profiles, guide books for working with refugees and multilingual resources are available.

Tel: 02 8778 0770

Email: refugeehealth@sswahs.nsw.gov.au ??

Website: www.refugeehealth.org.au

NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)

STARTTS provides a range of professional services to facilitate the healing process for refugees who have been exposed to torture and trauma. Resources and publications available include group program training kits for newly arrived refugee and migrant families 'Families in Cultural Transition' and for children and young people, and 'Settling In'.

Tel: 02 9794 1900

Fax: 02 9794 1910

Email: startts@sswahs.nsw.gov.au ??

Website: www.startts.org.au

Nepean Dental Clinic - Nepean Hospital

Provides a dental clinic for certain refugees residing in Western Sydney.

Fax referrals:

Tel: 02 47 34 2000

10.5 Women's Health

10.5.1 Local Services

Blue Mountains Women's Health and Resource Centre (BMWHR)

BMWHR provides health services to women of all ages, cultural backgrounds and with other special needs including free Women's Health Clinic, acupuncture, massage, counselling, young women's drop-in, and group activities. The Centre is open Mon-Fri 9am – 4.30pm (closed 12.30 – 1.30pm).

Address: 124 Lurline Street, Katoomba NSW 2780

Tel: 02 4782 5133; Fax: 02 4782 6450

Email: bmwhrc@bmwhrc.org

Website: www.bmwhrc.org

10.5.2 Regional Services

Penrith Women's Health Centre (PWHR)

Provides generalist women's health services, counselling, group activities, and supports women of all ages, cultural backgrounds and with other special needs including a Sudanese Women's Wellness group.

Address: Cnr Henry and Station Streets, Penrith

Tel: 02 4721 8749; Fax: 02 4731 1438

Email: pwhcentre@pwhc.org.au

10.5.3 Information and Resources

African Pregnancy DVD

This free resource aims to improve antenatal health and subsequent birth outcomes of women and their babies from small and emerging African communities. ??

Tel: 02 9840 3376 Cumberland Hospital education and training service?

Bilingual Community Education (BCE)

The program trains and supports over 50 bilingual educators, who run a range of sessions in over 40 languages.

Tel: 02 9840 3907

BreastScreen NSW

Free breast screening service for women aged 50 – 74 years. Interpreting Service available free of charge when you have a screening mammogram on 13 14 50. Some information available on website in 15 community languages.

Tel: 13 20 50

Immigrant Women's Speakout Association

Peak advocacy, information/referral and research body representing the ideas and issues of immigrant and refugee women in NSW.

Tel: 02 9635 8022; Fax: 02 9635 8176

Website: www.speakout.org.au

Domestic Violence NSW

Domestic Violence develop policy and advocacy, they also provide information about women's refuges and domestic violence. Information includes Non-English Speaking Background issues

Tel: 02 9698 9777; Fax: 02 9698 9771

Email: admin@dvnsw.org.au

Website: www.wrrc.org.au; www.dvnsw.org.au

Women's Health at Work Program

A statewide service that aims to improve the health and wellbeing of women from CALD backgrounds in the workplace, in partnership with the women, their employers and others.

Tel: 02 9840 3768; Fax: 02 9840 4100

Email: dipti.zachariah@health.nsw.gov.au

55b Cumberland Hospital

5 Fleet Street, North Parramatta, 2151, NSW

Women's Information and Referral Service (WIRS)

WIRS is a confidential telephone contact point for women seeking up-to-date and accurate information about organisations and services for women in NSW. Callers approach WIRS about a wide range of issues including health, violence against women and children, legal questions, child care, housing, health, work, education and training. WIRS provides free, culturally sensitive and confidential services that can be delivered in the following languages: Spanish, French, Greek, Tagalog, Malay, Cantonese, Mandarin, Hindi, Gujarati, Malayalam, Polish, Russian, Serbian, Ukrainian and Hungarian. We also have an officer who can communicate in Croatian. Aboriginal callers can access our Aboriginal or Torres Strait Islanders officers. Multilingual services provided by external professional interpreters are also available on request.

Translating and interpreting services available. WIRS is available Monday-Friday during business hours.

Tel.: 1300 452 679

TTY: 1800 673 304

Website: ??

10.6 Youth Health

10.6.1 Regional Services

Family Planning NSW Penrith

A confidential service providing reproductive and sexual health services to all people, males and females.

Address: 13 Reserve St, Penrith NSW 2750

Tel: 02 4749 0500

Website: www.fpnsw.org.au/penrith

10.6.2 Information and Resources

Australian Drug information Network (ADIN)

A database of programs addressing substance abuse, mental health and education. Search by state to find specific services for young people from 'Multicultural Communities', available information, resources, research, online library, information for parents, and drug information in other languages.

Website: www.adin.com.au ??

12. Immigration, Migrant & Refugee Support

The Blue Mountains was declared a Refugee Welcome Zone in April 2004

12.1 Local Services

Blue Mountains Refugee Support Group

Provides support to refugees and asylum seekers including assistance with accommodation, funds, education, transport, furniture, household goods, advocacy and visits to detainees.

Tel: 02 4782 7866

Email: bmrsg@aapt.net.au

Website: www.bmrsg.org.au

Nepean Multicultural Access (NMA)

We provide **Settlement Services**: Advocacy, casework, outreach and information for new CALD arrivals to Australia, and support local agencies to improve CALD service. At our offices, STARTTS offers regular counselling to torture and trauma sufferers. **The Multicultural Mobile Aged Day Care Program** provides CALD seniors outings, special events, information, morning tea, lunch and transport, often according to language spoken. NMA's **Homework Support Group** offers after-school homework-support to primary school students. NMA convenes the Penrith (**PMI**), Blue Mountains (**MMI**) and the Hawkesbury (**HMI**) Multicultural Interagencies. We offer various other activities to interested CALD groups, such as Cooking, Conversational English, TAFE Outreach in Beauty and English classes, etc.

Building 5, 29 Swanston Street, St Marys Corner, St Marys

Tel: 02 9833 2416

Email: nma@nma.org.au

Website: www.nma.org.au

Nepean Multicultural Access Project

Resources currently available for ordering are *HACC Consumer & Carer Handbook* available in plain English; *Resource for Working with Older People of Culturally and Linguistically Diverse Backgrounds (CALD) Who Live in Penrith, Hawkesbury & Blue Mountains Local Government Areas*; and *Project Report on the Study into the Needs of Carers from Culturally and Linguistically Diverse Communities in the Nepean Area* (November 2008).

Tel: (02) 47 211866; Fax: 02 4721 1510

Website: leep.ngo

Mountains Community Resource Network (MCRN)

MCRN is the local peak organisation for community services and community groups, with a focus on providing support and advocacy for disadvantaged and marginalised communities. MCRN convenes the Mountains Multicultural Interagency.

Tel: 02 4759 3599; Fax: 02 4759 3299

Website: www.mcrn.org.au

Many Government Departments have Multicultural or Ethnic Liaison Officers, for example Centrelink, NSW Police, TAFE, NSW Department of Education and local Councils. Contact your local service for more information.

12.2 Regional Services

Angels of Mercy

A mobile based organisation supporting newly arrived migrants and refugees from Africa living in Western Sydney to access services and to improve their living conditions and opportunities.

Tel: 02 9623 2798 ??

Email: Angelsofmercy40@hotmail.com

Anglicare Migrant Services

This service works with mainstream services to build their capacity to work with clients from small and emerging communities, and provides advocacy state wide with/for minority communities.

Tel: 02 9895 8064

Website: www.anglicare.org.au

Asylum Seekers Centre

An independent, not-for-profit, non-government organisation providing a welcoming environment and front-line support for community-based asylum seekers living in greater metropolitan Sydney. Client brochure available in 10 languages from website.

Tel: 02 9360 5606 ??; Fax: 02 9331 6670

Website: www.asylumseekerscentre.org.au

Asylum Seekers Assistance Scheme (ASAS)

Australian Red Cross NSW scheme assists eligible asylum seekers to meet some of their basic financial and health care needs.

Tel: 02 9229 4246 (Red Cross)

Australian Muslim Helpline (AMAL)

Free telephone crisis line designed to meet the unique cultural and religious needs of the diverse Australian Muslim community, including Mission of Hope (MoH), Australia's Muslim communities health promoting charity.

Tel: 1300 787 257 ??

Website: www.amal.org.au

House of Welcome

Provides transition assistance to refugees released from a detention centre on a three-year Temporary Protection Visa (TPV), with emergency accommodation, English and computer classes, employment assistance, medical and legal support.

Tel: 02 9727 9290; Fax: 02 9724 6101

E-mail office@houseofwelcome.com.au

Website: www.houseofwelcome.com.au

Migrant Support Service – Bathurst

Located at the Neighbourhood Centre with outreach to Cowra, Lithgow, Blayney, Oberon, Rylstone/Kandos, the migrant support worker can provide information and assistance to newly arrived migrants to access services and community activities. They also produce a bi-annual Multicultural Newsletter.

Tel: 02 6332 4866; Fax: 02 6332 1244

Email: migrantsupport@binc.org.au

Website: www.binc@binc.org.au

Multicultural Interagency Directory

Lists all Multicultural Community Interagencies in Greater Sydney and NSW.

Website: www.eccnsw.org.au/?page=publications&id=37

Western Sydney Community Forum (WSCF)

WSCF works to build strong, organised communities by bridging the divide between communities and policymakers at the local, regional, state and national level. WSCF can provide cultural awareness training for organisations, translations of printed materials and brochures, CALD specific resources, access to interpreters, community contacts or information about CALD social and recreational activities.

Tel: 02 9687 9669; Fax: 02 9687 8665

Email: wscf@wscf.org.au

Website: www.wscf.org.au

12.3 Statewide and National Services

Multicultural NSW (Formerly CRC)

CRC is responsible for ensuring that State Government services fulfil their responsibilities to clients from diverse cultural and linguistic backgrounds by promoting multiculturalism, ethnic affairs, cultural diversity, community unity and harmony. CRC offers interpreting and translating services in over 85 languages including Auslan (Australian Sign Language).

Toll free: 1300 651 500

Tel: 02 8255 6767; Fax: 02 8255 6868

Website: www.crc.nsw.gov.au

Department of Immigration and Citizenship (DIAC)

The website has information about all matters relating to immigration including visas, citizenship and practical information, community information summaries and resources for starting life in Australia.

Tel: 131 881

Website: www.immi.gov.au

Ethnic Communities Council of NSW Inc. (ECCNSW)

ECCNSW is the state peak body for organisations representing Australians from culturally and linguistically diverse backgrounds providing information, education, advocacy, referral and community development.

Tel: 02 9319 0288

Fax: 02 9319 4229

Email: admin@eccnsw.org.au

Website: www.eccnsw.org.au

Immigration Advice and Rights Centre Inc. (IARC)

IARC is a non-profit, community legal centre specialising in Australian immigration law and policy providing free immigration advice to financially disadvantaged people in NSW. Publications include *The Immigration Kit*, a guide to Australian immigration law and practice, *Immigration News*, and numerous information sheets, some available in community languages.

Tel: 02 9279 4300 ??; Fax: 02 9299 8467

Email: iarc@iarc.asn.au

Website: www.iarc.asn.au

Immigrant Women's Speakout Association

Peak advocacy, information/referral and research body representing the ideas and issues of immigrant and refugee women in NSW.

Tel: 02 9635 8022; Fax: 02 9635 8176

Email: women@speakout.org.au

Website: www.speakout.org.au

Office of the Migration Agents Registration Authority (OMARA)

OMARA aims to uphold the position of Australia's migration agents by ensuring that they have high level knowledge of Australian migration law and procedures, as well as meeting high professional and ethical standards. The website is full of information and there is a section where you can find a registered agent in your area.

Tel: 1300 22 62 72

Website: www.mara.gov.au ??

Refugee Council of Australia

Provides resources, information and advocacy for refugees and humanitarian entrants in Australia.

Tel: 02 9211 9333; Fax: 02 9211 9288

Email: admin@refugeecouncil.org.au

Website: www.refugeecouncil.org.au

12.4 Ethno-Specific Community Organisations

Afghan Community Support Association of NSW Inc.

Tel: 02 9831 2436 ??

African Communities Association

Tel: (02) 9831 2436 ??

African Communities Council (ACC)

Tel: 02 9558 0999 no answer seems to be a fax machine

Arab Council Australia

Level 1, 194 Stacey Street, Bankstown, 2200, NSW

PO Box, 1103, Bankstown, NSW 2200

Tel: 02 9709 2928; 02 9709 4333

Email: info@arabcouncil.org.au

Website: www.arabcouncil.org.au

Assyrian Resource Centre

Tel: 02 9728 2594

Bosnian Information & Welfare Centre

Tel: 02 9749 9177 not connected

Email: bosnianwelfare@iprimus.com.au

Bosnian Resource & Advisory Centre

Tel: 02 9821 1207 ??

Brazilian Community Council of Australia

Tel: 02 9560 6866 ??

Email: info@bracca.org

Website: www.bracca.org

Burma – Australian Karen Organisation

Tel: 02 9788 7633

Cambodian-Australian Welfare Council of NSW (CAWC)

Tel: 02 8786 2581

Email: cawcnsw@cambodianwelfare.org.au

Website: www.cambodianwelfare.org.au

Chinese – NSW Indo-China Chinese Association

Tel: 02 9728 1773 ??

Email: coordinator@icca.com.au

Chinese Community Association (Australian), Western Centre

Tel: 02 9637 9913 ??

Website: www.acca.org.au

Croatian Australian Welfare Centre

Tel: 02 9610 1146

Email: crowelfare@hotmail.com

German-Australian Welfare Society Inc.

Tel: 02 9746 6274

Greek Welfare Centre Community Services

Tel: 02 9516 2188; Fax: 02 9516 3177

Address: 378a King Street, Newtown, NSW, 2042

PO Box 784, Newtown, NSW, 2042

Email: admin@gwccs.org.au

Website: www.gws.org.au

Italian Association of Assistance (Co.As.It.)

Tel: 02 9564 0744

Email: enquiry@coasit.org.au

Website: www.coasit.org.au

Iranian Community Organisation

Tel: 02 9683 2833 ??

Website: www.communitylink.org.au

Khmer Community of NSW Inc.

Tel: 02 9823 3479 ??

Email: khmcomm@idx.com.au

Website: www.communilink.org.au/khmer

Korean – Australian Korean Welfare Association

Tel: 02 9718 9589

Website: www.koreanwelfare.org.au

Email: info@koreanwelfare.org.au

Kurdish – Australian Kurdish Association

Tel: ??

Lebanese – Australian Lebanese Association of NSW

Tel: 02 9564 3506 ??

Website: www.alaofnsw.org

Lebanese - Australian Lebanese Association of NSW

Tel: 02 9682 4764

Email: talwg@yahoo.com; mail@alaofnsw.org

Website: www.alwg.org.au; www.alaofnsw.org

Macedonian Welfare Association

Tel: 02 4275 2266

Email: mwa@mwainc.org

Website: www.macedonianwelfareassociationinc ??

Mission of Hope (MoH)

Crisis Line: 1300 787 257 ??

Email: info@missionofhope.org.au

Muslim – Halal Helpline

Tel: 02 9232 6731

Email: info@halahelpline.org

Website: www.halahelpline.org

Muslim Women – Islamic Women’s Welfare Association (IWWA)

Tel: 02 9759 1675 ??

Website: www.iwwa.org.au

Muslim Women’s Association of NSW

Tel: 02 9750 6916

Email: admin@mwa.org.au

Website: www.mwa.org.au

Muslim Women’s National Network Australia

Tel: 0402 778 366 ??

Website: www.mwnna.org.au

Palestinian - Australian Palestinian Club

Tel: 02 9892 4314 ??

Philippine Australian Community Services Inc. (PACSI)

Tel: 02 9672 3738

Email: info@pacsi.org.au

Website: www.pacsi.org.au

PAWA Community Care

Tel: 02 9716 0036

Email: manager@pawacc.org.au

Website: www.pawacc.org.au

Russian Ethnic Community Council of NSW Inc.

Tel: 0418 361 531 ??

Email: webmaster@russiansinaustralia.org.au

Serbian Australian Welfare Centre

Tel: 02 9727 9817 ??

Somali Islamic Association

Tel: 02 9740 9276 ??

Spanish & Latin American Association for Social Assistance Inc. NSW (SLASA)

Tel: 9724 2220 ??

Website: www.slasa.com.au

Tamil Senior Citizens Association NSW Inc

Tel: 02 9744 8263 ??

Thai Welfare Association

Tel: 02 9264 3166

Email: twa@thaiwelfare.org

Tibetan – Australian Tibet Council

Tel: 02 9283 3466 ??

Website: www.atc.org.au

Turkish Welfare Association Inc.

Tel: 02 9649 7502 ??

Website: www.communitylink.org.au/turkevi

Ukrainian Welfare Association Inc.

Tel: 02 9649 9704 ??

Vietnamese Community in Australia NSW Inc.

Tel: 02 9796 8035 Bankstown; Tel: 02 9727 5599 Cabramatta

Address 4/50 Park Rd Cabramatta, NSW, 2166

Email: Phuong.phan@vietnamese.org.au

Website: www.vietnamese.org.au

Vietnamese Women's Association in NSW

Tel: 02 9723 2022 ??

12.5 Information and Resources

Beginning a life in Australia booklets

The *Beginning a Life in Australia* booklets provide useful national, state/territory and local settlement information for migrants, humanitarian entrants, their sponsors and service providers. This information is available to download in English and 37 community languages for each state and territory.

Website: www.immi.gov.au/living-in-australia/settle-in-australia/beginning-life/booklets.htm

Calendar of Cultural & Religious Dates

The Calendar aims to raise awareness of key cultural and religious events, festivals and national days.

Website: www.immi.gov.au/living-in-australia/a-diverse-australia/calendar-australia/index.htm

Community Information Summaries

The Community Information Summaries describes the communities in Australia by country of birth, and their descendants who are living in Australia. These summaries present a broad range of demographic and socio-economic characteristics from the 2006 Census of Population and Housing.

Website: www.immi.gov.au/media/publications/statistics/comm-summ/index.htm

Cultural Competency Training

Ethnic Child Care, Family and Community Services Cooperative provide free training for Disability Advocacy and information services, other Disability services, HACC and Health related services.

Website: www.eccfcsc.org/training

Syd West Multicultural Services

Formerly Blacktown Migrant Resource Centre, SydWest Multicultural Services is a non-profit community association which produces a range of resources to assist service providers in working with culturally diverse communities.

Tel: 02 9621 6633; Fax: 02 9831 5625

Email: info@sydwestms.org.au

Website: www.sydwestms.org.au

13. Interpreters

13.1 National and Statewide Services

National Accreditation Authority for Translators and Interpreters Ltd (NAATI)

NAATI sets and maintains the standards of translation and interpreting at four accreditation levels and provides a Directory of Accredited and Recognised Translators and Interpreters available for work.

Tel: 02 9267 1357; Fax: 02 9267 4720

Email: infonsw@naati.com.au

Website: www.naati.com.au

Translating and Interpreting Service (TIS)

Nationwide 24 hours, 7 days a week translating and interpreting services in over 100 languages and dialects. For on-site interpreting use email address or fax. Service providers please note there are user charges, for more information including eligibility for fee-free services call 1300 131 450.

Tel: 13 14 50; Fax: 1300 654 151

Email: tis@immi.gov.au

Website: www.immi.gov.au/tis

WSLHD Health Care Interpreter Service (HCIS)

HCIS provides professional and confidential interpreting services to facilitate communication between CALD consumers and WSLHD health care providers. On-site and telephone interpreting services are available 24 hours a day, 7 days a week in over 120 languages, including AUSLAN (Australian Sign Language) for Deaf clients.

Tel: 02 9840 3456; Fax: 02 9840 3789

Email: hcis@wsahs.nsw.gov.au

NSW Rural Health Care Interpreter Service

Available for all NSW public health facilities, 24 hours 7 days a week. For a fee, this service also provides interpreting for other services.

Toll Free: 1800 674 994

Tel: 02 4924 6285

Telephone Interpreting Service (TIS)

A fee-free telephone interpreting service for medical practitioners in private practice any time anywhere in Australia. Please note that clients have the right to ask their doctor to use this service.

Email: tis.lpl@immi.gov.au

Website: www.tisnational.gov.au; www.immi.gov.au/tis

Doctors' Priority Line: 1300 131 450

General inquiry: 13 14 500; Onsite interpreter: 1300 655 082

13.2 Information and Resources

Centrelink Multicultural Training Products

Range of resources developed to assist professionals and customer service staff who have culturally diverse clientele. Resources include: *Working with Interpreters* DVD; *Multicultural Customer Service Training* CD ROM; and *A Guide to Ethnic Naming Practices*.

Tel: 02 8512 0827; Fax: 02 8512 0822

Email: multicultural.services.nat@centrelink.gov.au

14. LEGAL

14.1 Local Services

Elizabeth Evatt Community Legal Centre (EECLC)

EECLC is an independent community organisation that provides free legal advice and other legal services to the people of the Blue Mountains, Lithgow, Oberon and Bathurst regions. Free telephone legal advice: Family Law –Wednesday, Civil Law-Thursday.

Toll Free: 1300 363 967

Tel: 02 4782 4155; Fax: 02 4782 4384

Website: www.eeclc.org.au

14.2 National and Statewide Services

Anti-Discrimination Board of NSW (ADB)

A free inquiry service providing information and advice about people's rights and responsibilities under anti-discrimination law. Multilingual posters and factsheets available in 24 community languages.

Tollfree: 1800 670 812 (for rural and regional NSW only)

TTY: 02 9268 5522

Tel: 02 9268 5555; Fax: 02 9268 5500

Website: www.antidiscrimination.justice.nsw.gov.au

Australian Human Rights Commission (AHRC)

The Commission can investigate matters of discrimination on the grounds of race, colour or ethnic origin, racial vilification, sex, sexual harassment, marital status, pregnancy, or disability. The *Complaints Guide* and an overview of the Commission available in 15 languages and is available in HTML and PDF formats.

Tel: 02 9284 9600; Fax: 02 9284 9611

Level 3, 175 Pitt Street, Sydney

Email: complaintsinfo@humanrights.gov.au

Website: www.humanrights.gov.au.gov.au

Immigration Advice and Rights Centre Inc. (IARC)

A non-profit community legal centre, not part of any government department, free & confidential. Advice provided by registered immigration agents under the supervision of IARC staff. This is a free statewide service. Phone advice line on Tuesday and Thursday 2 - 4 pm.

Tel: 02 9281 8355 or 02 9281 1609 (Admin.)

Fax: 02 9281 1638

Email: iarc@iarc.asn.au

Website: www.iarc.asn.au

Law Access NSW

A free government telephone service that provides legal information, advice and referrals for people who have a legal problem in NSW. They use the Telephone Interpreter Service (TIS) to service clients with language barriers. Factsheets available in 20 community languages.

Tel: 1300 888 529

TTY: 1300 889 529

Website: www.lawaccess.nsw.gov.au

Legal Aid NSW

Free legal advice and information about any type of discrimination, free workshops and help at court. To find the closest centre to where you live visit the website.

Website: www.legalaid.nsw.gov.au

NSW Ombudsman

Offers advice and investigates complaints against NSW government departments, public servants and Local Government authorities and personnel. A free, confidential and impartial service. Information available in 16 community languages.

Toll Free: 1800 451 524

Tel: 02 9286 1000; Fax: 02 9283 2911

Email: nswombo@ombo.nsw.gov.au

Website: www.ombo.nsw.gov.au

14.3 Information and Resources

Blue Mountains Access and Equity Working Group

Facilitated by Blue Mountains City Council the group consists of staff representatives from all relevant Groups of Council and three community representatives. It aims to promote fairness, promote people's rights and improve access to resources and services. No direct care service is provided.

Tel: 02 4780 5546

Website: www.bmcc.nsw.gov.au

Community Harmony Help Lines

Established by the Community Relations Commission for a Multicultural NSW to encourage community members who suffer racial abuse, insult or harassment to report such incidents by email.

Tel: 1800 804 141

Email: help@crc.nsw.gov.au ??

Guardianship Tribunal

The Tribunal has a key role in the protection and empowerment of people living with a disability making decisions. The website has some information available in 12 community languages. If you require information in a language other than those listed, the Tribunal can organise a translator for you. Contact the Tribunal and give your name, telephone number and the language you speak for a translator to be organised.

Toll Free: 1800 463 928

Tel.: 1300 006 228; or 02 9556 7600

TTY: 02 9556 7634

Fax: 02 9555 9049

Email: gd@ncat.nsw.gov.au

Website: www.ncat.nsw.gov.au www.ncat.nsw.gov.au

Office of Industrial Relations - NSW Department of Commerce (OIR)

OIR is responsible for monitoring wages, employment rights, obligations and conditions in NSW. OIR provides help and information to both employees and employers and gives talks to community groups in some community languages. Telephone information line **131 628** and ask for an interpreter in your language.

Tel: 02 9020 4577; Fax: 02 9020 4700

Website: www.industrialrelations.nsw.gov.au

Racism No Way

For advice on racism and programs to counter racism, the website includes a library of resources on anti-racism education programs and practical strategies.

Email: webkeeper@racismnoway.com.au

Website: www.racismnoway.com.au

15 Media and Leisure

15.1 Local Services

Blue Mountains City Library Service

Provides public library services to the Blue Mountains community. The library can request books in over 40 community languages from the State Library of NSW free of charge. The collection includes bilingual books and sound recordings, and English as a Second Language material. For online resources and library catalogue go to: www.bmcc.nsw.gov.au/yourcommunity/library.

Springwood Central Library

Location: 104 Macquarie Rd., Springwood

Tel: 02 4723 5040

Hours: Mon-Fri: 10am to 5.30pm

Saturdays: 9am to 4pm

Katoomba Branch Library

Location:

c/-: Blue Mountains Cultural Centre

30 Parke Street, Katoomba

Tel: 02 4780 5750

Hours: Mon-Fri: 10am to 5.00pm

Saturdays: 10am to 4pm

Sun 12-4pm

Blaxland Branch Library

Location: Community Centre, 33 Hope St, Blaxland

Tel: 02 4739 4284

Hours: Mon-Fri: 10am to 5.30pm

Saturdays: 9am to 4pm

Lawson Branch Library

Location: Cnr San Jose Ave & Loftus St., Lawson

Tel: 02 4759 1446

Hours: Monday & Tuesday: 1pm to 5pm

Wednesday to Friday: 10am to 5pm

Saturday: 9am to 12noon

Blackheath Branch Library

Location: Community Hall, Great Western Hwy, Blackheath.

Tel: 02 4787 8893

Hours: Monday: 10am to 2pm

Tuesday: 1pm to 5pm

Wednesday: Closed

Thursday: 10am to 2pm

Friday: 1pm to 5pm

Saturday: 9am to 12noon

Wentworth Falls Branch Library

Location: Wentworth Falls School of Arts, Great Western Highway, Wentworth Falls

Tel: 02 4757 2095

Hours: Monday: 1pm to 5pm

Tuesday: 10am to 2pm

Wednesday: Closed

Thursday: 1pm to 5pm

Friday: 10am to 2pm

Saturday: 9am to 12noon

Book Express

Location: Springwood Railway Station

Hours: Monday & Thursday: 6.15am to 8am

Location: Katoomba Railway Station

Hours: Tuesday: 5.45am to 7.30am

My Language

My Language provides access to search engines, web directories and news in over sixty languages. Translated training courses for the public are available and for libraries, 'multicultural library services' is a resource tool to assist library staff to provide and enhance library services to culturally and linguistically diverse communities.

Website: www.mylanguage.gov.au

Word2Word

Free online language courses and resources to download

Website: www.word2word.com

15.2 Neighbourhood Centres

To find out more about local services, social groups and events, contact your local Neighbourhood Centre.

Blackheath Area Neighbourhood Centre (BANC)

Location: Gardiner's Crescent Blackheath

Tel: 02 4787 7770; Fax: 02 4787 7777

Email: community@banc.org.au

Website: www.banc.org.au

Katoomba Neighbourhood Centre (KNC)

Location: 8 Station Street Katoomba

Tel: 02 4782 1117; Fax: 02 4782 6304

Email: manager@kncinc.org.au

Website: www.kncinc.org.au

Mid-Mountains Neighbourhood Centre (MMNC)

Location: 9 New Street Lawson

Tel: 02 4759 2592; Fax: 02 4759 1056

Email: info@mmnc.org.au

Winmalee Neighbourhood Centre (WMC)

Location: 62 White Cross Road Winmalee

Tel: 02 4754 4050; Fax: 02 4754 4607

Email: wincntre@tpg.com.au

Website: www.winmaleeneighbourhoodcentre.com.au

Springwood Neighbourhood Centre Co-operative (SNCC)

Location: 108 Macquarie Road, Springwood

Tel: 02 4751 3033; Fax: 02 4751 6957

Email: reception@sncc.org.au

Website: www.sncc.org.au

Lower Mountains Neighbourhood Centre (LMNC)

Location: 33 Hope Street Blaxland

Tel: 02 4739 1164; Fax: 02 4739 4863

Email: lmnc@pnc.com.au

15.3 Community Cultural Groups

Blue Mountains East Timor Sisters (BMETS)

This group contributes to improving opportunities for women in East Timor by raising funds and developing projects in East Timor under the guidance of local East Timorese women.

Tel: 02 4759 3599

Email: bmets@bigpond.org.au

Website: www.bmets.org.au

Cultural ConneXions

A consultancy service linking people, communities and culture through educational and cultural projects that promote cultural diversity and cross cultural experiences.

Tel: 02 4758 7193

Email: enquiries@culturalconnexions.org

Website: www.culturalconnexions.org

15.4 Local Community Information

Artfiles

Artfiles is the key portal to the diverse and dynamic world of the arts in Western Sydney. Are you a Western Sydney-based artist, cultural worker or organisation? Get your own free profile page on the Artfiles website and submit your news and events to the online listing.

Website: www.artfiles.com.au

MTNS MADE is an initiative of the Blue Mountains Economic Enterprise (BMEE)'s Creative Industries Cluster. MTNS MADE represents a collection of designers, artists, film-makers, sculptors, actors, musicians, writers and more; all of whom have today made the Blue Mountains their home. Creatives can list themselves or their business for free.

Tel.: 02 4782 6555

Email: hello@mtnsmade.com.au

Web: www.mtnsmade.com.au

Cultural Events e-Notices

To subscribe to Council's Cultural Events e-Notices email culture@bmcc.nsw.gov.au with 'subscribe' in the header listing your full name and telephone number. The Cultural Events e-Notices are email based notices covering a range of arts and heritage events.

Blue Mountains City Council Community Directory

Contains information about community groups and services, including accommodation, education, environment and conservation, health, transport and much more.

Website: www.bmcc.nsw.gov.au

Penrith City Council Community Directory

For regional links and information.

Website: www.penrithcity.nsw.gov.au

Ethnic Communities Council of NSW

A comprehensive directory for multicultural organisations in NSW.

Website: www.eccnsw.org.au

15.5 Radio

Blue Mountains, Radio Blue Mountains

Community radio station providing broadcasts, live music, community issues and cultural events.

Tel: 02 4782 9286

On air 4782 2490

Email: info@rbm.org.au

Website: www.rbm.org.au

SBS Radio

For SBS frequencies in your area and programmes in your language check SBS Radio Online.

Website: www.radio.sbs.com.au

2MCE

Regional community radio Bathurst 92.3, Orange 94.7 including some ethnic programmes

Tel: 02 6338 4790

Website: www.csu.edu.au/2MCE

FM 107.5

Community Radio for Orange including some ethnic programmes

Tel: 02 6361 8877