NSW
MULTICULTURAL
RESOURCE
GUIDE
ACKNOWLEDGEMENTS
The BSP wishes to acknowledge:
Pam Grammenos (BSP Project Officer) for her professional knowledge and expertise in the development and compilation of this resource;
Divina Cergol (BSP Administration Worker) for her assistance and input.

BACKGROUND
The Bicultural Support Program is run by Ethnic Child Care, Family & Community Services Co-operative for Children’s Services Central. Children’s Services Central is a program of the Alliance of Children’s Services funded by the Department of Education, Employment and Workplace Relations.

Formerly known as the Casual Ethnic Workers Pool (CEWP), the Bicultural Support Program is a special group of Bicultural Support Workers that assist Children’s Services to work successfully with CALD and Indigenous children.

The Multicultural Services Guide (covering the 18 ISA Regions across NSW), has been developed to support you in your role as Bicultural Support Workers. For each ISA Region, the Multicultural Services Guide Covers areas including: Interpreting Service Agencies, Multicultural Resources, CALD/Indigenous Websites, Translated Material, Education, Services of ECCF&CSC, Government Support Services, Children’s Services, CALD/Indigenous Services, Community Organisations and Recreational Services.

The Reference Guide has been developed in a simple, user friendly, easy to photocopy format.

WHAT ARE SOME OF THE WAYS THAT YOU COULD USE THIS RESOURCE TOOL TO COMPLIMENT YOUR WORK?

- Leave a copy of a Multicultural Services Guide sheet (relevant to the region) at each Service worked as a Bicultural Support Worker. (i.e. If you are working in a Child Care Centre in Fairfield, provide them with the sheet for Region 9 in the Multicultural Services Guide). This is a great resource to leave behind at the Services.

- If you are working with a child/family that could benefit from being referred on to a particular agency, suggest this to the Director of the Child Care Service. The Service could give this information to the parents/carers if they feel it would be useful.

- Leave a copy of the relevant Regional Multicultural Services Guide with the Inclusion Support Facilitator (if you have contact with them at the Service);

- For your own Professional Development & Information. This is a great tool to familiarise yourself with all the CALD/Indigenous Services & Resources available in the Regions you work in;

- For your own Personal use!!!
**Interpreting Service Agencies**

TIS – Translating and Interpreting Service. Ph: 131 450
Community Relations Commission - Multicultural Ph: 1300 651 500
Multicultural Health Care Interpreter Service. Ph: 1800 674 994

**Multicultural Resources**

**CALD resources available in several languages at the following libraries:-**

- **Botany Bay** Ph: (02) 9366 3888
- **Dulwich Hill** Ph: (02) 9335 2182
- **Marrickville** Ph: (02) 9335 2173
- **Matraville** Ph: (02) 9661 6192
- **Randwick** Ph: (02) 9399 6966
- **St Peters/Sydenham** Ph: (02) 9335 2184
- **Stamford** Ph: (02) 9335 2183

**CALD/Indigenous Websites - resources/teaching aides**

- Magabala books (Indigenous books) - www.magabala.com
- Serendib Craftlink - Multicultural craft/educational
  Web: www.serendibcraftlinks.com.au
- FKA – Free Kindergarten Association - www.fka.com.au
- National Childcare Accreditation Council - www.ncac.gov.au
- Inclusive Directions South Australia - www.directions.org.au
- Modern Teaching Aides - www.teachingau.com
- The Book Garden - www.thebookgarden.com.au

**Indigenous Services at State Library NSW** - Ph: (02) 9273 1577

**Lady Gowrie Library at Zetland** - Have an extensive range of early childhood references/resources. Ph: (02) 8345 7624
Email: library@gowrie-sydney.com.au

**ATSI Learning & Engagement Centre Libraries** - Collection of Aboriginal & Torres Strait Islander resource websites.
Web: http://education.qld.gov.au/information/service/libraries/asi/

**Edna** Free on-line Network for Educators Web: www.edna.edu.au

**Community Language Collection Directory** -
Web: www.sl.nsw.gov.au/services/multicultural


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**INNTER SYDNEY**

**(Region 1)**

**(Botany Bay, Leichhardt, Marrickville, Randwick, Waverley, Woollahra, Sydney)**

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**Transluted Material**

**NSW Multicultural Health Communication Service**

**Diversity Health Institute - Free mental health advice in 50 languages.**
Web: www.dhi.gov.au

**Multicultural Mental Health Australia - Web:**
www.mmha.org.au

Information on mental health and wellbeing.

**www.allergyfacts.org.au/ - Anaphylaxis Austria,**
www.damec.org.au - Drug/Alcohol Multicultural Education Centre. Ph: (02) 9699 3552

**www.newroyalifesaving.com.au – Programs & Education**
KEEP WATCH’campaign in English, Arabic, Chinese, Vietnamese.

**Kidsafe New South Wales – Information on road safety issues for parents in English, Chinese, Vietnamese, Arabic, Turkish and Korean.** Ph: (02) 9845 0890
Web: www.kidsafensw.org/road_safety_publications

**1800 060 607**

**kidsandtraffic.mq.edu.au – “Kids and Traffic” information.**
Ph: (02) 9805 3200.

**ombo.nsw.gov.au** - NSW Ombudsman – Complaints for unfair treatment by a NSW government agency and certain non-government service providers. Information in 16 languages, with a dedicated staff to receive complaints from Aboriginal people.
Ph: (02) 9286 1000


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**Education**

**Open Training & Education Network (OTEN)**
Programs, courses, services specifically for people from CALD backgrounds. Ph: (02) 9715 8333 Web: www.rafensw.edu.au/oten

**Institute of Languages at Randwick**
Ph: (02) 9385 0374 Web: www.lang.unsw.edu.au

**Intensive English Centre at Marrickville**
English classes for newly arrived migrants. Ph: (02) 9550 0251

**Adult Migrant Education Services at Surry Hills**
Ph: (02) 9289 9202 Web: www.ames.edu.au

**TAFE – Randwick Campus**
Aboriginal Co-ordinator on campus. Ph: (02) 9469 8509
Multicultural Co-ordinator. Ph: (02) 9469 8594

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**Ethnic Child Care, Family and Community Services Co-operative at Marrickville**
Ph: (02) 9569 1288 Web: www.eccfsc.org

Provides information, advice, support, assistance, referral and training to service providers on making services accessible to Culturally and Linguistically Diverse (CALD) communities and with CALD communities to support them in accessing services. Projects include:-

**Bicultural Support Program (BSP)** – A special group of Bicultural Support Workers and Consultants that assist Children’s Services to work successfully with Indigenous and CALD children in Australian Government Approved Childcare Services.

**Ethnic People with Disabilities Program (EPDP)**
Information and advocacy program for young people with disabilities from CALD backgrounds.

**Eastern Sydney Multicultural Access Project (ESMAP)**
Aims to ensure HACC funded and HACC like services are relevant to the needs of the Greek, Russian and Italian communities. Provides information to these communities in the Eastern Sydney region on HACC services.

**Inner West Multicultural Access Program (IWMAP)**
An information, referral and support service for frail aged people, people with disabilities and their carers from CALD communities.

**Multicultural Respite Services (MRS)**
Provides recreational activities to children and adults with mild, moderate, severe intellectual and physical disabilities to in turn provide respite to their carers.

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**Government Support**

**Department of Human Services NSW.** Promotes the safety/wellbeing of children and works to build strong families and communities. Helpline: 132 111 Ph: (02) 9716 2222 Web: www.community.nsw.gov.au

**Department of Immigration & Citizenship**
Ph: 131 881 Web: www.immi.gov.au

**Centrelink** – Multilingual Call Centre Ph: 130 202

**Sydney Buses – NSW Government** – Ph: 131 500
Web: www.sydneybuses.info

**City Rail** – Provides train timetable and fares information.
Web: www.cityrail.info/timetable/index.jsp Ph: 131 500
Children’s Services

Ethnic Child Care, Family and Community Services Co-op at Marrickville

The peak body for Children's Services run by and for ethnic communities in NSW. Provides advice, support, assistance and training on CALD issues relating to children and families in Children’s Services. Ph: (02) 9569 1288 Email: coop@eccefsc.org

Bicultural Support Program (BSP) at Marrickville

A special group of Bicultural Support Workers and Consultants that assist Children's Services to work successfully with Indigenous and CALD children in Australian Government Approved Childcare Services. Ph: (02) 9569 1288 Email: bsp@eccefsc.org

Children’s Services Central (CSC) at Marrickville

Promotes and maintains high quality care and inclusion for all children in eligible childcare services in NSW. CSC provides Children’s Services in NSW with access to timely, appropriate, relevant, quality professional support and training. Ph: 1800 157 818 Web: www.ecscentral.org.au

SDN Children’s Services at Newtown

The Inclusion Support Agency (ISA) for Inner Sydney region. All ISAs work directly with Children’s Services to provide practical advice and facilitate access to a range of supports designed to build services’ capacity to create a quality care environment inclusive of all children. Ph: (02) 9557 0183

Network of Community Activities at Surry Hills

The Peak body for Out Of School Hours Care Services in NSW. Provides information, advocacy, resources training and support. Ph:(02) 9212 3244

Community Childcare Co-operative at Marrickville

The peak body for community based Children’s Services in NSW. Provides training, information, resources, management advice to Children’s Services staff and raise community awareness of quality childcare issues. Ph: (02) 8922 6444 Web: www.cecensw.org.au

Playgroup NSW at Wetherill Park

Playgroup NSW works with relevant stakeholders to provide a voice, support and opportunity for children and their carers to interact and learn through play. Ph: 9604 5513 or 1800 171 882

NSWF Family Day Care (FDC) Association at Petersham

The peak body for FDC schemes and In-Home Care providers in NSW. Promotes and supports all aspects of Family Day Care in communities. Ph: (02) 9572 9440 Web: www.nswfdc.org.au

Ethno-Specific Childcare Centres

Amigos Childcare Centre at Glebe (Spanish). Ph: (02) 9660 8157 Greek Childcare Centre at Stanmore (Greek). Ph: (02) 9560 4040 Styles Street Children’s Community LDC at Leichhardt (Italian). Ph: (02) 9560 7847

Occasional Childcare Centre at Marrickville(Greek). Ph:(02)9558 1591

Community Organisations

May Murray Neighbourhood Centre at Marrickville

Provides a range of services/information for CALD community i.e. immigration, citizenship, education, training, English courses, migrant support, multicultural radio service. Ph: (02) 9558 0999

Sydney Multicultural Community Services at Daceyville

Community settlement assistance for migrants and refugees. Bi-lingual workers available - Spanish, Maltese, Indonesian. Information packages in Arabic, French, Italian, Polish, Chinese. Ph: (02) 9663 3922

Ech0 Neighbourhood Centre at Bondi Junction

Services include community settlement scheme, support, group activities, advice, referrals for new migrants and refugees. Bi-lingual workers are available. Ph: (02) 9387 2885

The Junction Neighbourhood Centre at Marrickbra Junction

Provides practical, educational, recreational and social support services including multicultural parenting support group, family support, women’s domestic violence court assistance, outreach. Translating Interpreting Services and Multicultural workers are available. Ph: (02) 9349 8200

The Deli-Women and Children’s Centre at Eastlakes

Provides assistance on domestic violence issues, children’s services and family support, including parenting groups, playgroup and Young Mums Group. Ph: (02) 9667 4664

Multicultural Mental Health Australia at Randwick

Provides accommodation, social, financial, education access and general support to migrants and refugees. Ph: (02) 9387 2885

Centacare at Glebe

Provides family services to Chinese and Vietnamese families. Bi-lingual workers on-site. Ph: (02) 9660 2044

Harris Community Centre at Ultimo

On-site: Chinese Community Worker, Spanish Family Support Worker, Chinese Seniors Group and Multicultural Playgroup. Ph: (02) 9552 1140

The Factory Community Centre at Waterloo

A range of community services. Bi-lingual workers on-site. Ph: (02) 9698 9569.

Immigration Advice & Rights Centre at Surry Hills

Provides free, independent, confidential immigration advice. Interpreting services can be arranged. Ph: (02) 9262 3833

South East Neighbourhood Centre at Eastlakes

Neighbourhood Aid, English classes, multicultural bus outings, Arabic, Spanish, Greek Women’s Group. Ph: (02) 8338 8506

CALD Services

Ethnic Communities Council of NSW at Waterloo

Peak community-based, non-government body in NSW representing ethnic communities. Provides information and assistance for a language or cultural group. Ph: (02) 9319 0288 Web: www.cecensw.org.au

Refugee Council of Australia (RCA-1) at Surry Hills

RCA is a National umbrella body for refugees and the organisations and individuals involved in assisting refugees and asylum seekers. Provides settlement support, protection, legal advice and advocates on behalf of particular refugee communities. Ph: (02) 9211 9333 Web: www.refugeecouncil.org.au

Australian Lebanese Association of NSW at Marrickville

Provides support, assistance, information/referral services, and advocacy to newly arrived migrants, refugees and humanitarian entrants from Lebanon and the Middle East. Ph: (02) 9564 3506 Web: www.alano@nsw.org

Australian Chinese Community Association of NSW at Surry Hills

Provides a wide range of community services to Chinese people in the area of settlement services, aged care, casework/counseling services and Chinese language school Ph: (02) 9281 1377 Web: www.acca.org.au

Thai Welfare Association at Sydney (City)

Provides advice and information regarding welfare services and settlement of Thai migrants. Ph: (02) 9264 3166

African Communities Council of Australia at Marrickville

Provides information, support, assistance, advocacy and referral services. Web: www.wenzee.com

Greek Welfare Centre at Newtown

Provides information, advocacy, counseling, community development and education. Ph: (02) 9516 2188

Recreational

Reverse Garbage Co-operative at Marrickville

Minimises waste through the reuse of practical resources for creative purposes at a small cost. Ph: (02) 9569 3132

Marrickville Council Magic Yellow Bus Ph: (02) 9335 2222

Free mobile activity playgroup that sets up in a different park location in the Marrickville LGA each day.

Storytime at the Library:-

Dulwich Hill – Sundays at 10.45am Marrickville – Wednesdays at 10.30am and 11.30am St Peters/Sydenham – Mondays at 10.00am and 10.45am Stanmore – Tuesdays at 11.00am

The Bicultural Support Program is run by Ethnic Child Care, Family & Community Services Co-op Ltd for Children’s Services Central. Children’s Services Central is a program of the Alliance of Children’s Services funded by The Department of Education, Employment and Workplace Relations.

Disclaimer – Please note that whilst every care has been taken to ensure that material contained in this document was correct, some information regarding organisations and project workers may have changed since publication in January 2011
Interpreting Service Agencies
TIS – Translating and Interpreting Service. Ph: 131 450
Community Relations Commission - Multicultural Ph: 1300 651 500
Multicultural Health Care Interpreter Service, Ph: 1800 674 994

Multicultural Resources
CALD resources available in several languages at the following libraries:-

Artarmon Ph: (02) 9419 2849  Manly Ph: (02) 9976 1720
Chatwood Ph: (02) 9777 7900  Mona Vale Ph: (02) 9970 1600
Dee Why Ph: (02) 9942 2449  Mosman Ph: (02) 9978 4091
Forestville Ph: (02) 9452 5706  Ryde Ph: (02) 9952 8340
Gladesville Ph: (02) 9817 1960  Stanton (Nth Sydney) Ph: (02) 99368400
Lane Cove Ph: (02) 9911 3634  Warringah Mall Ph: (02) 9942 7993

CALD/Indigenous Websites - resources/teaching aides
Magabala books (Indigenous books) - www.magabala.com
Serendib Craftlink- Multicultural craft/educational
Web: www.serendibcrafts.com.au
FKCA – Free Kindergarten Association - www.fka.com.au
National Childcare Accreditation Council - www.ncac.gov.au
Inclusive Directions South Australia - www.directions.org.au
Modern Teaching Aides - www.teaching.com.au
The Book Garden - www.thebookgarden.com.au

Indigenous Services at State Library NSW - Ph: (02) 9273 1577

Lady Gowrie Library at Zetland - Have an extensive range of early childhood references/resources. Ph: (02) 8345 7624
Email:library@gowrie-sydney.com.au Web: www.gowrie-sydney.com.au/

ATSI Learning & Engagement Centre Libraries - Collection of Aboriginal & Torres Strait Islander resource websites.
Web: http://education.qld.gov.au/information/service/libraries/asi/

Edna Free on-line Network for Educators Web: www.edna.edu.au
Community Language Collection Directory - Web: www.sl.nsw.gov.au\services\multicultural


SYDNEY NORTH
(Region 2)
(Hunters Hill, Lane Cove, Manly, Mosman, North Sydney, Pittwater, Ryde, Warringah, Willoughby)

Translated Material
NSW Multicultural Health Communication Service
Diversity Health Institute - Free mental health advice in 50 languages. Web: www.dhi.gov.au
Multicultural Mental Health Australia - Web: www.mmha.org.au
Information on mental health and wellbeing.
www.damec.org.au - Drug/Alcohol Multicultural Education Centre. Ph: (02) 9609 3552
www.nsw.rewardlifesaving.com.au – Programs & Education
‘KEEP WATCH’ campaign in English, Arabic, Chinese, Vietnamese.
Kidsafe New South Wales – Information on road safety issues for parents in English, Chinese, Vietnamese, Arabic, Turkish and Korean. Ph: (02) 9845 0890
Web: www.kidsafensw.org/road_safety_publications
Child Road Safety Information - Ph: 1800 060 607
Ph: (02) 9805 3200.
www.ombro.nsw.gov.au - NSW Ombudsman – Complaints for unfair treatment by a NSW government agency and certain non-government service providers. Information in 16 languages, with a dedicated staff to receive complaints from Aboriginal people. Ph: (02) 9286 1000

Education
Open Training & Education Network (OTEN)
Programs, courses, services specifically for people from CALD backgrounds. Ph: (02) 9715 8676 Web: www.tafe.nsw.edu.au/oten
TAFE – Northern Beaches, North Sydney, Ryde, Bradfield, Crows Nest Colleges
Aboriginal Education/Training Unit - Ph: (02) 9942 3575
Multicultural Education Unit – Ph: (02) 99420982
Outreach Co-ordinator – Ph: (02) 9448 4426

Adult Migrant English Services at Chatswood
Free English classes - AMEP eligible students. Ph: (02) 9476 2500
Australian College of English at Manly
Ph: (02) 9977 8511
General English, Professional/Business courses/programs.

Ethnic Child Care, Family, and Community Services Co-operative
at Marrickville
Ph: (02) 9569 1288  Web: www.cecfcsc.org
Provides information, advice, support, assistance, referral and training to service providers on making services accessible to Culturally and Linguistically Diverse (CALD) communities and with CALD communities to support them in accessing services. Projects include:-

Bicultural Support Program (BSP) – A special group of Bicultural Support Workers and Consultants, that assist Children’s Services to work successfully with Indigenous and CALD children in Australian Government Approved Childcare Services.

Ethnic People with Disabilities Program (EPDP)
Information and advocacy program for young people with disabilities from CALD backgrounds.

Eastern Sydney Multicultural Access Project (ESMAP)
Aims to ensure HACC funded and HACC like services are relevant to the needs of the Greek, Russian and Italian communities. Provides information to these communities in the Eastern Sydney region on HACC services.

Inner West Multicultural Access Program (IWMAP)
Information, referral, support service for the frail aged, people with disabilities and their carers from CALD communities.

Multicultural Respite Services (MRS)
Provides recreational activities to children and adults with mild, moderate, severe intellectual and physical disabilities to intern provide respite to their carers.

Government Support
Department of Human Services NSW. Promotes the safety/wellbeing of children and works to build strong families and communities. Helpline: 132 111
Ph: (02) 9716 2222 Web: www.community.nsw.gov.au

Department of Immigration & Citizenship
Ph: 131 881 Web: www.immi.gov.au

Centrelink – Multilingual Call Centre Ph: 131 202

Sydney Buses – NSW Government – Ph: 131 500
Web: www.sydneybuses.info

City Rail – Provides train timetable and fares information.
Web: www.cityrail.info/timetable/index.jsp Ph: 131 500
Children Services

Ethnic Child Care, Family and Community Services Co-op at Marrickville
The peak body for Children’s Services run by and for ethnic communities in NSW. Provides advice, support, assistance and training on CALD issues relating to children and families in Children’s Services. Ph: (02) 9569 1288 Email: ccsop@eccefcsc.org

Bicultural Support Program (BSP) at Marrickville
A special group of Bicultural Support Workers and Consultants that assist Children’s Services to work successfully with Indigenous and CALD children in Australian Government Approved Childcare Services. Ph: (02) 9569 1288 Email: bsp@eccefcsc.org

Children’s Services Central (CSC) at Marrickville
Promotes and maintains high quality care and inclusion for all children in eligible childcare services in NSW. CSC provides Children’s Services in NSW with access to timely, relevant, appropriate and quality professional support and training. Ph: 1800 157 818 Web: www.escentral.org.au

SDN Children’s Services at Crown Nest
The Inclusion Support Agency (ISA) for Sydney North region. All ISAs work directly with Children’s Services to provide practical advice and facilitate access to a range of supports designed to build services’ capacity to create a quality care environment inclusive of all children. Ph: (02) 9439 2182

Network of Community Activities at Surry Hills
The peak body for Out Of School Hours Care Services in NSW. Provides information, advocacy, resources training and support. Ph: (02) 9212 3244

Community Childcare Co-operative at Marrickville
The peak body for community based Children’s Services in NSW. Provides training, information, resources, management advice to Children’s Services staff and raise community awareness of quality childcare issues. Ph: (02) 8922 6444 Web: www.ecccensw.org.au

Playgroup NSW at Wetherill Park
Playgroup NSW works with relevant stakeholders to provide a voice, support and opportunity for children and their carers to interact and learn through play. Ph: (02) 9604 5513 or 1800 171 882 Web: www.playgroupsw.com.au

NSW Family Day Care (FDC) Association at Petersham
The peak body for FDC schemes and In-Home Care providers in NSW. Promotes and supports all aspects of Family Day Care in communities. Ph: (02) 9572 9440 Web: www.nswfdc.org.au

The Bicultural Support Program is run by Ethnic Child Care, Family & Community Services Co-op Ltd for Children’s Services Central. Children’s Services Central is a program of the Alliance of Children’s Services funded by The Department of Education, Employment and Workplace Relations.

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Community Organisations

Community Settlement Service Scheme at Cross Nest
Provides newly arrived migrants and refugees with information, referrals, counseling, advocacy, community education and case management services. Also offers English conversation classes and a Multicultural Women’s Group. Ph: (02) 9439 5122 Web: www.crossnestcentre.org.au

Ryde Hunters Hill Multicultural Network at Ryde
Provides a forum of information exchange for community agencies working with CALD people. Ph: (02) 9952 8300

Multicultural Mothers Group at North Ryde
Provides a social and support group for mothers and children from all multicultural backgrounds. Ph: (02) 9888 3380

Manly Community Centre at Manly
Provides information, assessment, referral services, migration advice and assistance. Offers training for bilingual people as part of their support of community development. Ph: (02) 9977 1066

Multicultural One Stop Assistance and Information Centre at Chatswood
MOVIC provides a range of services to ethnic communities living in Willoughby LGA including: information and referral services, Ethnic Group Activities, English classes, English conversation groups, information talks in community languages and cross-cultural workshops. Ph: (02) 9777 7952

Recreational

Storytime at the Library:- Sessions approximately 45mins
Artarmon – Mondays 10.30am
Chatswood – Wed 9.30am, Thursdays 9.30am and 10.30am
Dee Why – Tuesdays and Thursdays 10.15am
Forestville – Mondays and Tuesdays 10.15am
Gladville – Fridays 11.00am
Lane Cove – Thursdays 11.00am
Manly – Tuesdays and Thursdays 11.00am
Mona Vale – Tuesdays,Wednesdays, Thursdays 10.00am – 11.00am
Mosman – Thursdays 10.30am
Ryde – Tuesdays 11.00am
Stanton Library (Nth Sydney) – Tuesdays /Wednesdays 11.00am
Warringah Mall – Mondays and Wednesdays 10.15am

Toy Libraries:-
Lane Cove Toy Library – Ph: (02) 9427 3569
Noah’s Ark (Special Needs) Artarmon – Ph: (02) 9411 4429
North Ryde Branch Library – Ph: (02) 9878 3270

Reverse Garbage Co-operative at Marrickville
Minimises waste through the reuse of practical resources for creative purposes for a small cost. Ph: (02) 9569 3132

Cald Services

Ethnic Communities Council of NSW at Waterloo
Peak community-based, non-government body in NSW representing ethnic communities. Provides information and assistance for a language or cultural group. Ph: (02) 9319 0288 Web: www.ectcs.org.au

Australian Korean Welfare Association at Eastwood
Provides support/assistance, information and referral services to the Korean community. Ph: 9838 5652 or 0433 967 972 Web: www.koreanwelfare.org

Australian Chinese Community Association at Chatswood
Provides a wide range of services to Chinese people in the community including- settlement services for migrants, information and referral services, Social Support Groups and Chinese Language School. Ph: (02) 9412 3488 Web: www.acca.org.au

Armenian Community Welfare Centre at Chatswood
Provides case management, information and referral services for people in the Armenian Community. Ph: (02) 9419 6394

Chinese Cultural Centre NSW at Chatswood
The Centre aims to encourage local residents to recognise and embrace Chinese culture with exhibitions of Chinese paintings and artifacts, interest groups for Chinese books of literature and culture, Tai Chi etc. Ph: (02) 9411 3799

Greek Welfare Centre at Crown Nest
Provides case management, information and referral services for people in the Greek Community Ph: (02) 9516 3177

Korean Women’s Welfare Association at Marrickfield
Provides support and assistance to Korean women in the community including- counseling, settlement information and referrals for newly arrived migrants, English classes etc Ph: (02) 9888 3442

Chinese Australian Services Society (CASS) at Eastwood
Provides support and assistance to new Chinese migrants, including- advice, information and referrals on settlement services. Ph: (02) 9789 4587 Web: www.cass.org.au

Ethnic Child Care, Family and Community Services Co-operative Limited
Building 3, 142 Addison Road, MARRICKVILLE NSW 2204 AUSTRALIA
Tel: (02) 9569 1288 Fax: (02) 9550 9829
Email: lans@eccefcsc.org ABN: 92766868403

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Community Relations Commission – Multicultural Ph: 1300 651 500
Multicultural Health Care Interpreter Service. Ph: 1800 674 994

Multicultural Resources
CALD resources available in several languages at the following libraries:-
Auburn – Ph: (02) 9735 1250 Granville – Ph: (02) 9637 4270
Grytvake – Ph: (02) 9636 4160 Lakemba – Ph: (02) 9624 5243
Max Webber (Blacktown) – Ph: (02) 9839 6677
Merrylands – Ph: (02) 9840 9555 Lidcombe – Ph: (02) 9649 9387
Mt Druitt – Ph: (02) 9832 4011 Parramatta – Ph: (02) 9806 5159
Regents Park – Ph: (02) 9644 7558 Riverstone – Ph: (02) 9627 3823
Westmead – Ph: (02) 9631 7652
CALD/Indigenous Websites - resources/teaching aids
Magabala books (Indigenous books) - www.magabala.com
Serendib Craftlink - Multicultural craft/educational Web: www.serendibcrafts.com.au
FKA – Free Kindergarten Association - www.fka.com.au
National Childcare Accreditation Council - www.ncaac.gov.au
Inclusive Directions South Australia - www.directions.org.au
Modern Teaching Aides - www.teaching.com.au
The Book Garden - www.thebookgarden.com.au

Indigenous Services at State Library NSW
- Ph: (02) 9273 1577

Lady Gowrie Library at Zetland - Have an extensive range of early childhood references/resources. Ph: (02) 8345 7624
Email-library@gowrie-sydney.com.au

ATSIC Learning & Engagement Centre Libraries - Collection of Aboriginal & Torres Strait Islander resource websites.
Web: http://education.qld.gov.au/information/services/libraries/atsi/
Edna - Free on-line Network for Educators Web: www.edna.edu.au
Community Language Collection Directory -
Web: www.sl.nsw.gov.au\services\multicultural

Multicultural Services Guide
SYDNEY CENTRAL WEST
(Region 3)
(Auburn, Blacktown, Holroyd, Parramatta)

Translated Material
NSW Multicultural Health Communication Service
Diversity Health Institute - Free mental health advice in 50 languages. Web: www.dhi.gov.au
Multicultural Mental Health Australia - Web: www.mmha.org.au
Information on mental health and wellbeing,
www.damec.org.au - Drug/Alcohol Multicultural Education Centre. Ph: (02) 9699 3552
www.nsw.royallifesaving.com.au – Programs & Education
‘KEEP WATCH’ campaign in English, Arabic, Chinese, Vietnamese.
Kidsafe New South Wales – Road safety info in English, Chinese, Vietnamese, Arabic, Turkish, Korean. Ph: (02) 9845 0890
Web: www.kidsafensw.org/road_safety_publications Ph: 1800 060 607
Ph: (02) 9805 3200.
www.ombo.nsw.gov.au . NSW Ombudsman – Complaints for unfair treatment by a NSW government agency and certain non-government service providers. Information in 16 languages, with a dedicated staff to receive complaints from Aboriginal people.
Ph: (02) 9286 1000
http://www.mylanguage.gov.au - “My Language” allows access to over 6 million information links on the internet in your language.

Education
Open Training & Education Network (OTEN)
Courses for people from CALD backgrounds. Ph: (02) 9715 8676
Web: www.tatens.edu.au/oten
Macquarie Community College (AMEP) at Blacktown
English language programs for eligible migrants. Ph:(02) 96214175
ACL – Free English course to migrants who are eligible for AMEP. Parramatta Ph: (02) 9689 3659, Auburn Ph:(02) 9749 3308
TAPE – Granville Campus
Aboriginal – Ph: (02)9825 7429, Multicultural - Ph: (02)9682 0308
TAPE – Lidcombe Campus
Aboriginal – Ph: (02)9825 7429, Multicultural - Ph: (02) 9780 5602
TAPE – Chullora Campus
Aboriginal - Ph: (02) 9825 7429
TAPE – Blacktown, Mt Druitt Campuses - Ph: 131 870
Aboriginal Programs, Multicultural & Outreach Co-ordinators

Ethnic Child Care, Family and Community Services Co-operative at Marrickville
Ph: (02) 9569 1288 Web: www.eccfsc.org
Provides information, advice, support, assistance, referral and training to service providers on making services accessible to Culturally and Linguistically Diverse (CALD) communities and with CALD communities to support them in accessing services. Projects include:-
Bicultural Support Program (BSP) – A special group of Bicultural Support Workers and Consultants that assist Children’s Services to work successfully with Indigenous and CALD children in Australian Government Approved Childcare Services.
Ethnic People with Disabilities Program (EPDP)
Information and advocacy program for young people with disabilities from CALD backgrounds.
Eastern Sydney Multicultural Access Project (ESMAP)
Aims to ensure HACC funded and HACC like services are relevant to the needs of the Greek, Russian, Italian communities. Provides information to communities in the Eastern Sydney region on HACC services.
Inner West Multicultural Access Program (IWMAP)
Information, referral, support service for the frail aged, people with disabilities and their carers from CALD communities.
Multicultural Respite Services (MRS)
Provides recreational activities to children and adults with mild, moderate, severe intellectual and physical disabilities to inturn provide respite to their carers.

Government Support
Department of Human Services NSW. Promotes the safety/wellbeing of children and works to build strong families and communities. Helpline: 132 111
Ph: (02) 9716 2222 Web: www.community.nsw.gov.au
Department of Immigration & Citizenship
Ph: 131 881 Web: www.immi.gov.au
Centrelink – Multilingual Call Centre Ph: 131 202
Sydney Buses – Government Ph: – 131 500
City Rail –Train timetable/fares info. Ph: 131 500
Private Bus Services
Parramatta – State Transit Ph: (02) 9245 5777
Merrylands, Blacktown – Westbus Co.Ph: (02) 9890 0000
Children Services

Ethnic Child Care, Family and Community Services Co-op at Marrickville

The peak body for Children’s Services run by and for ethnic communities in NSW. Provides advice, support, assistance and training on CALD issues relating to children and families in Children’s Services. Ph: (02) 9569 1288  Email: csop@ecfesco.org

Bicultural Support Program (BSP) at Marrickville

A special group of Bicultural Support Workers and Consultants that assist Children’s Services to work successfully with Indigenous/CALD children in Australian Government Approved Childcare Services. Ph: (02) 9569 1288  Email: bsp@ecfesco.org

Children’s Services Central (CSC) at Marrickville

Promotes and maintains high quality care and inclusion for all children in eligible childcare services in NSW. CSC provides Children’s Services in NSW with access to timely, relevant, appropriate and quality professional support and training. Ph: 1800 157 818  Web: www.cscentral.org.au

SDN Children’s Services at Granville

The Inclusion Support Agency (ISA) for Sydney Central West region. All ISAs work directly with Children’s Services to provide practical advice and facilitate access to a range of supports designed to build services’ capacity to create a quality care environment inclusive of all children. Ph: (02) 9897 3635

Network of Community Activities at Surry Hills

The peak body for Our Of School Hours Care Services in NSW. Provides information, advocacy, resources training and support. Ph: (02) 9212 3244

Community Childcare Co-operative at Marrickville

The peak body for community based Children’s Services in NSW. Provides training, information, resources, management advice to Children’s Services staff and raise community awareness of quality childcare issues. Ph: 8922 6444  Web: www.eccensw.org.au

Playgroup NSW at Wetherill Park

Playgroup NSW works with relevant stakeholders to provide a voice, support and opportunity for children and their carers to interact and learn through play. Ph: (02) 9604 5513 or 1800 171 882  Web: www.playgroupnsw.com.au

NSW Family Day Care (FDC) Association at Petersham

The peak body for FDC schemes and In-Home Care providers in NSW. Promotes and supports all aspects of Family Day Care in communities. Ph: (02) 9572 9440  Web: www.nswfdc.org.au

Ethno-Specific Childcare Centres

Ana Kindergarten at Auburn (Turkish)  Ph: (02) 9643 1666

The Bicultural Support Program is run by Ethnic Child Care, Family & Community Services Co-op Ltd for Children’s Services Central. Children’s Services Central is a program of the Alliance of Children’s Services funded by the Department of Education, Employment and Workplace Relations.

Disclaimer – Please note that whilst every care has been taken to ensure that material contained in this document was correct, some information regarding organisations and project workers may have changed since publication in January 2011.

Community Organisations

Cassia Community Centre at Wentworthville

Involved in community development in the Wentworthville LGA including women’s issues, Indigenous concerns, CALD groups etc Ph: (02) 9688 3215  Web: www.cassia.org.au

Karari Community Development Services at Wentworthville

Provides information, advocacy, Community development support, activities etc to disadvantaged groups including migrants. Ph: (02) 9631 6575

Blacktown Migrant Resource Centre at Blacktown

Provides a range of direct services to assist in settlement of migrants and refugees such information, support, referrals, community development, Ethnic Women’s Groups etc. Ph: (02) 9621 6633  Web: www.blacktownmrc.org.au

Holroyd Parramatta Migrant Resource Centre at Parramatta

Provides settlement information, referral services to newly arrived migrants and refugees. Ph: (02) 9687 9901  Web: www.hhpmrc.org.au

Immigrant Women’s Support Association of NSW at Harris Park

Offers information, advocacy, referrals, community development. Research body representing the ideas/issues of migrants/refugees. Ph: (02) 9635 8022  Web: www.speakout.org.au

Parramatta Islamic Cultural Association at Woodpark

Provides new migrants with support, counseling, settlement services and assists with language difficulties. Ph: (02) 9721 0410

Auburn Migrant Resource Centre at Auburn

Provides settlement services, information, referrals, casework, support for groups. Ph: (02) 9649 6955  Web: www.amrc.org.au

Recreational

Storytime at the Library:-
Auburn, Regents Park & Lidcombe – Mon 11.00am – 12.00pm
Blacktown – Fri 10.30am – 11.30am
Granville – Wed 11.00am – 11.30am
Greystanes – Tue 10.30am – 11.15am
Lalor Park, Riverstone, Mt Druitt – Wed/Fri 10.30am – 11.30am
Lidcombe – Tue 11.00am – 12.00pm
Merrylands – Tue/Thur 10.30am – 11.15am
Parramatta – Tue/ Wed 10.30am – 11.15am & 11.30am – 12.15pm
Wentworthville – Wed/ Thur 10.30am – 11.15am

Resource Centres:-
Child & Family Resource Centre at Granville Ph: (02) 9897 3635

Sunny Corner Toy Library at Auburn Ph: (02) 9649 8173

Holroyd City Council Toy Library Ph: (02) 9631 7564

Reverse Garbage Co-operative at Marrickville

Minimises waste through the reuse of practical resources for creative purposes for a small cost. Ph: (02) 9569 3132

CALD Services

Ethnic Communities Council of NSW at Waterloo

Peak community-based, non-government body in NSW representing ethnic communities. Provides information and assistance for a language or cultural group. Ph: (02) 9319 0288  Web: www.eccensw.org.au

Greek Welfare Centre at Blacktown

Provides support, assistance, referrals, excursions and activities to people in the Greek community. Ph: (02) 9516 2188

Afghan Community Support Association at Blacktown

Provides settlement and welfare support to the Afghan community including casework, referrals, advocacy and one-on-one consultation. Ph: (02) 9831 2436

Maronite Society Welfare Centre at Harris Park

Identifies settlement issues of newly arrived migrants from the Arabic speaking community, develops strategies to address needs. Ph: (02) 9689 1439

Australian Lebanese Welfare Group at Merrylands

Provides casework, advocacy, immigration advice, referrals, assistance, information, support and group development services for the Arabic community. Ph: (02) 9682 4764

Australian Turkish & Kurdish Community Services at Auburn

Provides childcare and welfare services i.e. family support, information, referrals and assistance. Ph: (02) 9643 1666

Australian Chinese Community Association at Granville

Provides settlement services, information, support, referrals and assistance to the Chinese community. Ph: (02) 9637 9913

Maltese Welfare at Merrylands

Provides support, information, advice and referral services to the Maltese community. Ph: (02) 9631 9295

Ukrainian Welfare Association at Lidcombe

Provides casework, counseling, information, referrals and community development services to members of the Ukrainian community. Ph: (02) 9649 9704

Philippine Australian Community Services at Blacktown

Provides settlement support, assistance, information and referral services to people from the Filipino community. Ph: (02) 9672 3738  Web: www.pasi.org.au

Australian Iranian Community Organisation at Harris Park

Provides settlement services, information, referrals, casework Women’s Support Group to Iranian/Afghan community. Ph: (02) 9635 1249  Web: www.aic.org.au

Ethnic Child Care, Family and Community Services Co-operative Limited

Building 3, 142 Addison Road, MARRICKVILLE NSW 2204 AUSTRALIA

Tel: (02) 9569 1288  Fax: (02) 9550 9829  Email: bsp@ecfesco.org  ARB: 9276668403

Disclaimer – Please note that whilst every care has been taken to ensure that material contained in this document was correct, some information regarding organisations and project workers may have changed since publication in January 2011.
SYDNEY INNER West
(Region 4)

(Ashfield, Bankstown, Burwood, Canterbury, Canada Bay, Strathfield)

Translating Material

NSW Multicultural Health Communication Service
- Information on health/wellbeing topics in many languages.
Diversity Health Institute - Free mental health advice in 50 languages.
Web: www.dhi.nsw.gov.au
Multicultural Mental Health Australia - Web: www.mmha.org.au
Information on mental health and wellbeing.
Ph: (02) 9699 3552
www.nsw.royallifesaving.com.au – Programs & Education
'KEEP WATCH' campaign in English, Arabic, Chinese, Vietnamese.
Kidsafe New South Wales – Road safety information in English,
Chinese, Vietnamese, Arabic, Turkish, Korean.
Ph: (02) 9945 0890
Web: www.kidsafesw.org/road_safety_publications
Road Safety Information – Child Road Safety information.
Ph: 1800 060 607
Ph: (02) 9805 3200.
www.ombo.nsw.gov.au - NSW Ombudsman –Complaints for unfair treatment by a NSW government agency and certain non-
government service providers. Information in 16 languages, with a
staffed desk to receive complaints from Aboriginal people.
Ph: (02) 9286 1000
http://www.mylanguage.gov.au – “My Language” allows access to
over 6 million information links on the internet in your language.
www.marcn.org.au – Free download information - Settlement
and Family Services “Parenting in a New Culture” Ph: 1800 770 712

Education

Open Training & Education Network (OTEN)
Programs, courses, services specifically for people from CALD backgrounds.
Ph: (02) 9715 8676 Web: www.tafensw.edu.au/oten
Adult Migrant English Services (AMES) at Burwood – Free
English courses for newly arrived eligible migrants. Short courses
to improve reading, pronunciation and writing skills with some
computer-assisted language learning.
Ph: (02) 9744 3885
AMES at Bankstown Education Centre – Provides English literacy,
numeracy and computer skills classes, free for newly
arrived eligible migrants.
Ph: (02) 9205 4350
AMES at Campsie – Offers English classes, citizenship,
language, literacy and numeracy for newly arrived migrants.
Ph: (02) 9784 7940

Ethnic Child Care, Family and Community Services Co-operative
at Marrickville
Ph: (02) 9569 1288 Web: www.ecfccs.org
Provides information, advice, support, assistance, referral
and training to service providers on making services accessible to Culturally and Linguistically Diverse (CALD)
communities and with CALD communities to support them in accessing services.
Projects include:-
Bicultural Support Program (BSP) – A special group of
Bicultural Support Workers and Consultants that assist
Children’s Services to work successfully with Indigenous and
CALD children in Australian Government Approved
Childcare Services.

Ethnic People with Disabilities Program (EPDP)
Information and advocacy program for young people with
disabilities from CALD backgrounds.

Eastern Sydney Multicultural Access Project (ESMAP)
Aims to ensure HACC funded and HACC like services are
relevant to the needs of the Greek, Russian and Italian
communities. Provides information to these communities in
the Eastern Sydney region on HACC services.

Inner West Multicultural Access Program (IWMAP)
An information, referral and support service for frail aged
people, people with disabilities and their carers from CALD
communities.

Multicultural Respite Services (MRS)
Provides recreational activities to children and adults with
mild, moderate, severe intellectual and physical disabilities
to enable them to live in the community.

Government Support
Department of Human Services NSW. Promotes the
safety/wellbeing of children and works to build strong
families and communities. Helpline: 132 111
Ph: (02) 9716 2222 Web: www.community.nsw.gov.au

Department of Immigration & Citizenship
Ph: 131 881 Web: www.immi.gov.au

Centrelink – Multilingual Call Centre Ph: 131 202

Sydney Buses – NSW Government – Ph: 131 500
Web: www.sydneynybus.info

City Rail – Provides train timetable and fares information.
Web: www.cityrail.info/timetable/index.jsp Ph: 131 500
Children Services

Ethnic Child Care, Family and Community Services Co-op at Marrickville
The peak body for Children’s Services run by and for ethnic communities in NSW. Provides advice, support, assistance and training on CALD issues relating to children and families in Children’s Services. Ph: (02) 9569 1288 Email: coop@ecfcsn.org

Bicultural Support Program (BSP) at Marrickville
A special group of Bicultural Support Workers and Consultants that assist Children’s Services to work successfully with Indigenous and CALD children in Australian Government Approved Childcare Services. Ph: (02) 9569 1288 Email: bsp@ecfcsn.org

Children’s Services Central (CSC) at Marrickville
Promotes and maintains high quality care and inclusion for all children in eligible childcare services in NSW. CSC provides Children’s Services in NSW with access to timely, relevant, appropriate and quality professional support and training. Ph: 1800 157 818 Web: www.escentral.org.au

KU Children’s Services at Bankstown
The Inclusion Support Agency (ISA) for Sydney Inner West region. All ISAs work directly with Children’s Services to provide practical advice and facilitate access to a range of supports designed to build services’ capacity to create a quality care environment inclusive of all children. Ph: (02) 9707 1050

Network of Community Activities at Surry Hills
The peak body for Our Of School Hours Care Services in NSW. Provides information, advocacy, resources training and support. Ph: (02) 9212 3244

Community Childcare Co-operative at Marrickville
The peak body for community based Children’s Services in NSW. Provides training, information, resources, management advice to Children’s Services staff and raise community awareness of quality childcare issues. Ph: (02) 8922 0444 Web: www.cccsnsw.org.au

Playgroup NSW at Wetherill Park
Playgroup NSW works with relevant stakeholders to provide a voice, support and opportunity for children and their carers to interact and learn through play. Ph: (02) 9604 5513 or 1800 171 882 Web: www.playgroupsns.com.au

NSW Family Day Care (FDC) Association at Petersham
The peak body for FDC schemes and In-Home Care providers in NSW. Promotes and supports all aspects of Family Day Care in communities. Ph: (02) 9572 9440 Web: www.nswfdc.org.au

Ethno-Specific Childcare Centres

Australian Arabic Childcare Centre at Lakemba (Arabic)
Ph: (02) 9758 2256

Campsie Childcare Centre at Campsie (Chinese)
Ph: (02) 9789 4446

Community Organisations

Bankstown Area Multicultural Network (B-AMN) at Bankstown
BAMN provides support and assistance to people from CALD backgrounds with regard to resourcing, development, referrals and training. Ph: (02) 9796 2235

Barwon Community Welfare Services at Barwon
Provides information, referrals and welfare assistance. Migrant Placement Officer available. Bilingual Staff available. Ph: 9744 1866

Bankstown Community Health Centre at Bankstown
Offers family support, nutrition/health awareness, Ethnic Health Services etc to the community. Bilingual Staff and Interpreting services available. Ph: (02) 9780 2777

Greendale Neighbourhood Centre at Greendale
Provides information and referral service, advocacy, community development services, English classes to ethnic groups and migrants in the area. Ph: (02) 9750 7982

Metro Migrant Resource Centre at Campsie (Head Office)
Provides information, referral and assistance to Chinese, Eritrean, Ghanian, Indonesian, Italian, Korean, Somali, Samoan, Indian, Pakistani, West African, Sri Lankan, Bangladeshi, Spanish and Vietnamese Communities. Bilingual workers available. Ph: (02) 9789 3744 Web: www.cbmrc.org.au

Bankstown Community Resource Group at Bankstown
Provides information, referrals and direct services, addressing the identified needs of children, families and disadvantaged people in the Bankstown LGA. Runs Koorti Art Group and Aboriginal parent and child programs. Ph: (02) 9796 2931

Community Settlement Service Scheme (CSS) at Bankstown
CSS assists newly arrived migrants with information and referrals on various settlement needs e.g. housing, employment, English classes, education/training, health, income/finances etc. Ph: (02) 9715 3497

Recreational

Storytime at the Library:-
Ashfield — Thursdays — 11.00am — 12.00pm
Bankstown — Tuesdays — 11.00am — 12.00pm
Campsie — Thursdays 10.15am and 11.30am
Concord — Tuesdays 10.15am and 11.15am
Earswood — Tuesdays 11.00am — 12.00pm
Five Dock — Thursdays 10.15am — 11.15am
Lakemba — Tuesdays 11.00am — 12.00pm
Riverwood — Tuesdays 11.00am — 12.00pm
Strathfield — 2nd Wednesday of the Month 10.30am -12.00pm

Toy Library:—
Summer Hill Toy Library Ph: (02) 9797 8676

Reverse Garbage Co-operative at Marrickville
Minimises waste through the reuse of practical resources for creative purposes for a small cost. Ph: (02) 9569 3132

CALD Services

Ethnic Communities Council of NSW at Waterloo
Peak community-based, non-government body in NSW representing ethnic communities. Provides information and assistance for a language or cultural group. Ph: (02) 9319 0288 Web: www.eccnsw.org.au

Arab Council Australia at Bankstown
Provides advice, advocacy, referral, education, information and support to the Arabic community, Ph: (02) 9799 4333 Web: www.arabcouncil.org.au

Chinese Australian Services Society (CASS) at Campsie
Provides children, migrant and community services, offers cultural, social, recreational activities, education and training. Ph: (02) 9789 4387 Web: www.cass.org.au

Lebanese Muslim Association at Lakemba
Provides information, referrals, financial assistance, youth work, marriage counseling, settlement workers and female welfare officers available. Ph: (02) 9750 6833 Web: www.lma.org.au

Afghan Women’s Network (AWN) at Bankstown
AWN is a voluntary community based support group of Afghan women. AWN is a partner in a number of community projects auspiced by BAMN. It provides educational, recreational, social and cultural activities via small one-off grants for Afghan women/community. Ph: (02) 9789 3744

Greek Orthodox Community of NSW at Lakemba
Offers a wide range of migrant related social services to the Greek community. Ph: (02) 9740 6022 Web: www.goc.com.au

Lebanese Community Council of NSW at Bankstown
Provides information, referral, advocacy, education, casework, counseling, community development for the Arabic community and newly arrived refugees. Ph: (02) 9790 7555

TriPol & Mena Association at Lakemba
Provides services in aged care, direct welfare, family support, counseling, advocacy, lobbying and community development to the Arabic speaking community. Operates a community childcare centre (Arabic Australian CCC). Conducts Arabic language school at Wiley Park Girls High. Ph: (02) 9758 1366

Vietnamese Community in Australia (VCA) at Bankstown
Provides information, referrals, counseling, casework, advocacy, community education program, family support, community development. Ph: (02) 9796 8035 Web: www.vietnamesec.com.au
Interpreting Service Agencies
Community Relations Commission - Multicultural Ph: 1300 651 500
Multicultural Health Care Interpreter Service. Ph: 1800 674 994

Multicultural Resources
CALD resources available in several languages at the following libraries:
Caringbah - Ph: (02) 9524 3803  Miranda – Ph: (02) 9524 8217
 Cronulla - Ph: (02) 9523 4980  Penrith – Ph: (02) 9330 6422
 Hurstville – Ph: (02) 9330 6111  Sutherland – Ph: (02) 9710 0351
 Menai – Ph: (02) 9543 5747  Sydnah – Ph: (02) 9522 7544

CALD/Indigenous Websites - resources/teaching aids
Magabala books (Indigenous books) - www.magabala.com
Serendib Crafthnk - Multicultural craft/educational
Web: www.serendibcrafts.com.au
FKA – Free Kindergarten Association - www.fka.com.au
National Childcare Accreditation Council - www.ncaac.gov.au
Inclusive Directions South Australia - www.directions.org.au
Modern Teaching Aides - www.teaching.com.au
The Book Garden - www.thebookgarden.com.au

Indigenous Services at Library NSW - Ph: (02) 9273 1577

Lady Gowrie Library at Zetland - Have an extensive range of early childhood references/resources. Ph: (02) 8345 7624
Email: library@gowrie-sydney.com.au Web: www.gowrie-sydney.com.au

ATSI Learning & Engagement Centre Libraries - Collection of Aboriginal & Torres Strait Islander resource websites.
Web: http://education.qld.gov.au/information/service/libraries/atsi/

Edna - Free on-line Network for Educators Web: www.edna.edu.au


ST GEORGE - SUTHERLAND
(Hurstville, Kogarah, Rockdale, Sutherland)

Translated Material
NSW Multicultural Health Communication Service
Diversity Health Institute - Free mental health advice in 50 languages. Web: www.dhi.gov.au
Multicultural Mental Health Australia - Web: www.mmha.org.au
Information on mental health and wellbeing.
www.anaphylaxis.org.au - Anaphylaxis Australia.
www.damec.org.au - Drug/Alcohol Multicultural Education Centre. Ph: (02) 9699 3552
www.nsw.royallifesaving.com.au - Programs & Education
‘KEEP WATCH’ Campaign in English, Arabic, Chinese, Vietnamese.
Kidsafe New South Wales – Road safety information in English, Chinese, Vietnamese, Arabic, Turkish, Korean. Ph: (02) 9845 0890
Web: www.kidsafensw.org/road_safety_publications
Child Road Safety Information – Ph: 1800 607 800
www.ombo.nsw.gov.au - NSW Ombudsman – Complaints for unfair treatment by a NSW government agency and certain non-government service providers. Information in 16 languages, with a dedicated staff to receive complaints from Aboriginal people. Ph: (02) 9286 1000

Education
Open Training & Education Network (OTEN)
Programs, courses, services specifically for people from CALD backgrounds. Ph: (02) 9715 8676 Web: www.tafensw.edu.au/oten
TAFE – Kogarah Campus
Vocational courses for CALD students. Web:www.tafensw.edu.au
Bilingual Course Counsellors Ph: (02) 9598 6232
Multicultural Education Co-ordinator – Ph: (02) 9598 6251
Aboriginal Programs Contact – Ph: (02) 9710 5183
TAFE – Gynma Campus
Specialist centre for several trades. Web:www.tafensw.edu.au
Counseling and Career Services – Ph: (02) 9710 5111
Aboriginal Programs Contact – Ph: (02) 9710 5183
St George Sutherland & Community College (AMEP)
Hurstville Ph: (02) 95807885, Jannali Ph: (02) 95283344, Rockdale Ph: (02) 9567 8499

Ethnic Child Care, Family and Community Services Co-operative
at Marrickville
Ph: (02) 9569 1288  Web: www.eccfcsc.org
Provides information, advice, support, assistance, referral and training to service providers on making services accessible to Culturally and Linguistically Diverse (CALD) communities and with CALD communities to support them in accessing services. Projects include:
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Government Support
Department of Human Services NSW. Promotes the safety/wellbeing of children and works to build strong families and communities. Helpline: 132 111
Ph: (02) 9716 2222  Web: www.community.nsw.gov.au
Department of Immigration & Citizenship
Ph: 131 881  Web: www.immi.gov.au
Centrelink – Multilingual Call Centre Ph: 131 202
Sydney Buses/City Rail – Ph: 131 500
Private Bus Services
Hurstville - Punchbowl Bus Society Ph: (02) 9153 8787
Sutherland - Veolia Transport NSW Ph: (02) 8700 0855
Rockdale – State Transit Ph: (02) 9245 5777 or 131500
Children’s Services

Ethnic Child Care, Family and Community Services Co-op at Marrickville
The peak body for Children’s Services run by and for ethnic communities in NSW. Provides advice, support, assistance and training on CALD issues relating to children and families in Children’s Services. Ph: (02) 9569 1288 Email: coop@eccfsc.org

Bicultural Support Program (BSP) at Marrickville
A special group of Bicultural Support Workers and Consultants that assist Children’s Services to work successfully with Indigenous and CALD children in Australian Government Approved Childcare Services. Ph: (02) 9569 1288 Email: bsp@eccfsc.org

Children’s Services Central (CSC) at Marrickville
Promotes and maintains high quality care and inclusion for all children in eligible childcare services in NSW. CSC provides Children’s Services in NSW with access to timely, relevant, appropriate and quality professional support and training. Ph: 1800 157 818 Web: www.cscentral.org.au

KU Children’s Services at Sylvania Waters
The Inclusion Support Agency (ISA) for St George-Sutherland region. All ISAs work directly with Children’s Services to provide practical advice and facilitate access to a range of supports designed to build services’ capacity to create a quality care environment inclusive of all children. Ph: (02) 9522 6322

Network of Community Activities at Surry Hills
The peak body for Out Of School Hours Care Services in NSW. Provides information, advocacy, resources training and support. Ph: (02) 9212 3244

Community Childcare Co-operative at Marrickville
The peak body for community based Children’s Services in NSW. Provides training, information, resources, management advice to Children Services staff and raise community awareness of quality childcare issues. Ph: (02) 8922 6444 Web: www.eccensw.org.au

Playgroup NSW at Wetherill Park
Playgroup NSW works with relevant stakeholders to provide a voice, support and opportunities for children and their carers to interact and learn through play. Ph: (02) 9604 5513 or 1800 171 882 Web: www.playgroupsnsw.com.au

NSW Family Day Care (FDC) Association at Petersham
The peak body for FDC schemes and In-Home Care providers in NSW. Promotes and supports all aspects of Family Day Care in communities. Ph: (02) 9572 9440 Web: www.nswfdc.org.au

Ethno-Specific Childcare Centre
Macedonian Childcare Centre at Arncliffe (Macedonian) Ph: (02) 9567 2019

St George Community Services at Carts Park
Provides a range of community services for residents of St George area from CALD background who are frail aged, people with disabilities or their carers. Bilingual workers – Chinese, Mandarin Italian, German, Greek, Spanish, Arabic, Hindi. Ph: (02) 8558 4000 Web: www.stsgecs.com.au

Gymea Community Aid & Information Service at Gymea
Provides information/referral service and leisure activities. Centre based day care for the frail aged from Italian, Chinese, Greek and Arabic backgrounds. Bilingual Workers available Arab Women’s Group, Chinese Mother’s Group, Spanish speaking & Latin American Group, Multicultural Women’s Group available. Ph: (02) 9524 9559

St George Migrant Resource Centre at Rockdale
Provides settlement assistance, information, referrals and advice in different languages migrant issues, assists with immigration and citizenship applications for newly arrived migrants. Bilingual Workers Available. Ph: (02) 9597 5455 Web: www.sgmrc.org.au

Backstop St George Family Support Service at Carlton
Provides support to parents with children aged 0-5 years living in the St George area, who may have issues with family conflict, child protection, domestic violence, homelessness and poverty, physical or mental health, trauma etc. Family caseworker, Chinese and Arabic Support Workers available (Translating services available for other languages). Provides community information, advocacy and one on one consultation. Ph: (02) 9553 9100 Web: www.backstop.stgeorgeonline.com.au

Kogarah Community Services Information Centre at Kogarah
Provides information on local services and support agencies as follows:- accommodation, aged care, retirement, local childcare centres, parenting support, Centrelink information, employment services, leisure activities, mental health services, consumer and legal aid. Ph: (02) 9587 6622 Web: www.kogarahcommunity.org.au

Council Community Services at Hurstville
Hurstville City Council community services section consists of specialist Community Development Workers, Youth Services, Multicultural and Indigenous services, Children’s Services. Ph: (02) 9330 6222 Web: www.hurstville.nsw.gov.au

Pole Depot Community Centre at Penshurst
Provides before and after school care, Chinese support services for people with disabilities, youth, seniors and careers. Ph: (02) 9580 0688 Web: www.poledepot.org

CALD Services

Ethnic Communities Council of NSW at Waterloo
Peak community-based, non-government body in NSW representing ethnic communities. Provides information and assistance for a language or cultural group. Ph: (02) 9319 0288 Web: www.eccensw.org.au

Australian Chinese Community Association of NSW at Rockdale
Provides settlement services, information, referrals, casework, social groups for newly arrived migrants from a Chinese background. Ph: (02) 9597 5455 Web: www.acca.org.au

Macedonian Australian Welfare Association of Sydney at Rockdale
Provides direct welfare services, community development and casework to the Macedonian community. Workers for Aged Care and Youth available. Ph: (02) 9597 5455

CASS Hurstville/Kogarah Migrant, Settlement & Outreach Service at Hurstville
Provides information, referrals, settlement support, immigration, citizenship and legal assistance for newly arrived Chinese speaking migrants. Ph: (02) 9789 4587 Web: www.cass.org.au

St George Lebanese Joint Committee at Rockdale
Offers Arabic newly arrived migrants assistance with forms, referrals, information on education, income, health, settlement, accommodation etc Ph: (02) 9597 5455

Recreational

Storytime at the Library:-
Caringbah – Tuesdays at 10.30am
Cronulla – Fridays at 10.30am
Hurstville – Tuesdays at 10.00am
Menai – Wednesdays/Fridays at 10.30am
Miranda – Mondays at 10.30am
Penshurst – Wednesdays at 10.00am & 10.45am
Sutherland – Wednesdays at 10.30am
Sylvania – Wednesdays at 10.30am

Sutherland Special Needs Toy Library
Provides therapeutic, creative, sense stimulating toys to help special needs children. Ph: (02) 9545 2214

Reverse Garbage Co-operative at Marrickville
Minimises waste through the reuse of practical resources for creative purposes at a small cost. Ph: (02) 9569 3132

The Film Seen at Hurstville
Promotes a wide range of culturally and diverse films. Ph: (02) 9153 9972 Web: www.filmseen.com
**SYDNEY CENTRAL NORTH**

**(Region 6)**

**(Baulkham Hills, Hornsby, Ku-ring-gai)**

**Translating Material**

NSW Multicultural Health Communication Service

Diversity Health Institute - Free mental health advice in 50 languages.
Web: www.dhi.gov.au

Multicultural Mental Health Australia - Web: www.mmha.org.au
Information on mental health and wellbeing.


Ph: (02) 9699 3552

www.nsw.royallifesaving.com.au - Programs & Education

KEEP WATCH campaign in English, Arabic, Chinese, Vietnamese.

Kidsafe New South Wales – Road safety information in English, Chinese, Vietnamese, Arabic, Turkish, Korean.
Ph: (02) 9845 0890

Web: www.kidsafensw.org/road_safety_publications

Child Road Safety Information – 1800 060 607

Ph: (02) 9805 3200.

www.ombo.nsw.gov.au _NSW Ombudsman –Complaints for unfair treatment by a NSW government agency and certain non-government service providers. Information in 16 languages, with a dedicated staff to receive complaints from Aboriginal people.
Ph: (02) 9286 1000


**Education**

Open Training & Education Network (OTEN)

Programs, courses, services specifically for people from CALD backgrounds. Ph: (02) 9715 8676 Web: www.tafensw.edu.au/oten

TAFE = Baulkham Hills Campus = Ph: 131 870

Aboriginal Programs, Multicultural & Outreach Co-ordinators

TAFE = Hornsby Campus

Co-ordinator - Outreach Ph: (02) 9472 1239, Multicultural Ph: 131674

Macquarie Community College (AMEP) at Carlingford

English classes for newly arrived migrants.
Ph: (02) 8845 8888

Adult Migrant English Service (AMES) at Hornsby

English courses for eligible migrants. Ph: (02) 9746 2500

Adult Migrant English Program

Northern Institute of TAFE

North Sydney Ph: (02) 99420712, Northern Beaches Ph: (02) 9941 5327, Meadowbank: Ph: (02) 9942 3670

**Ethnic Child Care, Family and Community Services Co-operative at Marrickville**

Ph: (02) 9569 1288 Web: www.eccfcsc.org

Provides information, advice, support, assistance, referral and training to service providers on making services accessible to Culturally and Linguistically Diverse (CALD) communities and with CALD communities to support them in accessing services. Projects include:-

Bicultural Support Program (BSP) – A special group of Bicultural Support Workers and Consultants that assist Children’s Services to work successfully with Indigenous and CALD children in Australian Government Approved Childcare Services.

Ethnic People with Disabilities Program (EPDP)

Information and advocacy program for young people with disabilities from CALD backgrounds.

**Eastern Sydney Multicultural Access Project (ESMAP)**

Aims to ensure HACC funded and HACC-like services are relevant to the needs of the Greek, Russian, Italian communities. Provides information to these communities in the Eastern Sydney region on HACC services.

**Inner West Multicultural Access Program (IWMAP)**

Information, referral, support for the frail aged, people with disabilities and their carers from CALD backgrounds.

**Multicultural Respite Services (MRS)**

Provides recreational activities to children and adults with mild, moderate, severe intellectual and physical disabilities to инт earthly respite to their carers.

**Government Support**

Department of Human Services NSW. Promotes the safety/wellbeing of children and works to build strong families and communities. Helpline: 132 111

Ph: (02) 9716 2222 Web: www.community.nsw.gov.au

Department of Immigration & Citizenship

Ph: 131 881 Web: www.immi.gov.au

CentralLink – Multilingual Call Centre Ph: 131 202

Sydney Buses/City Rail – Ph: 131 500

Private Bus Services

Hills District – Westbus Co. Ph: (02) 9890 0000

Hornsby/Kur-ing-gai – Transdev Ph: (02) 9457 8888
**Children Services**

*Ethnic Child Care, Family and Community Services Co-op at Marrickville*

The peak body for Children’s Services run by and for ethnic communities in NSW. Provides advice, support, assistance and training on CALD issues relating to children and families in Children’s Services. Ph: (02) 9569 1288 Email: coop@eccfcs.org.au

*BiCultural Support Program (BSP) at Marrickville*

A special group of BiCultural Support Workers and Consultants that assist Children’s Services to work successfully with Indigenous and CALD children in Australian Government Approved Childcare Services. Ph: (02) 9569 1288 Email: bsp@eccfcs.org.au

*Children’s Services Central (CSC) at Marrickville*

Promotes and maintains high quality care and inclusion for all children in eligible childcare services in NSW. CSC provides Children’s Services in NSW with access to timely, relevant, appropriate and quality professional support and training. Ph: 1800 157 818 Web: www.cscentral.org.au

*KU Children’s Services at Thornleigh*

The Inclusion Support Agency (ISA) for Sydney Central North region. All ISAs work directly with Children’s Services to provide practical advice and facilitate access to a range of supports designed to build services’ capacity to create a quality care environment inclusive of all children. Ph: (02) 9484 2077

*Network of Community Activities at Merry Hills*

The peak body for Out Of School Hours Care Services in NSW. Provides information, advocacy, resources training and support. Ph: (02) 9212 3244

**Community Organisations**

*Hills/Holroyd Parramatta Migrant Resource Centre at Parramatta*

Provides settlement, information and referral services to newly arrived migrants and refugees including community development support and legal/migration advice. Ph: (02) 9687 9901 Web: www.bhhpmrc.org.au

*Baulkham Hills Council - Community Services at Castle Hill*

Provides detailed information on community services in the area and services children, youth, families, CALD people, Aboriginal and Torres Strait Islanders and provides cultural information etc. Ph: (02) 9843 0555 Web: www.baulkhamhills.nsw.gov.au

*Ka-ring-gai Neighbourhood Centre at St Ives*

Provides community settlement support, English classes for migrants, information, assistance, neighbourhood aid and family support programs to migrants and ethnic groups. Ph: (02) 9988 4966 Web: www.knc.org.au

*MigrantLink Australia Ltd at Hornsby*

Provides direct settlement services to migrants including advocacy, information, referral, assistance with accessing government and mainstream services. Ph: (02) 9987 2333 Web: www.migrantlink.org

*The Hills Community Aid and Information Service at Baulkham Hills*

Provides one-on-one support and assistance, information, referral services to isolated residents including people with CALD backgrounds. Involved in community development, multicultural and cultural events/activities. Ph: (02) 9639 8620 Web: www.hca.org.au

*Ka-ring-gai Council at Hornsby*

Provides settlement, information and referral services to newly arrived migrants and refugees including community development support and legal/migration advice. Support and assistance with family, personal, financial issues etc. Community Settlement Officer available. Ph: (02) 9424 9978

*Reverse Garbage Co-operative at Marrickville*

Minimises waste through the reuse of practical resources for creative purposes for a small cost. Ph: (02) 9569 3132

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**CALD Services**

*Ethnic Communities Council of NSW at Waterloo*

Peak community-based, non-government body in NSW representing ethnic communities. Provides information and assistance for a language or cultural group. Ph: (02) 9319 0288 Web: www.eccensw.org.au

*Cherrybrook Chinese Community Association at Cherrybrook*

Provides support, assistance, referral, social activities to people from the Chinese community. Ph: (02) 9894 0336 Web: www.ccca.asn.au

*The Hills Community Health Centre and Chinese Women’s Association at Castle Hill*

Provides assistance, support and social activities to Chinese immigrants (who speak Mandarin/Cantonese) and are isolated and living in the Hills area. Settlement services available. General Ph: (02) 8853 4500 and Community Settlement Services Ph: (02) 9477 5767

*Seven International Incorporated at St Ives*

Aims to identify and address social welfare needs of migrants from India, Pakistan, Sri Lanka, Bangladesh, Nepal, Bhutan and Maldives. Ph: (02) 9449 5582 Web: www.sevaninternational.org

*Tibetan Friendship Group Australia at Gordon*

Provides humanitarian aid, support, assistance and referral services to Tibetan refugees and migrants. Ph: (02) 9799 0613 Web: www.tfg.org.au

**Recreational**

*Storytime at the Library:-*

Approx. 30min sessions Baulkham Hills –Tuesday/Fridays 11.00am Berowra – Friday 10.30am Carlingford – Wednesday/Friday 10.30am Castle Hill – Tuesday/Wednesday 10.30am & 11.15am Dural – Thursday 10.30am Gordon/Lindfield/St Ives – Thurs 10.30am – 11.15am Hornsby – Tues 10.00am/11.00am , Thurs 10.30am Pennant Hills – Tues 10.00am, Wed 10.00am/11.00am Rouse Hill – Tuesday/Friday 10.30am Turramurra – Wednesday 10.30am – 11.15am

*Toy Libraries:-*

Castle Hill Toy Library Ph: (02) 9634 1457 Hills District Playgroups Toy Library Ph: 1800 171 882 Noah’s Ark Toy Library (Special Needs) Ph(02) 94114429 Berowra Toy Library Email: info@berowratoylibrary.org.au

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GOSFORD - WYONG
(Region 7)
(Gosford, Wyong)

Translating Material

NSW Multicultural Health Communication Service

Diversity Health Institute - Free mental health advice in 50 languages. Web: www.dhi.gov.au

Multicultural Mental Health Australia - Web: www.mmma.org.au


www.damec.org.au - Drug/Alcohol Multicultural Education Centre. Ph: (02) 9699 3552


Kidsafe New South Wales – Road safety information in English, Chinese, Vietnamese, Arabic, Turkish, Korean. Ph: (02) 9845 0890

Web: www.kidsafensw.org/road_safety_publications

Child Road Safety Information - Ph: 1800 060 607


www.ombo.nsw.gov.au - NSW Ombudsman – Complaints for unfair treatment by a NSW government agency and certain non-government service providers. Information in 16 languages, with a dedicated staff to receive complaints from Aboriginal people. Ph: (02) 9286 1000


Education

Open Training & Education Network for People with Disabilities (OTEN)

Programs, courses, services specifically for people from CALD backgrounds.

Ph: (02) 9715 8676 Web: www.tafensw.edu.au/oten

TAFE – Gosford & Wyong Campus

General English and specific purpose English vocational courses for CALD migrants. Provides English classes for Adult Migrant English Program (AMEP).

Ph: (02) 4930 2957 Web: www.hunter.tafensw.edu.au

TAFE – Gosford, Wyong, Ourimbah Campuses

Multicultural Education Co-ordinator – Ph: (02) 4923 7437

Aboriginal Programs Contact – Ph: (02) 4930 2914

Adult Migrant English Services (AMES)

Gosford – Central Coast Community College Ph: (02) 4348 4336

Ethnic Child Care, Family and Community Services Co-operative

at Marrickville
Ph: (02) 9569 1288 Web: www.eccfcsc.org

Provides information, advice, support, assistance and referral and training to service providers on making services accessible to Culturally and Linguistically Diverse (CALD) communities and with CALD communities to support them in accessing services. Projects include:

Bicultural Support Program (BSP) – A special group of Bicultural Support Workers and Consultants that assist Children’s Services to work successfully with Indigenous and CALD children in Australian Government Approved Childcare Services.

Ethnic People with Disabilities Program (EPDP) Information and advocacy program for young people with disabilities from CALD backgrounds.

Eastern Sydney Multicultural Access Project (ESMAP) Aims to ensure HACC funded and HACC like services are relevant to the needs of the Greek, Russian and Italian communities. Provides information to these communities in the Eastern Sydney region on HACC services.

Inner West Multicultural Access Program (IWMAP) Information, referral, support service for frail aged, people with disabilities and their carers from CALD backgrounds.

Multicultural Respite Services (MRS) Provides recreational activities to children and adults with mild, moderate, severe intellectual and physical disabilities to in turn provide respite to their carers.

Government Support

Department of Human Services NSW. Promotes the safety/wellbeing of children and works to build strong families and communities. Helpline: 132 111
Ph: (02) 9716 2222 Web: www.community.nsw.gov.au

Department of Immigration & Citizenship
Ph: 131 881 Web: www.immi.gov.au

Centrelink – Multilingual Call Centre Ph: 131 202

Sydney Buses – NSW Government – Ph: 131 500

CityRail – Train timetable/fares info. Ph: 131 500

Bus Services – Murrays Bus Services – Ph: (02) 4973 2114

Coastal Liner – Ph: (02) 4392 3080

Busways Central Coast – Ph: (02) 4368 2277

The Entrance Red Bus Services – Ph: (02) 4332 8655
Disclaimer – Please note that whilst every care has been taken to ensure that material contained in this document was correct, some information regarding organisations and project workers may have changed since publication in January 2011.
SYDNEY NORTH WEST  
(Region 8)

(Blue Mountains, Hawkesbury, Penrith)

Translated Material

- NSW Multicultural Health Communication Service
  - Information on health/wellbeing topics in many languages.
  - Diversity Health Institute - Free mental health advice in 50 languages.
  - Multicultural Mental Health Australia - Information on mental health and wellbeing.
  - Anaphylaxis Australia.
  - Kepp Watch Campaign in English, Arabic, Chinese, Vietnamese.
  - Kidsafe New South Wales - Road safety information in English, Chinese, Vietnamese, Arabic, Turkish, Korean.
  - Kidsafesw.org/road_safety_publications
  - Kidsandtraffic.msu.edu.au - “Kids and Traffic” information.

Education

Open Training & Education Network (OTEN) Programs, courses, services specifically for people from CALD backgrounds.
  - Aboriginal Programs, Multicultural & Outreach Co-ordinators
  - TAFE – Blue Mountains, Nepean (Penrith), Mt Druitt, Richmond Campuses
  - Offers English for Specific Purposes, Advanced English for Migrants, English for Vocational Purposes. Also available are:- Aboriginal Programs, Multicultural & Outreach Co-ordinators.
  - Nepean Community College
  - Provides English Literacy/Numeralcy and ESL classes.

Ethnic Child Care, Family and Community Services Co-operative

Ph: (02) 9569 1288  Web: www.eccfsc.gov.au

Provides information, advice, support, assistance, referral and training to service providers on making services accessible to Culturally and Linguistically Diverse (CALD) communities and with CALD communities to support them in accessing services. Projects include:-

Bicultural Support Program (BSP) – A special group of Bicultural Support Workers and Consultants that assist Children’s Services to work successfully with Indigenous and CALD children in Australian Government Approved Childcare Services.

Ethnic People with Disabilities Program (EPDP)

Information and advocacy program for young people with disabilities from CALD backgrounds.

Eastern Sydney Multicultural Access Program (ESMAP)

Aims to ensure HACC funded and HACC like services are relevant to the needs of the Greek, Russian and Italian communities. Provides information to these communities in the Eastern Sydney region on HACC services.

Inner West Multicultural Access Program (IWMAP)

Information, referral, support service for frail aged, people with disabilities and their carers from CALD backgrounds.

Multicultural Respite Services (MRS)

Provides recreational activities to children and adults with mild, moderate, severe intellectual and physical disabilities to in turn provide respite to their carers.

Government Support

Department of Human Services NSW

Ph: (02) 9716 2222  Web: www.community.nsw.gov.au

Department of Immigration & Citizenship

Ph: 131 881  Web: www.immi.gov.au

Centrelink – Multilingual Call Centre Ph: 131 202

West Bus Co. – Ph: (02) 4751 1077

West Bus Co. – Ph: (02) 9890 0000 or 131500

Indiary

- Indigenous Books Web: www.indiary.com.au

Multicultural Resources

CALD resources available in several languages at the following libraries:-
  - Blackheath – Ph: (02) 4787 8893  Pearith – Ph: (02) 4732 7891
  - Blaxland – Ph: (02) 4739 4284  Richmond – Ph: (02) 4578 2002
  - Enmore – Ph: (02) 4735 5577  Springwood – Ph: (02) 4723 5040
  - Hawkesbury – Ph: (02) 4560 4460  St Clair – Ph: (02) 9670 6853
  - Katoomba – Ph: (02) 4780 5750  St Marys – Ph: (02) 4732 7455
  - Lawson – Ph: (02) 4759 1446  Wentworth Falls – Ph: (02) 4757 2095

CALD/Indigenous Websites - resources/reaching aides


Serendib Craftlink - Multicultural craft/educational

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

National Childcare Accreditation Council - www.nccac.gov.au

Inclusive Directions South Australia - www.directions.org.au


Modern Teaching Aides - www.teaching.com.au

The Book Garden - www.thebookgarden.com.au

Indigenous Services at State Library NSW - Ph: (02) 9273 1577


Lady Gowrie Library at Zetland - Have an extensive range of early childhood references/resources. Ph: (02) 8345 7624

Email: library@ladygowie.library.com.au Web: www.ladygowrie.com.au

ATSI Learning & Engagement Centre Libraries - Collection of Aboriginal & Torres Strait Islander resource websites.

Web: http://education.qld.gov.au/information/services/languages/asi/Edna

Free on-line Network for Educators Web: www.edna.edu.au


Children Services

Ethnic Child Care, Family and Community Services Co-op at Marrickville
The peak body for Children’s Services run by and for ethnic communities in NSW. Provides advice, support, assistance and training on CALD issues relating to children and families in Children’s Services. Ph: (02) 9569 1288  Email: coop@eccfsc.org

Bicultural Support Program (BSP) at Marrickville
A special group of Bicultural Support Workers and Consultant that assist Children's Services to work successfully with Indigenous and CALD children in Australian Government Approved Childcare Services. Ph: (02) 9569 1288  Email: bsp@eccfsc.org

Children’s Services Central (CSC) at Marrickville
Promotes and maintains high quality care and inclusion for all children in eligible childcare services in NSW. CSC provides Children’s Services in NSW with access to timely, relevant, appropriate and quality professional support and training. Ph: 1800 157 818  Web: www.ecscentral.org.au

Penrith City Council at Penrith
The Inclusion Support Agency (ISA) for Sydney North West region. All ISAs work directly with Children’s Services to provide practical advice and facilitate access to a range of supports designed to build services’ capacity to create a quality care environment inclusive of all children. Ph: (02) 4732 7843

Network of Community Activities at Merrylands
The peak body for Children’s Services in NSW. Provides information, advocacy, resources training and support. Ph: (02) 9212 3244

Community Childcare Co-operative at Merrylands
The peak body for community based Children’s Services in NSW. Provides information, education, information and management advice to Children’s Services and raise community awareness of quality childcare issues. Ph: (02) 8922 6444  Web: www.eccsnsw.org.au

Playgroup NSW at Wetherill Park
Playgroup NSW works with relevant stakeholders to provide a voice, support and opportunity for children and their carers to interact and learn through play. Ph: (02) 9604 5513 or 1800 171 882  Web: www.playgroupsnsw.com.au

NSW Family Day Care (FDC) Association at Petersham
The peak body for FDC schemes and In-Home Care providers in NSW. Promotes and supports all aspects of Family Day Care in communities. Ph: (02) 9572 9440  Web: www.nswfdc.org.au

Community Organisations

Sydwest Multicultural Services Inc. at Blacktown
Services the Penrith LGA and provides information, settlement and referral services to newly arrived migrants and refugees, including community development support, legal/migration advice and community programs. Ph: (02) 9621 6633  Web: www.sdvwmsi.org.au

Mt Drutl Ethnic Communities Agency at Mt Drutl (MECA)
Provides welfare information, advice and referral services to people of CALD backgrounds, assistance to CALD community groups in developing programs/activities, settlement assistance and English classes. Ph: (02) 9625 9300

Nepean Migrant Access at St Marys
Provides information and referral services, casework, group work, advocacy, immigration advice to migrants in Penrith and Hawkesby LGAs. Ph: (02) 9833 2416

Katoomba Neighbourhood Centre at Katoomba
Provides information/referral services, community development and a range of services to children and adults in the Blue Mountains region. Ph: (02) 4782 1117  Web: www.kncinc.org.au

Emu Plains Community Project at Emu Plains
Provides information and referrals for services in the local community. A community worker consults with residents to identify the needs within the community and address these needs by developing appropriate services. Offers programs providing recreational and educational activities, social support groups, Women’s Groups etc. Ph: (02) 4735 2323  Web: www.spyms.org.au

Penrith ATSIS Workers Project at South Penrith
Provides support, information and referral services to Indigenous people in the Penrith LGA and a range of programs for early childhood. Early Intervention Family Support Worker available. Ph: (02) 4721 8520  Web: www.spyms.org.au

Batuwarin Aboriginal Corporation at Helbersham
Community Adult Education – offers courses to Indigenous people to develop skills, knowledge, expertise and social networks. Provides community management and development to the Indigenous community. Ph: (02) 9832 7167

St Marys Area Community Development Project (SMACD) at St Marys
Provides information and referral services, social, recreational and educational programs, courses, activities and advocacy for the community. Ph: (02) 9673 2169

Discretionary – Please note that whilst every care has been taken to ensure that material contained in this document was correct, some information regarding organisations and project workers may have changed since publication in January 2011.
SYDNEY SOUTH WEST
(Region 9)
(Camden, Campbelltown, Fairfield, Liverpool, Wollondilly)

Translating Material
NSW Multicultural Health Communication Service
Diversity Health Institute - Free mental health advice in 50 languages. Web: www.dhi.gov.au
Multicultural Mental Health Australia - Web: www.mmha.org.au
Information on mental health and wellbeing.
www.damec.org.au • Drug/Alcohol Multicultural Education Centre. Ph: (02) 9699 3552
www.nswroyal lifesaving.com.au – Programs & Education
‘KEEP WATCH’ campaign in English, Arabic, Chinese, Vietnamese.
Kidsafe New South Wales – Road safety information in English, Chinese, Vietnamese, Arabic, Turkish, Korean.
Ph: (02) 9845 0890 Ph: 1800 060 607
Web: www.kidsafensw.org/road_safety_publications
Ph: (02) 9805 3200.
www.ombo.nsw.gov.au • NSW Ombudsman – Complaints for unfair treatment by a NSW government agency and certain non-government service providers. Information in 16 languages – complaints to a dedicated staff to receive complaints from Aboriginal people.
Ph: (02) 9286 1000

Education
Open Training & Education Network (OTEN)
Programs, courses, services specifically for people from CALD backgrounds. Ph: (02) 9715 8676 Web: www.tafensw.edu.au/oten
Liverpool TAFE – Outreach
Provides courses for adults who have language barriers to formal education. Ph: (02) 9827 5100
TAFE English Language Programmes - Wetherill Park
Provides English, numeracy, literacy for people who have English as a second language. Ph: (02) 9609 9211
Campbelltown TAFE – South Western Institute
Multicultural Unit – 9827 5107
Vocational/pre-vocational courses for migrants. Ph:02/4620 1700
Australian Centre for Languages at Cabramatta (AMEP)
English classes for migrants and refugees. Ph: (02) 9723 3126

Ethnic Child Care, Family and Community Services Co-operative at Marrickville
Ph: (02) 9569 1288 Web: www.eccfcsc.org
Provides information, advice, support, assistance, referral and training to service providers on making services accessible to Culturally and Linguistically Diverse (CALD) communities and with CALD communities to support them in accessing services. Projects include:
Bicultural Support Program (BSP) – A special group of Bicultural Support Workers and Consultants that assist Children’s Services to work successfully with Indigenous and CALD children in Australian Government Approved Childcare Services.
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Multicultural Respite Services (MRS)
Provides recreational activities to children and adults with mild, moderate, severe intellectual and physical disabilities to in turn provide respite to their carers.

Government Support
Department of Human Services NSW. Promotes the safety/wellbeing of children and works to build strong families and communities. Helpline: 132 111
Ph: (02) 9716 2222 Web: www.community.nsw.gov.au
Department of Immigration Multicultural & Indigenous Affairs Ph: 131 881
Centrelink – Multicultural Call Centre Ph: 131 202
Provides Centrelink information in various languages.
State Transit Authority - Provides public bus timetable & fares information, Web: www.sta.nsw.gov.au Ph: 131 500
Private Bus Company
Busways Campbelltown – Ph: (02) 9497 1800
Westbus – Ph: (02) 9890 000 or 131 500

Bicultural Support Program

Interpreting Service Agencies
TIS – Translating and Interpreting Service. Ph: 131 450
Community Relations Commission - Multicultural Ph: 1300 651 500
Multicultural Health Interpreter Service. Ph: 1800 674 994

Multicultural Resources
CALD resources available in several languages at the following libraries:-
Beunyrg – Ph: (02) 9725 0339
Camden – Ph: (02) 4654 7951
Campbelltown – Ph: (02) 4645 444
Casula – Ph: (02) 9601 5740
Fairfield – Ph: (02) 9725 0370
Green Valley – Ph: (02) 9608 5544
Liverpool – Ph: (02) 9821 9444
Miller – Ph: (02) 9607 7324
Moorebank – Ph: (02) 9601 6880
Narrandera – Ph: (02) 4645 5039
Wetherill Park – Ph: (02) 9725 0338

CALD/Indigenous Websites - resources/teaching aids
Magabala books (Indigenous books) - www.magabala.com
Serendib Craftlink - Multicultural craft/educational
Web: www.serendibcraftlink.com.au
FKA – Free Kindergarten Association - www.fka.com.au
National Childcare Accreditation Council - www.ncac.gov.au
Inclusive Directions South Australia - www.directions.org.au
Modern Teaching Aides - www.teaching.com.au
The Book Garden - www.thebookgarden.com.au

Indigenous Services at State Library NSW - Ph: (02) 9273 1577

Lady Gowrie Library at Zetland – Have an extensive range of early childhood references/resources. Ph: (02) 8345 7624
Email:library@gowrie-sydney.com.au Web: www.gowrie-sydney.com.au/

ATSI Learning & Engagement Centre Libraries - Collection of Aboriginal & Torres Strait Islander resource websites.
Web: http://education.qld.gov.au/information/service/libraries/asis/
Edna - Free on-line Network for Educators Web: www.edna.edu.au
Community Language Collection Directory - Web: www.sl.nsw.gov.au\services\multicultural

Children’s Services
Ethnic Child Care, Family and Community Services Co-op at Marrickville
The peak body for Children’s Services run by and for ethnic communities in NSW. Provides advice, support, assistance and training on CALD issues relating to children and families in Children’s Services. Ph: (02) 9569 1288 Email: coop@eeccfsc.org

Biicultural Support Program (BSP) at Marrickville
A special group of Biicultural Support Workers and Consultants that assist Children’s Services to work successfully with Indigenous and CALD children in Australian Government Approved Childcare Services. Ph: (02) 9569 1288 Email: bsp@eeccfsc.org

Children’s Services Central (CSC) at Marrickville
Promotes and maintains high quality care and inclusion for all children in eligible childcare services in NSW. CSC provides Children’s Services in NSW with access to timely, appropriate, relevant, quality professional support and training. Ph: 1800 157 818 Web: www.esscntal.org.au

KU Children’s Services at Narellan
The Inclusion Support Agency (ISA) for Sydney South West region. All ISAs work directly with Children’s Services to provide practical advice and facilitate access to a range of supports designed to build services’ capacity to create a quality care environment inclusive of all children. Ph: (02) 4645 7400

Network of Community Activities at Merry Hills
The peak body for Out Of School Hours Care Services in NSW. Provides information, advocacy, resources training and support. Ph: (02) 9212 3244

Community Childcare Co-operative at Marrickville
The peak body for community based Children’s Services in NSW. Provides training, information, resources, management advice to Children’s Services staff and raise community awareness of quality childcare issues. Ph: (02) 8922 6444 Web: www.ecccnsw.org.au

Playgroup NSW at Wetherill Park
Playgroup NSW works with relevant stakeholders to provide a voice, support and opportunity for children and their carers to interact and learn through play. Ph: (02) 9604 5513 or 1800 171 882 Web: www.playgroupsnsw.com.au

NSW Family Day Care (FDC) Association at Petersham
The peak body for FDC schemes and In-Home Care providers in NSW. Promotes and supports all aspects of Family Day Care in communities. Ph: (02) 9572 9440 Web: www.nswfdc.org.au

Ethno-Specific Childcare Centres
Roly Poly Childcare at Fairfield (Italian) Ph: (02) 9727 6324 Vattana Neighbourhood Childcare Centre at Cabramatta (Lao) Ph: (02) 9754 1941 Hiyas Ng Bayan Childcare Centre at Mt Pritchard (Filipino) Ph: (02) 9823 5425

Community Organisations
Liverpool Migrant Resource Centre at Liverpool
Provides information and referrals on settlement issues for newly arrived migrants/refugees. Offers English/computer classes, art projects, Multicultural Playgroups. Supports ethnic groups, new emerging communities, women, youth etc through community development services. Web: www.lmrcc.org.au Ph: (02) 9601 3788

Macerthur Diversity Services (MDS) at Campbelltown
Assists migrants with settlement issues. Assists in formulating access/equity policies, conducts community consultations, addresses the needs identified through developing services and creates community profile. Develops and organises training programs for service providers, provides resources via library, information and referrals. Lobbies and advocates for and with individuals/groups. Web: www.mdsi.org.au Ph: (02) 4627 1188

Anglicare Migrant Services at Cabramatta
Provides direct services to migrant/refugee families e.g. playgroup, OOSCH, family support, training programs for Indo-Chinese and ESL classes. Web: www.anglicare.org.au Ph: (02) 9728 0200

Woodville Community Services (WCS) at Villawood
Provides a broad range of services to Liverpool and Fairfield LGA including adult education, childcare, special care, English classes, referrals, advice, advocacy service for migrants. Ph: (02) 9724 3807

Immigrant Women’s Health Services at Fairfield
Provides health information and support, medical services, language specific groups, legal advice, English classes, support and advocacy for migrant/refugee women. Ph: (02) 9726 4044

Cabramatta Community Centre at Cabramatta
Community based organisation made up of the following -
Fairfield Migrant Resource Centre - Provides advice, support, information, settlement services to newly arrived migrants/refugees, basic immigration advice and referrals services. Web: www.fmrc.net/ Ph: (02) 9727 0477

Neighbourhood Centre – Provides Bilingual Welfare Services, advocacy, casework, referral services to migrant/refugee families. Involved in community development/activities. Ph: (02) 9727 0477 Provides Occasional Childcare services. Ph: (02) 9727 8723

Mt Pritchard Cabramatta West Community Centre - Manages Mt Pritchard OOSH, Mt Pritchard Cabramatta West Project, Youth Outreach Project, Canley Heights Community Centre. Mt Pritchard Ph: (02) 98237542,Canley Heights Ph: (02) 97284973

Cabramatta Youth Team – Provides many services to young people in Fairfield LGA. Ph: (02) 9727 0477

Multicultural Community Care Services, at Whetner Park
Provide support and assistance to aged and people with disabilities. Ph: (02) 8717 1500

CALD Services
Ethnic Communities Council of NSW at Waterloo
Peak community-based, non-government body in NSW representing ethnic communities. Provides information and assistance for a language or cultural group. Ph: (02) 9319 0288 Web: www.eccnsw.org.au

Spanish-Latin American Association for Social Assistance at Liverpool
Meetings for the Spanish community to discuss community development, exchange information and address local CALD issues. Ph: (02) 9724 2220

Australian Chinese Descendants Mutual Association at Canley Vale
Provides information, advice, referral, advocacy, English classes, recreational/educational activities, Chinese Language School to the Chinese community. Ph: (02) 9727 2829

Australian Lebanese Welfare Group at Cabramatta
Provides Arabic community with casework, advocacy, advice, immigration help, information, referral, support, education, community/group development services. Ph: (02) 9727 0477

Youth West Community Care Family First Program at Cabramatta
Supports Chinese and Vietnamese parents caring for under 5 years olds during times of stress. Chinese and Vietnamese Parents Support Groups available. Ph: (02) 9728 0200

Croatian Australian Welfare Centre at St Johns Park
Provides counseling, information and referral services for people of Croatian background. Ph: (02) 9610 1146

Klmer Community of NSW at Bonnyrigg
Offers Klmer community with case/group work, recreational activities, community development. Ph: (02) 9823 3479

Vietnamese Women’s Association in NSW at Cabramatta
Offers social/welfare services, case/group work, referrals, community development, training, advocacy, settlement help to Vietnamese women and their families. Ph: (02) 9723 2022

Recreational

Story time at the Library: Bonnyrigg – Wednesdays 10.30am – 11.00am Camden – Tuesdays/ Thursdays 11.00am-11.30am Campbelltown – Tuesdays/Wednesdays/Thursdays 10.30am Casula – Mondays 10.00am - 10.45am Fairfield – Friday 10.00am – 10.30am Green Valley – Wed/Thur 10am - 10.45am Liverpool – Tuesdays/Wednesdays 10.00am - 10.45am Miller – Thursdays 10.00am – 10.30am Narellan – Wednesday 11.00am & Fridays 10.00am /11.00am Whetner Park – Wednesdays 10.30am – 11.00am

Toy Library:-
CCC Toy Library at Narellan: Ph: 4647 1283 Mobile Toy & Book Library – Ph: (02) 4645 4301 Noah’s Ark Toy Library at Liverpool – Ph: (02) 9821 9453

Disclamer – Please note that whilst every care has been taken to ensure that material contained in this document was correct, some information regarding organisations and project workers may have changed since publication in January 2011
BICULTURAL SUPPORT PROGRAM

Interpreting Service Agencies
TIS – Translating and Interpreting Service. Ph: 131 450
Community Relations Commission - Multicultural Ph: 1300 651 500
Multicultural Health Interpreter Service, Ph: 1800 674 994

Multicultural Resources
CALD resources available in several languages at the following libraries:-

Albion Park – Ph: (02) 4256 2001 Sheffielhbour – Ph: (02) 4295 1178
Ballina – Ph: (02) 4264 3066 Thirroul – Ph: (02) 4267 1537
Carrington – Ph: (02) 4285 6970 Unanderra – Ph: (02) 4271 1217
Dapto – Ph: (02) 4251 7722 Warilla – Ph: (02) 4297 2522
Glebe Park – Ph: (02) 4294 2185 Warranong – Ph: (02) 4274 4626
Kiama – Ph: (02) 4233 1133 Wollongong – Ph: (02) 4227 7414
Oak Flats – Ph: (02) 4256 3772

CALD/Indigenous Websites - resources/teaching aids
Magabala books (Indigenous books) - www.magabala.com
Serendib Craftlink - Multicultural craft/educational Web: www.serendibcrafts.com.au
FKA – Free Kindergarten Association - www.fka.com.au
National Childcare Accreditation Council - www.ncac.gov.au
Inclusive Directions South Australia - www.directions.org.au
Modern Teaching Aides - www.teaching.com.au
The Book Garden - www.thebookgarden.com.au

Indigenous Services at State Library NSW - Ph: (02) 9273 1577

Lady Gowrie Library at Zetland - Have an extensive range of early childhood references/resources. Ph: (02) 8345 7624
Email: library@gowrie-sydney.com.au Web: www.gowrie-sydney.com.au/

ATSI Learning & Engagement Centre Libraries - Collection of Aboriginal & Torres Strait Islander resource websites,
Web: http://education.qld.gov.au/information/services/libraries/ansi/
Edna - Free on-line Network for Educators Web: www.edna.edu.au
Community Language Collection Directory -
Web: www.sl.nsw.gov.au/services/multicultural


Multicultural Services Guide

ILLAWARRA
(Region 10)

(Kiama, Shellharbour, Shoalhaven, Wingecarribee, Wollongong, Unincorporated Other Territories - Jervis Bay)

Translated Material

NSW Multicultural Health Communication Service
Diversity Health - Free mental health advice in 50 languages. Web: www.dhi.gov.au
Multicultural Mental Health Australia - Web: www.mmha.org.au
Information on mental health and wellbeing.
www.damec.org.au • Drug/Alcohol Multicultural Education Centre. Ph: (02) 9699 3552
www.nsroyal lifesaving.com.au – Programs & Education
‘KEEP WATCH’ campaign in English, Arabic, Chinese, Vietnamese.
Kidsafe New South Wales – Road safety info in English, Chinese, Vietnamese, Arabic, Turkish, Korean. Ph: (02) 9845 0890
Web: www.kidsafensw.org/road_safety_publications Ph: 1800 060 607
Ph: (02) 9805 3200.
www.cmbo.nsw.gov.au NSW Ombudsman – Complaints for unfair treatment by a NSW government agency and certain non-government service providers. Information in 16 languages, with a dedicated staff to receive complaints from Aboriginal people. Ph: (02) 9286 1000
http://www.mylanguage.gov.au “– My Language” allows access to over 6 million information links on the internet in your language.

Education

Open Training & Education Network (OTEN)
Programs, courses, services specifically for people from CALD backgrounds. Ph: (02) 9715 8676 Web: www.tafensw.edu.au/oten
TAFE – Wollongong, Wollongong West, Dapto, Nowra, Shellharbour, Uladulla Campuses
Aboriginal Programs – Ph: (02) 4229 0142
Multicultural Education Co-ordinator – Ph: (02) 4229 0151
TAFE – Moss Vale Campus
Aboriginal Programs – Ph: (02) 6298 4421
Multicultural Education Co-ordinator – Ph: (02) 4229 0151
Adult Migrant English Program (AMEP)
Provides free English classes to newly arrived migrants.
TAFE (Wollongong Campus) – Ph: (02) 4229 0025
TAFE (Nowra Campus- Bomaderry) – Ph: (02) 4421 9888
Workers’ Education Assoc. (Wollongong) – Ph: (02) 4226 1622
Southeast Community College (Sth Nowra) – Ph: (02) 4423 0315

Ethnic Child Care, Family and Community Services Co-operative at Marrickville
Ph: (02) 9569 1288 Web: www.ecfcsc.org
Provides information, advice, support, assistance, referral and training to service providers on making services accessible to Culturally and Linguistically Diverse (CALD) communities and with CALD communities to support them in accessing services. Projects include:-

Bicultural Support Program (BSP) – A special group of Bicultural Support Workers and Consultants that assist Children’s Services to work successfully with Indigenous and CALD children in Australian Government Approved Childcare Services.

Ethnic People with Disabilities Program (EPDP)
Information and advocacy program for young people with disabilities from CALD backgrounds.

Eastern Sydney Multicultural Access Project (ESMAP)
Aims to ensure HACC funded and HACC like services are relevant to the needs of the Greek, Russian and Italian communities. Provides information to these communities in the Eastern Sydney region on HACC services.

Inner West Multicultural Access Program (IWMAP)
Information, referral, support service for frail aged, people with disabilities and their carers from CALD backgrounds.

Multicultural Respite Services (MRS)
Provides recreational activities to children and adults with mild, moderate, severe intellectual and physical disabilities to inform provide respite to their carers.

Government Support
Department of Human Services NSW. Promotes the safety/wellbeing of children and works to build strong families and communities. Helpline: 132 111
Ph: (02) 9716 2222 Web: www.community.nsw.gov.au
Department of Immigration & Citizenship
Ph: 131 881 Web: www.immi.gov.au
Centrelink – Multilingual Call Centre Ph: 131 202
Sydney Buses/City Rail – 131 500
Private Bus Services
Premier Illawarra Ph: (02) 4271 1322
Greens Northern Coaches – Ph: (02) 4267 3884
Dions Bus Service – Ph: (02) 4228 9855
Nowra Coach Services – Ph: 133410
Kiama Coaches – Web: www.kiamacoaches.com.au
**Children Services**

Ethnic Child Care, Family and Community Services Co-op at Marrickville
The peak body for Children’s Services run by and for ethnic communities in NSW. Provides advice, support, assistance and training on CALD issues relating to children and families in Children’s Services. Ph: (02) 9569 1288 Email: coop@ecCEFSC.org

BiCultural Support Program (BSP) at Marrickville
A special group of BiCultural Support Workers and Consultants that assist Children's Services to work successfully with Indigenous and CALD children in Australian Government Approved Childcare Services. Ph: (02) 9569 1288 Email: bsp@ecCEFSC.org

Children’s Services Central (CSC) at Marrickville
Promotes and maintains high quality care and inclusion for all children in eligible childcare services in NSW. CSC provides Children’s Services in NSW with access to timely, relevant, appropriate and quality professional support and training. Ph: 1800 157 818 Web: www.escentral.org.au

**Illawarra Children’s Services at Cambria**
The Inclusion Support Agency (ISA) for Illawarra region. All ISA’s work directly with Children’s Services to provide practical advice and facilitate access to a range of supports designed to build services’ capacity to create a quality care environment inclusive of all children. Ph: (02) 4283 9935

**Network of Community Activities at Surry Hills**
The peak body for Out Of School Hours Care Services in NSW. Provides information, advocacy, resources training and support. Ph: (02) 9212 3244

**Community Childcare Co-operative at Marrickville**
The peak body for community based Children’s Services in NSW. Provides training, information, resources, management advice to children services staff and raise community awareness of quality childcare issues. Ph: (02) 8922 6444 Web: www.ccccnsw.org.au

**Playgroup NSW at Wetherill Park**
Playgroup NSW works with relevant stakeholders to provide a voice, support and opportunity for children and their carers to interact and learn through play. Ph: (02) 9604 5513 or 1800 171 882 Web: www.playgroupnsw.com.au

**NSW Family Day Care (FDC) Association at Petersham**
The peak body for FDC schemes and In-Home Care providers in NSW. Promotes and supports all aspects of Family Day Care in communities. Ph: (02) 9572 9440 Web: www.nsww福德.org.au

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**Community Organisations**

Illawarra Multicultural Services at Wollongong & East Nowra
Provides assistance, information, referral services for newly arrived migrants, other disadvantaged migrant groups, people from CALD backgrounds. Offers advice, advocacy, support groups, Childcare and Multicultural Playgroup. Family Support Workers and Multicultural Resource Library available. Web: www.imc.org.au

Wollongong: Ph: (02) 42296855 East Nowra: Ph: (02) 44225933

Cringila Community Co-operative at Cringila
Provides information, advice and referrals for people of CALD backgrounds and general community, Macedonian Women’s and Men’s Group, Multicultural Playgroup, Southern Suburbs Mobile Preschool and Vacation Care Services. Ph: (02) 4274 4033

Nowra Neighbourhood Centre at Nowra
Provides information, referrals and advocacy service, community development support and community activities to the general and Indigenous community. Ph: (02) 4421 5077

Ulladulla & Districts Community Resource Centre at Ulladulla
Provides an information and referral service, active in community development. Community Worker available. Ph: (02) 4454 0477

Highlands Community Centre at Bomaderry
Provides information, referrals and advocacy services and pro-active in community development. Ph: (02) 4862 1122

Illawarra Community Services at Dapto
Provides support, information, referrals and advocacy services to Dapto community. Web: www.icinc.org.au Ph: (02) 4262 1918

Flinders Child & Family Centre at Flinders
Provides support, information, referrals, casework services for child and family issues in the community. Ph: 4297 6758

The Neighbourhood Association at Albion Park Rail
Provides information/referral service, identifies community needs and develops services/programs. Women’s Support Groups available. Ph: (02) 4257 3342

Berkeley Neighbourhood Centre at Berkeley
Provides information, advocacy, advice, referrals, support service. Offers courses, Supported Playgroup and Women’s Support Group. Ph: (02) 4271 1661

North Kiama Neighbourhood Centre at Kiama Downs
Provides information, advocacy, support and referral services to community. Offers Playgroup, Kiama Community College courses and active in community development. Ph: (02) 4237 8422

ACL at Wollongong
Provides a vast range of settlement services for newly arrived migrants in the Illawarra area. Ph: (02) 4228 0063

SCARF – Strategy Community Assistance for Refugees at Cambria
Ph: (02) 42852952 Web: www.scarf1.org.au

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**CALD Services**

Illawarra Ethnic Communities Council Inc at Wollongong
Is the umbrella group for CALD communities in Illawarra. Develops projects, provides information, assistance, referrals, welfare, advocacy. Ph: (02) 42297566 Web: www.iecc.org.au

Greek Welfare Centre at Wollongong
Provide support, information, advocacy, referrals, welfare and assistance to the Greek community. Ph: (02) 4228 1609

Macedonian Welfare Association at Port Kembla
Provides information, advice, referral, advocacy, welfare and immigration assistance. Ph: (02) 4275 2266

South Coast Portuguese Association at Warranong
Provides welfare assistance, information and referrals and advocacy to the Portuguese community. Ph: (02) 4274 3664

Australian Serbian Illawarra Welfare Association at Dapto
Provides assistance, information and welfare support to the Serbian community. Ph: 0403 418 895

Vietnamese Association at Warranong
Provides assistance, support and information to the Vietnamese community. Ph: (02) 4276 1919

Spanish & Latin American Community Organisation at Wollongong
Provides community welfare and development services for the Spanish speaking community. Ph: (02) 4223 3181

Illawarra Aboriginal Corporation and Cultural Centre at Wollongong
Provides information, referrals, support, welfare, community development, child care and drop-in centre services to the Indigenous community. Ph: (02) 4228 1585

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**Recreational**

Storytime at the Library:-
Bowral – Fridays 11.00am – 11.45am
Corrimal – Thursdays 11.00am – 12.00pm
Dapto – Fridays 10.30am – 11.30am
Helensburgh – Last Wed of the month 10.30am – 11.30am
Kiama – Wednesdays 10.30am – 11.30am
Mittagong – Tuesdays & Thursdays 10.45am – 11.30am
Thirroul – 1st Friday of the month 10.30am -11.30am
Unanderra – 2nd Tuesday of the month 10.30am -11.30am
Warragong – Tuesdays 11.00am – 12.00pm
Wollongong – Tuesdays 10.30am – 11.30am
Moss Vale – Thursdays 10.45am – 11.30am

Toy Libraries:-
Illawarra Toy Library (Warragong) – Ph: (02) 4274 7114
Milton Library (Milton) – Ph: (02) 4429 8916
Noah’s Ark Centre (Nowra)– Ph: (02) 4423 5022
The Toy Box Centre (Bowral) – Ph: (02) 4861 4054

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NSW SOUTH EAST  
(Region 11)  
Translated Material


Diversity Health Institute - Free mental health advice in 50 languages.
Web: www.dhi.gov.au

Multicultural Mental Health Australia - Web: www.mmah.org.au
Information on mental health and wellbeing.
Web: www.allerenfacts.org.au - Anaphylaxis Australia.

Phone: (02) 9699 3552

www.nsw.royallifesaving.com.au - Programs & Education

‘KEEP WATCH’ campaign in English, Arabic, Chinese, Vietnamese.

Kidsafe New South Wales – Road safety issues information in English, Chinese, Vietnamese, Arabic, Turkish, Korean.
Phone: (02) 9845 0890
Web: www.kidsafensw.org/road_safety_publications
Ph: 1800 060 607

Ph: (02) 9805 3200.

www.ombo.nsw.gov.au - NSW Ombudsman - Complaints for unfair treatment by a NSW government agency and certain non-government service providers. Information in 16 languages, with a dedicated staff to receive complaints from Aboriginal people.
Ph: (02) 9286 1000
http://www.mylanguage.gov.au ~ “My Language” allows access to over 6 million information links on the internet in your language.


Education

Open Training & Education Network (OTEN)
Programs, courses, services specifically for people from CALD backgrounds. Ph: (02) 9715 8676 Web: www.tafensw.edu.au/oten

TAFE – Riverina Institute (Young Campus)
Aboriginal Programs Contact – Ph: (02) 6938 1268
Outreach Co-ordinator – Ph: (02) 6938 1416

TAFE – Illawarra (Yass, Queanbeyan, Cooma Campuses)
Aboriginal Programs Contact – Ph: (02) 6298 4421
Multicultural Education Co-ordinator – Ph: (02) 4229 0151

TAFE – Illawarra Institute (Goulburn Campus)
Aboriginal Programs Contact – Ph: (02) 4823 1916
Multicultural Education Co-ordinator – Ph: (02) 4229 0151
Outreach Co-ordinator – Ph: (02) 4823 1836

TAFE – Illawarra Institute (Bega Campus)
Aboriginal Programs Contact – Ph: (02) 4474 1820
Multicultural Education Co-ordinator – Ph: (02) 4229 0151
Outreach Co-ordinator – Ph: (02) 4421 9849

Government Support

Department of Human Services NSW. Promotes the safety/wellbeing of children and works to build strong families and communities. Helpline: 132 111
Ph: (02) 9716 2222 Web: www.community.nsw.gov.au

Department of Immigration & Citizenship
Ph: 131 881 Web: www.immi.gov.au

Centrelink – Multilingual Call Centre Ph: 131 202

Sydney Buses – NSW Government Ph: 131 500 Web: www.sydneybuses.info

City Rail – Provides train timetable and fares information. Web: www.cityrail.info/timetable/index.jsp Ph: 131 500
Children Services

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Illawarra Children's Service at Wollongong
The Inclusion Support Agency (ISA) for NSW South East region. All ISAs work directly with Children's Services to provide practical advice and facilitate access to a range of supports designed to build services' capacity to create a quality care environment inclusive of all children. Ph: (02) 4283 9935

Network of Community Activities at Surry Hills
The peak body for Out Of School Hours Care Services in NSW. Provides information, advocacy, resources training and support. Ph: (02) 9212 3244

Community Childcare Co-operative at Marrickville
The peak body for community based Children's Services in NSW. Provides training, information, resources, management advice to Children's Services staff and raise community awareness of quality childcare issues. Ph: (02) 8922 6444 Web: www.ccccns.org.au

Playgroup NSW at Wetherill Park
Playgroup NSW works with relevant stakeholders to provide a voice, support and opportunities for children and their carers to interact and learn through play. Ph: (02) 9604 5513 or 1800 171 882 Web: www.playgroupsw.com.au

NSW Family Day Care (FDC) Association at Petersham
The peak body for FDC schemes and In-Home Care providers in NSW. Promotes and supports all aspects of Family Day Care in communities. Ph: (02) 9572 9440 Web: www.nswfdc.org.au

Community Organisations

Letchworth Neighbourhood Centre at Queanbeyan West
Provides assistance, support and information to residents. Offers children's play school/playgroups and health information sessions as well as various adult groups. Interpreting services available. Ph: (02) 6299 1787

Migrant Health Services at Queanbeyan
Provides information and advice on health and social matters to all migrants. Offers counseling, support and advocacy for clients of CALD backgrounds. Ph: (02) 6298 9233

Jerrabomberra Community Centre at Jerrabomberra
Provides assistance, support and information to residents. Multipurpose community centre that caters to the needs of people in the area by providing specific programs and activities such as community groups, educational classes, social groups, children’s groups, Early Childhood Clinic etc. Interpreting services available. Ph: (02) 6299 9229

Sapphire Community Centre at Merimbula
Provides information, assistance, support, referrals and advocacy services to the community. Offers counseling, Women's Network, Early Childhood Clinic, Book and Toy Library and Children's Services. Interpreting services available. Ph: (02) 6495 3244

Lower Lachlan Community Services at Lake Cargelligo
Provides social welfare services, rural financial counseling, Women's Group and facilitates community development. Provides access to technology, information, training, education and works to generally improve the quality of life for all people in the community. Ph: (02) 6898 1151

Multilingual Centre at Queanbeyan
Provides community service for people of CALD backgrounds, who live in Queanbeyan and surrounding regions. Provides seeking support, placement assistance, employment opportunities and training programs to migrants and refugees. Offers conversation classes for beginners in English and advanced English classes. Bilingual Workers available. Ph: (02) 6297 6110 Web: www.gmlc.org.au

Settlement Support Services at Bega
Assists migrants and refugees, individuals and families to settle in their new environment with assistance such as referrals, advice, counseling etc. Ph: (02) 6297 6110

Settlement Support Services at Batemans Bay
Assists migrants and refugees, individuals and families to settle in their new environment with assistance such as referrals, advice, counseling etc. Ph: (02) 4454 3639

Cultural Services

Illawarra Ethnic Communities Council Inc at Wollongong
Is the umbrella group for CALD communities in the Illawarra region. Community project development, provides information, assistance, referrals, welfare and advocacy. Ph: (02) 4229 7566 Web: www.iece.org.au

Australian and New Zealand Māori Cultural School of Dreams at Queanbeyan
Provides assistance and support to the Maori community and offers Maori language classes. Ph: 0403 364 428

Macedonian Community of Queanbeyan at Queanbeyan
Undertakes cultural, educational and social activities for people in the Macedonian community. Provides language classes and traditional Macedonian dancing classes. Ph: (02) 6295 0530

Czecho-Slovak Australian Association at Queanbeyan
Provides assistance and support for the Czechoslovakian community. Ph: 0408 628 762 Web: www.beseda.org.au

Recreational

Storytime at the Library:-
Bega – 1st & 3rd Thursday each month 10.30am – 11.30am
Bermagui – 2nd & 4th Thursday/month 10.30am – 11.30am
Crookwell – Mondays 11.15am -12.15pm
Euden – 1st & 3rd Friday each month 10.30am – 11.30am
Goulburn – Tuesdays & Thursdays 11.00am – 12.00pm
Gunning – 1st & 3rd Friday each month 10.30am – 11.30am
Merimbula – 2nd & 4th Monday /month 10.30am – 11.30am
Queanbeyan – Mondays - Thursdays 10.00am – 11.00am
Yass – Thursdays 11.00am – 12.00pm
Young – Thursdays 10.15am – 11.15am

Toy Libraries:-
Monaro Early Intervention (Cooma) - Ph: (02) 6452 7424
Queanbeyan Toy Library - Ph: (02) 6298 0238
Sapphire Community Centre (Merimbula)- Ph: (02) 64953244
Interpreting Service Agencies
TIS – Translating and Interpreting Service  Ph: 131 450
Community Relations Commission - Multicultural Ph: 1300 651 500
Multicultural Health Care Interpreter Service. Ph: 1800 674 594

Multicultural Resources

**CALD resources available in several languages at following libraries:**

<table>
<thead>
<tr>
<th>Library</th>
<th>Contact</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Albury</td>
<td>Ph: (02) 6023 8333</td>
<td>Hubbly – Ph: (02) 6036 2385</td>
</tr>
<tr>
<td>Berrigan</td>
<td>Ph: (03) 5888 5180</td>
<td>Jerilderie – Ph: (03) 5886 1868</td>
</tr>
<tr>
<td>Carrathool</td>
<td>Ph: (02) 6967 2503</td>
<td>Jerris – Ph: (02) 6924 2111</td>
</tr>
<tr>
<td>Cooma-Munda</td>
<td>Ph: (02) 6940 2200</td>
<td>Leeton – Ph: (02) 6953 0945</td>
</tr>
<tr>
<td>Corowa</td>
<td>Ph: (02) 6033 4570</td>
<td>Narrandera – Ph: (02) 6959 2128</td>
</tr>
<tr>
<td>Demingiun</td>
<td>Ph: (03) 5898 3100</td>
<td>Temora – Ph: (02) 6977 1781</td>
</tr>
<tr>
<td>Griffith</td>
<td>Ph: (02) 6962 2515</td>
<td>Tumbarumba – Ph: (02) 6948 2725</td>
</tr>
<tr>
<td>Gundagai</td>
<td>Ph: (02) 6944 0270</td>
<td>Wentworth – Ph: (03) 5027 5061</td>
</tr>
</tbody>
</table>

**CALD/Indigenous Websites - resources/tutoring aids**

Magabala books (Indigenous books) - www.magabala.com
Serdendib Craftlink - Multicultural craft/educational
Web: www.serdendibcrafts.com.au
FKA - Free Kindergarten Association - www.fka.com.au
National Childcare Accreditation Council - www.nccac.gov.au
Inclusive Directions South Australia - www.inclusive.org.au
Modern Teaching Aides - www.teaching.com.au
The Book Garden - www.thebookgarden.com.au

**Indigenous Services at State Library NSW** Ph: (02) 9273 1577

**Lady Gowrie Library at Cootamundra** –have an extensive range of early childhood references/resources. Ph: (02) 8345 7624

**ATSI Learning & Engagement Centre Libraries** - Collection of Aboriginal & Torres Strait Islander resources, Web: http://education.old.gov.au/information/service/libraries/atsi/

**Edna** – Free on-line Network for Educators Web: www.edna.edu.au

**Community Language Collection Directory** - Web: www.sl.nsw.gov.au\services\multicultural

**Indij Readers** – Indigenous Books Web: www.indijreaders.com.au

**NSW Multicultural Health Communication Service**

**Diversity Health Institute** - Free mental health advice in 50 languages. Web: www.dhi.gov.au

**Multicultural Mental Health Australia -** Web: www.mmha.org.au
Information on mental health and wellbeing.


**www.damec.org.au** - Drug/Alcohol Multicultural Education Centre. Ph: (02) 9699 3552

**www.nsw.royallifesaving.com.au** - Programs & Education
‘KEEP WATCH’campaign in English,Arabic,Chinese,Vietnamese.

**KidSafe New South Wales** – Road safety information in English, Chinese,Vietnamese,Arabic,Turkish,Korean. Ph: (02) 9845 0890
Web: www.kidsafesw.org/road_safety_publications
Ph: 1800 060 607

Ph: (02) 9805 3200.

**www.ombo.nsw.gov.au** – NSW Ombudsman – Complaints for unfair treatment by a NSW government agency and certain non-government service providers. Information in 16 languages, with a dedicated staff to receive complaints from Aboriginal people. Ph: (02) 9280 1000

**http://www.mylanguage.gov.au – “My Language” allows access to over 6 million information links on the internet in your language.**


**Education**

Open Training & Education Network (OTEN)
Programs, courses, services specifically for people from CALD backgrounds. Ph: (02) 9715 8676 Web: www.otaens.edu.au/oten

**TAFE – Aboriginal Programs**
Albury, Corowa, Hay, Deniliquin – Ph: (03) 5882 2000
Narrandera, Leeton, Griffith – Ph: (02) 6926 0434
Wagga, Tumut, Temora, Cootamundra – Ph: (02) 6938 1263

**TAFE – English for Speakers of Other Languages (ESOL)**
Albury – Ph: (02) 6058 2849
Corowa – Ph: (02) 6033 7400
Hay – Ph: (02) 6099 1330

Deniliquin – Ph: (03) 5882 2000
Griffith – Ph: (02) 6962 0405

**Ethnic Child Care, Family and Community Services Co-operative**

at Marrickville
Ph: (02) 9569 1288 Web: www.ecfcsc.org
Provides information, advice, support, assistance, referral and training to service providers on making services accessible to culturally and linguistically diverse (CALD) communities and with CALD communities to support them in accessing services. Projects include:-

**Bicultural Support Program (BSP)** – A special group of Bicultural Support Workers and Consultants, that assist Children’s Services to work successfully with Indigenous and CALD children in Australian Government Approved Childcare Services.

**Ethnic People with Disabilities Program (EPDP)**
Information and advocacy program for young people with disabilities from CALD backgrounds.

**Eastern Sydney Multicultural Access Project (ESMAP)**
Aims to ensure HACC funded and HACC like services are relevant to the needs of the Greek, Russian and Italian communities. Provides information to these communities in the Eastern Sydney region on HACC services.

**Inner West Multicultural Access Program (IWMAP)**
An information, referral and support service for frail aged people, people with disabilities and their carers from CALD communities.

**Multicultural Respite Services (MRS)**
Provides recreational activities to children and adults with mild, moderate, severe intellectual and physical disabilities to inturn provide respite to their carers.

**Government Support**

Department of Human Services NSW. Promotes the safety/wellbeing of children and works to build strong families and communities. Helpline: 132 111
Ph: (02) 9716 2222 Web: www.community.nsw.gov.au

**Department of Immigration & Citizenship**
Ph: 131 881 Web: www.immi.gov.au

**Centrelink** – Multilingual Call Centre Ph: 131 202

**Sydney Buses – NSW Government** – Ph: 131 500
Web: www.sydneybuses.info

**City Rail** – Provides train timetable and fares information.
Web: www.cityrail.info/timetable/index.jsp Ph: 131 500
Children Services

Ethnic Child Care Family and Community Services Co-op at Marrickville
The peak body for Children’s Services run by and for ethnic communities in NSW. Provides advice, support, assistance and training on CALD issues relating to children and families in Children Services. Ph: (02) 9569 1288  Email: csop@ecfcsc.org

Bicultural Support Program (BSP) at Marrickville
A special group of Bicultural Support Workers and Consultants, that assist Children’s Services to work successfully with Indigenous and CALD children in Australian Government Approved Childcare Services. Ph: (02) 9569 1288  Email: bsp@ecfcsc.org

Children’s Services Central (CSC) at Marrickville
Promotes and maintains high quality care and inclusion for all children in eligible childcare services in NSW. CSC provides Children’s Services in NSW with access to timely, relevant, appropriate and quality professional support and training. Ph: 1800 157 818  Web: www.escentral.org.au

KU Children’s Service at Kooningal
The Inclusion Support Agency (ISA) for NSW South West region. All ISAs work directly with Children’s Services to provide practical advice and facilitate access to a range of supports designed to build services’ capacity to create a quality care environment inclusive of all children. Ph: (02) 0417 269 744

Network of Community Activities at Surry Hills
The peak body for Out Of School Hours Care Services in NSW. Provides information, advocacy, resources training and support. Ph: (02) 9212 3244

Community Childcare Cooperative at Marrickville
The peak body for community based Children’s Services in NSW. Provides training, information, resources, management advice to Children’s Services staff and raise community awareness of quality childcare issues. Ph: (02) 8922 6444  Web: www.cccnsw.org.au

Playgroup NSW at Wetherill Park
Playgroup NSW works with relevant stakeholders to provide a voice, support and opportunity for children and their carers to interact and learn through play. Ph: (02) 9604 5513 or 1800 171 882  Web: www.playgroupnsw.com.au

NSW Family Day Care (FDC) Association at Petersham
The peak body for FDC schemes and In-Home Care providers in NSW. Promotes and supports all aspects of Family Day Care in communities. Ph: (02) 9572 9440  Web: www.nswfdc.org.au

Multicultural Council at Wagga Wagga
Promotes joint action/co-operation between ethnic communities, promotes/ensures the rights of ethnic communities, encourages development of ethnic organisations, informs on attitudes towards multiculturalism and settlement of refugees. Ph: (02) 6921 6666

Thuruanga Community Complex at Thuruanga
Provides information and support to residents of the community. Involved in community development, provide child and family nursing services, Health Clinic, Playgroups and activities for various age groups. Ph: (02) 6043 1588

Juno Community Centre at Junee
Provides information, support, referrals and advocacy service. Offers TAFE outreach courses and social support to migrants and the broader community. Ph: (02) 6924 2666

Glenelg Neighbourhood Centre at Glenroy
Provides information, assistance and referral services. Offers English classes, playgroup activities, Health and Women’s Clinic to migrants and the broader community. Ph: (02) 6025 8325

Tunart & District Neighbourhood Centre at Tunart
Provides assistance, support, information, advocacy and referral services to migrants and the broader community. Ph: (02) 6947 2132

Griffith Neighbourhood House Community Centre at Griffith
Provides information, support, social groups, Women’s Living Network Group, advocacy, assistance and referral services to the community. Ph: (02) 6962 4144  Web: www.gnh.org.au

Multicultural Disability Advocacy Association at Griffith
Provides information, advice, referral and individual/family advocacy services to people from CALD backgrounds with a disability and their carers. Ph: (02) 6962 5399

Griffith Migrant Settlement Services at Griffith
Provides case management, information, support, assistance and referral services to new migrants. Ph: (02) 6962 9985

Griffith Regional Family Services at Griffith
Provides information, advice and support to families. Aboriginal Family Support Worker, Generalist and Bilingual Workers available. Ph: (02) 6964 4077

Disclaimer – Please note that whilst every care has been taken to ensure that material contained in this document was correct, some information regarding organisations and project workers may have changed since publication in January 2011
Interpreting Service Agencies

Multicultural Services

NSW Multicultural Health Communication Service
Diversity Health Institute - Free mental health advice in 50 languages. Web: www.dhi.nsw.gov.au
Multicultural Mental Health Australia - Web: www.mmha.org.au Information on mental health and wellbeing,
www.damec.org.au - Drug/Alcohol Multicultural Education Centre. Ph: (02) 9699 3552
Kidsafe New South Wales - Road safety information in English, Chinese, Vietnamese, Arabic, Turkish & Korean. Ph: (02) 9845 0890
Web: www.kidsafensw.org/road_safety_publications
Child Road Safety Information – Ph: 1800 060 607
Ph: (02) 9805 3200.
www.ombro.nsw.gov.au - NSW Ombudsman – Complaints for unfair treatment by a NSW government agency and certain non-government service providers. Information in 16 languages, with a dedicated staff to receive complaints from Aboriginal people.
Ph: (02) 9286 1000

Education

Open Training & Education Network (OTEN)
Programs, courses, services specifically for people from CALD backgrounds. Ph: (02) 9715 8676 Web: www.tafensw.edu.au/oten
TAFE - Orange Campus
Aboriginal Programs - Ph: (02) 6391 5607
TAFE - Bathurst Campus
Aboriginal Programs - Ph: (02) 6338 2530
TAFE - Forbes Campus
Outreach Co-ordinators - Ph: (02) 6853 9123
TAFE- Bathurst, Condobolin, Forbes, Grenfell, Lithgow, Orange and Parkes Campuses
Adult Migrant English Program (AMEP) – classes, Distance Learning, on-line courses. Ph: 1800 114 707

Ethnic Child Care, Family and Community Services Co-operative at Marrickville
Ph: 9569 1288 Web: www.eccfcs.org
Provides information, advice, support, assistance, referral and training to service providers on making services accessible to Culturally and Linguistically Diverse (CALD) communities and with CALD communities to support them in accessing services. Projects include:-
Bicultural Support Program (BSP) – A special group of Bicultural Support Workers and Consultants, that assist Children’s Services to work successfully with Indigenous and CALD children in Australian Government Approved Childcare Services.

Ethnic People with Disabilities Program (EPDP)
Information and advocacy program for young people with disabilities from CALD backgrounds.

Eastern Sydney Multicultural Access Project (ESMAP)
Aims to ensure HACC funded and HACC like services are relevant to the needs of the Greek, Russian and Italian communities. Provides information to these communities in the Eastern Sydney region on HACC services.

Inner West Multicultural Access Program (IWMAP)
Information, referral, support service for the frail aged, people with disabilities/carers from CALD communities.

Multicultural Respite Services (MRS)
Provides recreational activities to children and adults with mild, moderate, severe intellectual and physical disabilities to in-turn provide respite to their carers.

Government Support

Department of Human Services NSW. Promotes the safety/wellbeing of children and works to build strong families and communities. Helpline: 132 111
Ph: 02 9716 2222 Web: www.community.nsw.gov.au

Department of Immigration & Citizenship
Ph: 138 881 Web: www.immi.gov.au

Centrelink – Multilingual Call Centre Ph: 131 202

Sydney Buses – NSW Government – Ph: 131 500 Web: www.sydneysbuses.info

City Rail – Train timetable/fare info. Ph:131 500

Bus Services – Jones Brothers Bus service information. Lithgow – Ph: (02)3622888, Bathurst – Ph: (02) 6321744
Web: www.jonesbros.com.au
Children Services

Ethnic Child Care, Family and Community Services Co-op at Marrickville
The peak body for Children’s Services run by and for ethnic communities in NSW. Provides advice, support, assistance and training on CALD issues relating to children and families in Children’s Services. Ph: (02) 9569 1288 Email: ecoco@eccfesc.org

Bicultural Support Program (BSP) at Marrickville
A special group of Bicultural Support Workers and Consultants that assist Children’s Services to work successfully with Indigenous and CALD children in Australian Government Approved Childcare Services. Ph: (02) 9569 1288 Email: bsp@eccfesc.org

Children’s Services Central (CSC) at Marrickville
Promotes and maintains high quality care and inclusion for all children in eligible childcare services in NSW. CSC provides Children’s Services in NSW with access to timely, relevant, appropriate and quality professional support and training. Ph: 1800 157 818 Web: www.eccentral.org.au

Lady Gowrie Child Centre at Bathurst
The Inclusion Support Agency (ISA) for NSW Central West region. All ISAs work directly with Children’s Services to provide practical advice and facilitate access to a range of supports designed to build services’ capacity to create a quality care environment inclusive of all children. Ph: (02) 6331 4333

Network of Community Activities at Sarry Hills
The peak body for Out Of School Hours Care Services in NSW. Provides information, advocacy, resources training and support. Ph: (02) 9212 3244

Community Childcare Co-operative at Marrickville
The peak body for community based Children’s Services in NSW. Provides training, information, resources, management advice to Children’s Services staff and raise community awareness of quality childcare issues. Ph: (02) 8922 6444 Web: www.eccnswnsw.org.au

Playgroup NSW at Wetherill Park
Playgroup NSW works with relevant stakeholders to provide a voice, support and opportunity for children and their carers to interact and learn through play. Ph: (02) 9604 5513 or 1800 171 882 Web: www.playgroupsnsw.com.au

NSW Family Day Care (FDC) Association at Petersham
The peak body for FDC schemes and In-Home Care providers in NSW. Promotes and supports all aspects of Family Day Care in communities. Ph: (02) 9572 9440 Web: www.nswfdc.org.au

Community Organisations

Regional Migrant Support Services – Settlement Grants Programme (SGP)
Provides information, support, advice, casework, referral services and mentoring program to migrants and refugees in the NSW Central West region.
Bathurst with outreach to Lithgow, Oberon, Blayney & Cowra Ph: (02) 6332 4866
Orange with outreach to Parkes, Forbes & Cabonne Ph: (02) 6393 8625
Lithgow – Ph: (02) 6352 2077 & Cowra – Ph: (02) 6342 4900

Refugee Support Groups
Provides assistance/guidance to asylum seekers who gain refugee status and supports/assistance with housing/settling into the area.
Bathurst – Ph: (02) 6337 4132 Orange – Ph: (02) 6360 0443

Multicultural Mothers Morning Group
Provides support, information and advice to mothers from CALD backgrounds. Bathurst Ph: (02) 6332 3019 Orange Ph: (02) 6361 4883

Lithgow Information & Neighbourhood Centre at Lithgow
Provides information, support, advice and assistance to the people in the Lithgow community. Community Development & Multicultural Workers available. Ph: (02) 6352 2077

Aboriginal Family Support Services at Cowra
Provides support and assistance to Indigenous people with practical tasks. Ph: (02) 6341 1650

Bathurst Information and Neighbourhood Centre
Provides information and referral service to residents and newly arrived migrants of the Bathurst region. Provides access to links and supports, to aid the community in their participation and independence. Ph: (02) 6332 4866

Multicultural Women’s Group at Condobolin
Provides a forum for Women from CALD backgrounds to share information, access support and assistance. Ph: (02) 6895 3301

Cowra Information & Neighbourhood Centre at Cowra
Provides support, assistance, information and advice to the Cowra community. Runs Cowra Multicultural Reference Group. Ph: (02) 6342 4900

Parkes & District Neighbourhood & Community Centre at Parkes
Provides information, support, advice and assistance to the community of Parkes. Ph: (02) 6862 1872

Recreational

Storytime at the Library:-
Bathurst – 3rd Tues/Thurs each month 10.00am -11.00pm
Bland – Every Thursday 10.00am – 11.00am
Blayney – 1st Thursday each month 11.00am -12.00pm
Condobolin – 1st Friday each month 10.00am – 11.00am
Cowra – 1st Thursday each month 11.00am – 12.00pm
Forbes – 2nd Friday each month 10.30am – 11.30am
Lithgow – Every Wed/Thurs 10.30am – 11.30am
Oberon – 1st & 3rd Thurs of the month 11.00am – 12.00pm
Orange – Every Tues, Wed, Thur 11.00am – 12.00pm
Parkes – Every Tuesdays 10.15am – 11.15am

Toy Library:-
Happy Hopper Toy Library (Bathurst) - Ph: (02) 6332 4866
Toy Library West Wyalong - Ph: (02) 6972 2266
Bland Shire Mobile Resource Unit – Ph: (02) 6972 2795

Cald Services

Ethnic Communities Council of NSW at Waterloo
Peak community-based, non-government body in NSW representing ethnic communities. Provides information and assistance for a language or cultural group. Ph: (02) 9319 0288 Web: www.eccnsw.org.au

Bathurst Filippo-Australian Friendship Group at Keela
Provides support, advice, assistance and social activities to the Filipino community and newly arrived migrants in the Bathurst area. Ph: (02) 6334 2384

Cowra Italian Friendship Association at Cowra
Provides support, assistance social activities to newly arrived migrants, refugees and the Italian community. Ph: (02) 6342 3640

Central West Islamic Association at Keela
Provides support and counseling to people from a CALD background, newly arrived migrants and the overall Community in the Bathurst, Blayney, Oberon and Lithgow area. Ph: 0418 496 166 or (02) 6337 4828

African Cultural Group at Orange
Provides support, assistance, social activities to newly arrived migrants, refugees and the overall African community. Ph: (02) 6361 3131

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Translated Material
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Diversity Health Institute - Free mental health advice in 50 languages.
Web: www.dbi.gov.au
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Information on mental health and wellbeing.
Ph: (02) 9609 3552
www.nsw.royal lifesaving.com.au – Programs & Education
KEEP WATCH campaign in English, Arabic, Chinese, Vietnamese.
Kidsafe New South Wales – Road safety information in English, Chinese, Vietnamese, Arabic, Turkish, Korean. Ph: (02) 9845 0890
Web: www.kidsensafe.org/road_safety_publications
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www.ombou.nsw.gov.au NSW Ombudsman – Complaints for unfair treatment by a NSW government agency and certain non-government service providers. Information in 16 languages, with a dedicated staff to receive complaints from Aboriginal people. Ph: (02) 9286 1000

Education
Open Training & Education Network (OTEN)
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TAFE – Outreach
Broken Hill Campus – Ph: (08) 8082 6891
Coonamble Campus – Ph: 6822 4708
Dubbo Campus – Ph: (02) 6883 3487 or (02) 6883 3431
TAFE – Aboriginal Programs
Bourke Campus – Ph: 6872 1375
Broken Hill Campus – Ph: (08) 8082 6812
Dubbo Campus – Ph: (02) 6883 3418
Walgett Campus - Ph: 6828 6210
TAFE – Bourke, Brewarrina, Broken Hill, Cobar, Coonabarabran, Coonamble, Dubbo Gilgandra, Lightning Ridge, Mudgee, Walgett, Warren, Wellington Campuses
Adult Migrant English Program (AMEP) – classes, Distance Learning, on-line courses. Ph: 1800 114 707

Ethnic Child Care, Family and Community Services Co-operative at Marrickville
Ph: (02) 9569 1288 Web: www.ecfccs.org
Provides information, advice, support, assistance, referral and training to service providers on making services accessible to Culturally and Linguistically Diverse (CALD) communities and with CALD communities to support them in accessing services. Projects include:-
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Department of Immigration & Citizenship Ph: 131 881 Web: www.immi.gov.au
Centrelink – Multilingual Call Centre Ph: 131 202
Sydney Buses – NSW Government – Ph: 131 500
Web: www.sydneybuses.info
City Rail – Provides train timetable and fares information. Web: www.cityrail.info/timetable/index.jsp Ph: 131 500
Children Services
Ethnic Child Care, Family and Community Services Co-op at Marrickville
The peak body for Children's Services run by and for ethnic communities in NSW. Provides advice, support, assistance and training on CALD issues relating to children and families in Children’s Services. Ph: (02) 9569 1288 Email: cco@eccfsc.org

Bicultural Support Program (BSP) at Marrickville
A special group of Bicultural Support Workers and Consultants that assist Children’s Services to work successfully with Indigenous and CALD children in Australian Government Approved Childcare Services. Ph: (02) 9569 1288 Email: bsp@eccfsc.org

Children’s Services Central (CSC) at Marrickville
Promotes and maintains high quality care and inclusion for all children in eligible childcare services in NSW. CSC provides Children’s Services in NSW with access to timely, relevant, appropriate and quality professional support and training. Ph: 1800 157 818 Web: www.cscentral.org.au

Lady Gowrie Child Centre at Dubbo
The Inclusion Support Agency (ISA) for NSW West Region. All ISAs work directly with Children’s Services to provide practical advice and facilitate access to a range of supports designed to build services’ capacity to create a quality care environment inclusive of all children. Ph: (02) 6881 8210

Network of Community Activities at Surry Hills
The peak body for Our Of School Hours Care Services in NSW. Provides information, advocacy, resources training and support. Ph: (02) 9212 3244

Community Childcare Co-operative at Marrickville
The peak body for community based Children’s Services in NSW. Provides training, information, resource management advice to Children’s Services staff and raise community awareness of quality childcare issues. Ph: (02) 8922 6444 Web: www.ecccnsw.org.au

Playgroup NSW at The Hill
Playgroup NSW works with relevant stakeholders to provide a voice, support and opportunity for children and their carers to interact and learn through play. Ph: (02) 9604 5513 or 1800 171 882 Web: www.playgroupsnsw.com.au

NSW Family Day Care (FDC) Association at Petersham
The peak body for FDC schemes and In-Home Care providers in NSW. Promotes and supports all aspects of Family Day Care in communities. Ph: (02) 9572 9440 Web: www.nswfdc.org.au

Community Organisations
Dubbo Neighbourhood Centre at Dubbo
Provides information, referrals, support, advocacy services to Migrants and Refugees and administers the Community Settlement Scheme for people form CALD backgrounds (Dubbo, Wellington and Mudgee LGA’s). Runs Dubbo Multicultural Women’s Group (monthly). It also provides generalist services to residents in the local community. Migrant Worker available. Ph: (02) 6882 2100

Lightening Ridge Neighbourhood Centre at Lightning Ridge
Provides support, information, advocacy and a referral services to disadvantaged people. Lightning Ridge and Regional Transcultural Community provides Migrant information and assistance and Yawarra Meamei Women’s Group provides support for Aboriginal people. Ph: (02) 6829 0294

Coonamble Information & Neighbourhood Centre at Coonamble
Provides information, assistance, support and referral service to the Coonamble community and disadvantaged people such as Migrant and ATS, elderly etc Ph: (02) 6822 1872

Muda Aboriginal Corporation at Bourke
Provides a service to the Indigenous community. It strives to assist in the advancement of Aboriginal employment, social welfare and education via an Indigenous radio station (106.5 FM). They also have a language centre that is committed to the development and promotion of Aboriginal Heritage and Culture through the tradition of the Wangkumara Language. Ph: (02) 6872 1869

Wellington Information & Neighbourhood Services at Wellington
A community based organisation which provides support, information, assistance and a referral service to disadvantaged groups and the local community. Ph: (02) 6845 1606

Regional Migrant Support Services
Provides information, support and assistance via the Settlement Grants Programme (SGP) in the following location:-

Dubbo with outreach to Mudgee and Wellington.
Ph: (02) 6882 2100

Lightning Ridge with outreach to Walgett.
Ph: (02) 6829 2014

Refugee Support Groups at Dubbo
Provides an environment for Refugees to seek guidance, support, information, assistance in a forum or group situation.
Ph: (02) 6882 2912

Lightning Ridge & Regional Transcultural Community Inc
A lobby group striving to improve existing services or establishing new services on behalf of individuals or community groups at relevant government and non-government levels, for people from CALD backgrounds. Ph: (02) 6829 2014

Cald Services
Ethnic Communities Council of NSW at Waterloo
Peak community-based, non-government body in NSW representing ethnic communities. Provides information and assistance for a language or cultural group. Ph: (02) 9319 0288 Web: www.ecccnsw.org.au

Refugee Council of Australia at Surry Hills
The Refugee Council of Australia (RCoA) is the national umbrella body for refugees and the organisations and individuals who support them. Refugee support includes:-
- assisting refugees in countries of first asylum and when they repatriate to their homelands.
- providing settlement support to refugees in Australia
- providing protection and legal advice to refugees and asylum seekers.
- advocating on behalf of a particular refugee community

Baha’i Multicultural Group
Provides support and assistance to people from the Baha’i community. The group also assists in organising cultural events.

Mudgee – (02) 6372 6174

Dubbo – (02) 6884 2536

Orana Region Filipino-Australian Association at Dubbo
Provides assistance, support, guidance and social activities for the Filipino community.

Ph: (02) 6884 5273

Recreational
Storytime at the Library:-

Bogan – Every 2nd Tuesday 10.30am – 11.30am
Broken Hill – Wednesdays 10.30 – 10.45am
Cobar – Every 2nd Wednesday 10.30am – 11.30am
Coolah – Tuesdays 11.00am – 12.00pm
Coonabarabran – Wednesdays 11.00am – 12.00pm
Dubbo – Tuesdays, & Wednesdays 11.00am – 12.00pm
Mudgee – Wednesdays & Thursdays 10.00am – 11.00am
Narrmone – Wednesdays 10.30am – 11.30am
Walgett – Thursdays 10.30am – 11.00am
Wellington – Wednesdays 11.00am – 12.00pm

Toy Libraries:-

Gilgandra – Ph: (02) 6817 8877
Bogan Bush Mobile Toy Library - Ph: (02) 6835 0909

The Bicultural Support Program is run by Ethnic Child Care, Family & Community Services Co-op Ltd for Children’s Services Central. Children’s Services Central is a program of the Alliance of Children’s Services funded by The Department of Education, Employment and Workplace Relations.

Ethnic Child Care, Family and Community Services Co-operative Limited
Building 5, 142 Addison Road, MARRICKVILLE NSW 2204 AUSTRALIA
Tel: (02) 9569 1288 Fax: (02) 9550 9829 Email: toc@eccfsc.org ABN: 92766868403

Disclaimer – Please note that whilst every care has been taken to ensure that material contained in this document was correct, some information regarding organisations and project workers may have changed since publication in January 2011.
Interpreting Service Agencies

TIS – Translating and Interpreting Service. Ph: 131 450
Community Relations Commission - Multicultural Ph: 1300 651 500
Multicultural Health Care Interpreter Service. Ph: 1800 674 994

Multicultural Resources

CALD resources available in several languages at following libraries:-

- Armidale – Ph: (02) 6770 3636
- Barraba – (02) 6782 1606
- Bingara – (08) 6724 2064
- Glen Innes – Ph: (02) 6730 2600
- Gunnedah – Ph: (02) 6740 2190
- Guyra – Ph: 6779 1283
- Inverell – Ph: 6728 8130
- Walcha – Ph: (02) 6729 1105

More Plains – Ph: (02) 6757 3374
Manilla – Ph: (02) 6761 0210
Narrabri – Ph: (02) 6799 6790
Nundle – Ph: 6769 3109
Quirindi – Ph: 6746 2580
Tamworth – Ph: 6767 5457
Uralla – Ph: 6778 4134
Walcha – Ph: 6774 2550

CALD/Indigenous Websites - resources/reaching aídes

Magabala books (Indigenous books) - www.magabala.com
Sередини Craftlink - Multicultural craft/educational
Web: www.serendenibcrafts.com.au
FKA – Free Kindergarten Association - www.fka.com.au
National Childcare Accreditation Council - www.nccac.gov.au
Inclusive Directions South Australia - www.directions.org.au
Modern Teaching Aides - www.teaching.com.au
The Book Garden - www.thebookgarden.com.au

Indigenous Services at State Library NSW - Ph: (02) 9273 1577

Lady Gowrie Library at Zetland – Have an extensive range of early childhood references/resources. Ph: (02) 8345 7624
Email:library@gowrie-sydney.com.au Web: www.gowrie-sydney.com.au/

ATSI Learning & Engagement Centre Libraries – Collection of Aboriginal & Torres Strait Islander resource websites.
Web: http://education.qld.gov.au/information/service/libraries/atsi/
Edna Free on-line Network for Educators Web: www.ednau.edu.au
Community Language Collection Directory -
Web: www.sl.nsw.gov.au\services\multicultural


Translated Material

Information on health/wellbeing topics in many languages.
www.dhi.gov.au - Free mental health advice in 50 languages.
www.allergyfacts.org.au - Anaphylaxis Australia.
www.damec.org.au - Drug/Alcohol Multicultural Education Centre. Ph: (02) 9699 3552
www.nsw.roallifesaving.com.au - Programs & Education
‘KEEP WATCH’ campaign – Information in English, Arabic, Chinese and Vietnamese.

Kidsafe New South Wales Web: www.kidsafensw.org/roadsafety/
Information on road safety issues for parents in English, Chinese, Vietnamese, Arabic, Turkish and Korean. (02) 9845 0890
Child Road Safety Information – Ph: 1800 060 607
Ph: (02) 9850 4700
www.ombo.nsw.gov.au NSW Ombudsman – Take complaints for unfair treatment by a NSW government agency and certain non-government service providers. Information in 16 languages, with a dedicated staff to receive complaints from Aboriginal people. Ph: (02) 9286 1000

Education

Open Training & Education Network (OTEN)
Programs, courses, services specifically for people from CALD backgrounds. Ph: (02) 9715 8676 Web: www.ranesw.nsw.edu.au/oten
Email:oten.multicultural@ranesw.nsw.edu.au

TAFE – New England Institute
Armidale, Glenn Innes, Inverell, Tenterfield Campuses
Aboriginal Student Support – Ph: (02) 6773 7786
Moree, Narrabri, Boggabilla Campuses
Aboriginal Student Support – Ph: (02) 6792 8860

TAFE – Armidale, Glen Innes, Gunnedah, Quirindi, Tamworth Campuses
Aboriginal Student Support – Ph: (02) 6768 2411

Moree, Narrabri, Boggabilla Campuses
Aboriginal Student Support – Ph: (02) 6792 8860

Coonabarabran, Gunnedah, Quirindi, Tamworth Campuses
Aboriginal Student Support – Ph: (02) 6768 2411

TAFE – Armidale, Glen Innes, Gunnedah, Inverell, Moree, Narrabri, Quirindi, Tamworth
Adult Migrant English Program (AMEP) provides classes, Distance Learning, on-line courses to eligible migrants/refugees free of charge. Rural - Ph: 1800 114 707 Web: www.ames.edu.au

Ethnic Child Care, Family and Community Services Co-operative at Marrickville
Ph: (02) 9569 1288 Web: www.ecfcsc.org
Provides information, advice, support, assistance, referral and training to service providers on making services accessible to Culturally and Linguistically Diverse (CALD) communities and with CALD communities to support them in accessing services. Projects include:-

Bicultural Support Program (BSP) – A special group of Bicultural Support Workers and Consultants, that assist Children’s Services to work successfully with Indigenous and CALD children in Australian Government Approved Childcare Services.

Ethnic People with Disabilities Program (EPDP)
Information and advocacy program for young people with disabilities from CALD backgrounds.

Eastern Sydney Multicultural Access Project (ESMAP)
Aims to ensure HACC funded and HACC like services are relevant to the needs of the Greek, Russian and Italian communities. Provides information to these communities in the Eastern Sydney region on HACC services.

Inner West Multicultural Access Program (IWMAP)
Information, referral and support service for frail aged people, people with disabilities and their carers from CALD communities.

Multicultural Respite Services (MRS)
Provides recreational activities to children and adults with mild, moderate, severe intellectual and physical disabilities to inturn provide respite to their carers.

Government Support

Department of Human Services NSW. Promotes the safety/wellbeing of children and works to build strong families and communities. Helpline: 132 111
Ph: (02) 9716 2222 Web: www.community.nsw.gov.au

Department of Immigration & Citizenship
Ph: 131 881 Web: www.immi.gov.au

Centrelink – Multilingual Call Centre Ph: 131 202

Sydney Buses–Ph: 131 500 Web: www.sydneybuses.info

City Rail – Provides train timetable and fares information.
Web: www.cityrail.info/timetable/index.jsp Ph: 131 500
Children Services
Ethnic Child Care, Family and Community Services Co-op at Marrickville
The peak body for Children’s Services run by and for ethnic communities in NSW. Provides advice, support, assistance and training on CALD issues relating to children and families in Children’s Services. Ph: (02) 9569 1288 Email: coop@ecfcsce.org

Bi-cultural Support Program (BSP) at Marrickville
A special group of Bi-cultural Support Workers and Consultants that assist Children’s Services to work successfully with Indigenous and CALD children in Australian Government Approved Childcare Services. Ph: (02) 9569 1288 Email: bsp@ecfcsce.org

Children’s Services Central (CSC) at Marrickville
Promotes and maintains high quality care and inclusion for all children in eligible childcare services in NSW. CSC provides Children’s Services in NSW with access to timely, relevant, appropriate and quality professional support and training. Ph: 1800 157 818 Web: www.escentral.org.au

Armidale and Distric Family Day Care Limited at Armidale
The Inclusion Support Agency (ISA) for NSW North Region. All ISAs work directly with Children’s Services to provide practical advice and facilitate access to a range of supports designed to build services’ capacity to create a quality care environment inclusive of all children. Ph: (02) 6772 5300

Network of Community Activities at Surry Hills
The peak body for Out Of School Hours Care Services in NSW. Provides information, advocacy, resources training and support. Ph: (02) 9212 3244

Community Childcare Co-operative at Marrickville
The peak body for community based Children’s Services in NSW. Provides training, information, resources, management advice to Children’s Services staff and raise community awareness of quality childcare issues. Ph: (02) 8922 6444 Web: www.cecnsww.org.au

Playgroup NSW at Wetherill Park
Playgroup NSW works with relevant stakeholders to provide a voice, support and opportunity for children and their carers to interact and learn through play. Ph: (02) 9604 5513 or 1800 171 882 Web: www.playgroups NSW.com.au

NSW Family Day Care (FDC) Association at Petersham
The peak body for FDC schemes and In-Home Care providers in NSW. Promotes and supports all aspects of Family Day Care in communities. Ph: (02) 9572 9440 Web: www.nswfdc.org

Community Organisations

**Armidale Neighbourhood Centre at Armidale**
Provides information, referrals, support, advocacy services to Aboriginal and Torres Strait Islanders, Migrants, Refugees and the general community. Ph: (02) 6772 4373

**Yapaudiurra Women’s Group at Armidale**
Provides support, information, advocacy for Aboriginal women in the community and supporting their general empowerment. Ph: (02) 6772 5352

**Narrabri Neighbourhood Centre at Narrabri**
Provides community information, assistance, casework, referrals to appropriate services, advocacy for individuals and groups, community resource directory, education, involved in Aboriginal Community Development and community activities. Provides a service to disadvantaged individuals and groups and the general community. Provides volunteer work and administration for the Narrabri Interagency Group. Ph: (02) 6792 4900

**Urralla Neighbourhood Centre at Urralla**
Provides a service to the local community including disadvantaged individuals and groups. Provides information, advice, support, assistance and a referral service. Ph: (02) 6778 3277

**Northern Settlement Services at Armidale**
Provides culturally sensitive information, referrals, advice, support and generalist welfare casework to migrants, new arrivals and humanitarian entrants in the Armidale area. Ph: (02) 4969 3399

**Northern Settlement Services at Inverell**
Provides culturally sensitive information, referrals, advice, support and generalist welfare casework to migrants, new arrivals and humanitarian entrants in Inverell. Outreach services to this area are every 6 weeks. Ph: (02) 6721 0051

**Northern Settlement Services at Tamworth**
Provides culturally sensitive information, referrals, advice, support and generalist welfare casework to migrants, new arrivals and humanitarian entrants in the Tamworth area. Settlement Grants Program Worker (SGP) Ph: (02) 6766 2557

**Armidale Aboriginal Cultural Centre and Keeping Place at Armidale**
Centre embraces Aboriginal culture through the Art Gallery, performances, storytelling, bushwalking, education, meeting place. Ph: (02) 6771 3606

**Dhurryn Indigenous Centre - Northern Regional Library at Moree**
Assists and supports people with enquiries on Aboriginal history and family through their services and liaison with other organisations. Their aim is to document, preserve, protect, Aboriginal information and objects of significant importance to Aboriginal people and the Indigenous community. Ph: (02) 6757 3362

**CALD Services**
*Ethnic Communities Council of NSW at Waterloo*
Peak community-based, non-government body in NSW representing ethnic communities. Provides information and assistance for a language or cultural group. Ph: (02) 9319 0288 Web: www.cecnsww.org.au

**Refugee Council of Australia at Surry Hills**
The Refugee Council of Australia (ROCA) is the national umbrella body for refugees and the organisations and individuals who support them. Refugee support includes:-
- assisting refugees in countries of first asylum and when they repatriate to their homelands.
- providing settlement support to refugees in Australia
- providing protection and legal advice to refugees and asylum seekers.
- advocating on behalf of a particular refugee community

**Recreational**
**Storytime at the Library:-**
Armidale – Tuesdays 11.00am – 12.00pm
Bingara – Every 2nd Friday 10.30am – 11.30am
Glen Innes – 2nd Wednesday/Thursday 10.30am – 11.00am
Gunnedah –Wednesdays 11.00am -12.00pm
Guuya –Tuesdays 10.30am – 11.30am
Inverell – Wednesdays/Thursdays at 11.15am – 11.45am
Manilla – Tuesday 10.30am – 11.30am
Moree Plains – Tuesdays 10.10am – 11.20am
Narrabri – Tuesdays/Thursdays 11.00am – 11.30am
Quirindi – Mondays 10.30am – 11.00pm

**Toy Libraries:-**
Armidale – Ph: (02) 6772 8838
Bingara – Ph: (02) 6724 1033
Narrabri – Ph: (02) 6792 3562
Ooranga Family Mobile Unit (Gunnedah) Ph: (02) 67420603
Reach out Toy Library (Glen Innes) – Ph: (02) 6732 3487
Tamworth - Ph: (02) 6762 6692
Wex Waa – Ph: (02) 6735 4842
**Bicultural Support Program**

Interpreting Service Agencies
TIS – Translating and Interpreting Service. Ph: 131 450
Community Relations Commission - Multicultural Ph: 1300 651 500
Multicultural Health Care Interpreter Service. Ph: 1800 674 994

**Multicultural Resources**

**CALD resources available in several languages at the following libraries:**
- Aitkenvale – Ph: (02) 6628 5527
- Ballina – Ph: (02) 6686 9352
- Brunswick Heads – Ph: (02) 6685 1816
- Byron Bay – (02) 6685 8540
- Casino – Ph: (02) 6662 6160
- Evans Head – Ph: (02) 6682 4122
- Goonellabah – Ph: (02) 6625 1235
- Kingscliff – Ph: (02) 6674 1607
- Kyogle – Ph: (02) 6632 1134
- Lismore – Ph: (02) 6621 2464
- Mullumbimby – Ph: (02) 6684 2992
- Murwillumbah – Ph: (02) 6670 227
- Tweed Heads – Ph: (07) 5569 3150

**CALD/Indigenous Websites - resources/reaching aids**

- Magabala books (Indigenous books) - www.magabala.com
- Serendib Craftlink - Multicultural craft/eductional
- Web: www.serendibcrafts.com.au
- FKA – Free Kindergarten Association - www.fka.com.au
- National Childcare Accreditation Council - www.ncaac.gov.au
- Inclusive Directions South Australia - www.directions.org.au
- Modern Teaching Aides - www.teaching.com.au
- The Book Garden - www.thebookgarden.com.au

**Indigenous Services at State Library NSW**
Web: (02) 9273 1577

**Lady Gowrie Library at Zetland** - Have an extensive range of early childhood references/resources. Ph: (02) 8345 7624
Email: library@gowrie-sydney.com.au Web: www.gowriesydney.com.au/
**ATSI Learning & Engagement Centre Libraries** - Collection of Aboriginal & Torres Strait Islander resource websites.
Web: http://education.alid.qld.gov.au/information/services/libraries/atsi/
**Edna** Free on-line Network for Educators Web: www.edna.edu.au
**Community Language Collection Directory** - Web: www.sl.nsw.gov.au\services\multicultural

**Indij Readers** – Indigenous Books Web: www.indijreaders.com.au

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**Richmond Services Guide**

*(Region 16)*

**(Ballina, Byron, Kyogle, Lismore, Richmond Valley, Tweed)**

**Translated Material**

NSW Multicultural Health Communication Service
Diversity Health Institute - Free mental health advice in 50 languages. Web: www.dhi.gov.au
Multicultural Mental Health Australia - Web: www.mmha.org.au
Kidafe New South Wales – Information on road safety issues for parents in English, Chinese, Vietnamese, Arabic, Turkish and Korean. Ph: (02) 9845 0890
Web: www.kidsafesw.org/road_safety_publications
Road Safety Information – Child Road Safety information. Ph: 1800 060 607
www.ombo.nsw.gov.au_NSW Ombudsman –Complaints for unfair treatment by a NSW government agency and certain non-government service providers. Information in 16 languages, with a dedicated staff to receive complaints from Aboriginal people. Ph: (02) 9286 1000

**Education**

Open Training & Education Network (OTEN)
Programs, courses specifically for people from CALD backgrounds. Ph: (02) 9715 8676 Web: www.rafensw.edu.au/oten
**TAFE – Ballina, Casino, Kingscliff, Lismore, Murwillumbah, Wollongbar Campuses**
Adult Migrant English Program (AMEP) provides classes, Distance Learning, on-line courses to eligible migrants/refugees free of charge. Rural - Ph: 1800 114 707 Web: www.ames.edu.au

**Ethnic Child Care, Family and Community Services Co-operative at Marrickville**
Ph: (02) 9569 1288 Web: www.ecfccs.org
Provides information, advice, support, assistance, referral and training to service providers on making services accessible to Culturally and Linguistically Diverse (CALD) communities and with CALD communities to support them in accessing services. Projects include:-

**Bicultural Support Program (BSP)** – A special group of Bicultural Support Workers and Consultants, that assist Children’s Services to work successfully with Indigenous and CALD children in Australian Government Approved Childcare Services.

**Ethnic People with Disabilities Program (EPDP)** Information and advocacy program for young people with disabilities from CALD backgrounds.

**Eastern Sydney Multicultural Access Project (ESMAP)** Aims to ensure HACC funded and HACC like services are relevant to the needs of the Greek, Russian and Italian communities. Provides information to these communities in the Eastern Sydney region on HACC services.

**Inner West Multicultural Access Program (iMAP)** Information, referral, support service for the frail aged and people with disabilities/their carers from CALD communities.

**Multicultural Respite Services (MRS)** Provides recreational activities to children and adults with mild, moderate, severe intellectual and physical disabilities to in turn provide respite to their carers.

**Government Support**

Department of Human Services NSW. Promotes the safety/wellbeing of children and works to build strong families and communities. Helpline: 132 111
Ph: (02) 9716 2222 Web: www.community.nsw.gov.au

**Department of Immigration & Citizenship**
Ph: 131 881 Web: www.immi.gov.au

**Centrelink** – Multilingual Call Centre Ph: 131 202

**Sydney Buses** Ph: 131 500 Web: www.sydneybuses.info

**City Rail** – Provides train timetable and fares information. Web: www.cityrail.info/timetable/index.jsp Ph: 131 500
Children Services

Ethnic Child Care, Family and Community Services Co-op at Marrickville
The peak body for Children's Services run by and for ethnic communities in NSW. Provides advice, support, assistance and training on CALD issues relating to children and families in Children's Services. Ph: (02) 9569 1288  Email: cco@ecfcs.org.au

Bicultural Support Program (BSP) at Marrickville
A special group of Bicultural Support Workers and Consultants that assist Children's Services to work successfully with Indigenous and CALD children in Australian Government Approved Childcare Services. Ph: (02) 9569 1288  Email: bsp@ecfcs.org.au

Children's Services Central (CSC) at Marrickville
Promotes and maintains high quality care and inclusion for all children in eligible childcare services in NSW. CSC provides Children's Services in NSW with access to timely, relevant, appropriate and quality professional support and training. Ph: 1800 157 818  Web: www.cscentral.org.au

Ballina District Community Services Association Inc.at Ballina
The Inclusion Support Agency (ISA) for Richmond Tweed region. All ISAs work directly with Children's Services to provide practical advice and facilitate access to a range of supports designed to build services' capacity to create a quality care environment inclusive of all children. Ph: (02) 6686 7776

Network of Community Activities at Surry Hills
The peak body for Out Of School Hours Care Services in NSW. Provides information, advocacy, resources training and support. Ph: (02) 9212 3244

Community Childcare Co-operative at Marrickville
The peak body for community based Children's Services in NSW. Provides training, information, resources, management advice to Children's Services staff and raise community awareness of quality childcare issues. Ph: (02) 8922 6444  Web: www.eccensw.org.au

Playgroup NSW at Wetherill Park
Playgroup NSW works with relevant stakeholders to provide a voice, support and opportunity for children and their carers to interact and learn through play. Ph: (02) 9604 5513 or 1800 171 882  Web: www.playgroupsw.com.au

NSW Family Day Care (FDC) Association at Penrith
The peak body for FDC schemes and In-Home Care providers in NSW. Promotes and supports all aspects of Family Day Care in communities. Ph: (02) 9572 9440  Web: www.nswfdc.org.au

Community Organisations

Women's Resource Service at Mullumbimby
Provides information, referrals, support, advocacy and counseling services for Indigenous women and children in need. Ph: (02) 6684 4299  Web: www.wrs.org.au

Byron Community & Cultural Centre at Byron Bay
Provides information, advocacy, advice, family support counseling and referral services to migrants and the general community. Ph: (02) 6685 6807  Web: www.byroncentre.com.au

Mid Richmond Neighbourhood Centre at Evans Head
Provides information, support and assistance to the general community including migrants, Aboriginals and Torres Strait Islanders. Ph: (02) 6682 4334

Northern Rivers Migrant Service (NRMS) at Lismore
Provides support, advocacy and referral services. Information and referral services includes:- Immigration queries, income support, health, housing, legal issues, settlement information, family parenting issues etc. Outreach service offered to isolated migrants. The NRMS ensures new migrants, refugees and humanitarian entrants are supported whilst settling into the country/community and are able to get access to mainstream services. Ph: (02) 6621 7397

Lismore Neighbourhood Centre at Lismore
Provides a number of direct service delivery and capacity building programs/services. Such as community aid, information and referral services, Counseling, Case Management for Aboriginal families homeless and/or at risk, settlement services for newly arrived migrants and refugees. Ph: (02) 6621 7397

Casino Neighbourhood Centre at Casino
Provides counseling, support, advocacy and referral service for a wide range of personal and family problems for disadvantaged families from the Indigenous and wider community. Ph: (02) 6662 2898

Koori Community Caring for Women at Goomalibah
Provides outreach, assistance, information, education, referrals and support for Aboriginal and Torres Strait Islander women and children. Ph: (02) 6625 0111

Ballina District Community Services Association at Ballina
Provides support, information, assistance and advice to the local community including migrants, Aboriginals and Torres Strait Islanders. Ph: (02) 6686 7776  Web: www.bdcsa.org

Community Organisations Continued

Anglicare North Coast at Grafton
Provides a wide range of community and social services including outreach to Richmond Tweed region. It provides support, information, advice, advocacy and referral services. Administers the “Integrated Humanitarian Settlement Services” program for newly arrived refugees and the “Community Settlement Grant” for migrants. Ph: (02) 6643 4844

CALD Services

Ethnic Communities Council of NSW at Waterlo
Peak community-based, non-government body in NSW representing ethnic communities. Provides information and assistance for a language or cultural group. Ph: (02) 9319 0288  Web: www.eccensw.org.au

Refuge Council of Australia at Surry Hills
The Refugee Council of Australia (RCOA) is the national umbrella body for refugees and the organisations and individuals who support them. Refugee support includes:-
- assisting refugees in countries of first asylum and when they repatriate to their homelands.
- providing settlement support to refugees in Australia.
- providing protection and legal advice to refugees and asylum seekers.
- advocating on behalf of a particular refugee community.

Recreational

Storytime at the Library:-
Alstonville – Tuesdays 11.00am – 11.30am
Ballina – Tuesday/Friday 11.00am – 11.30am
Brunswick Heads – Mondays 10.30am – 11.00am
Byron Bay – Wednesdays 10.30am – 11.00am
Casino – Tues & Thurs 10.30am – 11.15am
Kyogle – Wednesdays 11.00am – 11.30am
Lismore – Wednesday/Thursday 10.30am – 11.30am
Mullumbimby – Friday 10.30am – 11.00am
Tweed Heads – Wed/Thurs 11.00am – 11.30am

Toy Libraries:-
Ballina - M: 0411 719 074  Ph: (02) 6686 0275
Byron Shire - M: 0424 729 942

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Interpreting Service Agencies
TIS – Translating and Interpreting Service. Ph: 131 450
Community Relations Commission - Multicultural Ph: 1300 651 500
Multicultural Health Care Interpreter Service. Ph: 1800 674 994

Multicultural Resources
CALD resources available in several languages at following libraries:
Bellinger – Ph: (02) 6655 1744 Namluca Head – Ph: (02) 6658 6096
Coffs Harbour – Ph: (02) 6648 4900 Old Bar – Ph: (02) 6553 6535
Dorrigo – Ph: (02) 6657 2234 Port Macquarie – Ph: (02) 6581 8755
Grafton – Ph: (02) 6643 0254 Turra – Ph: (02) 6592 5290
Halloys Point – Ph: (02) 6559 3066 Toormina – Ph: (02) 6653 1526
Kempsey – Ph: (02) 6566 3210 Urunga – Ph: (02) 6655 6444
Lauriston – Ph: (02) 6559 7116 Wauchope – Ph: (02) 6586 1063
Macksville – Ph: (02) 6568 1422 Wingham – Ph: (02) 6592 4555
Maclean – Ph: (02) 6645 3611 Illegoodga – Ph: (02) 6654 0010

CALD/Indigenous Websites - resources/reaching aides
Magabala books (Indigenous books) - www.magabala.com
Serendib Craftlink - Multicultural craft/educational
Web: www.serendibcrafts.com.au
FKA – Free Kindergarten Association - www.fka.com.au
National Childcare Accreditation Commission - www.nccau.gov.au
Inclusive Directions South Australia - www.directions.org.au
Modern Teaching Aides - www.teaching.com.au
The Book Garden - www.thebookgarden.com.au

Indigenous Services at State Library NSW - Ph: (02) 9273 1577

Lady Gowrie Library at Zetland - Have an extensive range of early childhood references/resources. Ph: (02) 8345 7624
Email: library@gowrie-sydney.com.au Web: www.gowrie-sydney.com.au/

ATSI Learning & Engagement Centre Libraries - Collection of Aboriginal & Torres Strait Islander resource websites.
Web: http://education.qld.gov.au/information/service/libraries/atsi/
Edna - Free on-line Network for Educators Web: www.edna.edu.au

Community Language Collection Directory -
Web: www.sl.nsw.gov.au/services/multicultural


NSW Mid North Coast
(Region 17)
(Bellingen, Clarence Valley, Coffs Harbour, Greater Taree, Hastings, Kempsey, Nambucca, Unincorporated NSW (Lord Howe Island))

Translated Material
NSW Multicultural Health Communication Service
Diversity Health Institute - Free mental health advice in 50 languages. Web: www.dhi.gov.au
Multicultural Mental Health Australia - Web: www.mmba.org.au
www.damec.org.au - Drug/Alcohol Multicultural Education Centre. Ph: (02) 9699 3552
www.nsw.royallifesaving.com.au - Programs & Education
‘KEEP WATCH’campaign in English, Arabic,Chinese,Vietnamese.
Kidsafe New South Wales – Information on road safety issues for parents in English, Chinese, Vietnamese, Arabic, Turkish and Korean. Ph: (02) 9845 0890
Web: www.kidsafensw.org/road_safety_publications
Child Road Safety Information – Ph: 1800 060 607
www.kidsandtraffic.mq.edu.au - “Kids and Traffic” information
Ph: (02) 9805 3200.
www.ombo.nsw.gov.au – Ombudsman –Complaints for unfair treatment by a NSW government agency and certain non-government service providers. Information in 16 languages, with a dedicated staff to receive complaints from Aboriginal people.
Ph: (02) 9286 1000

Education

Open Training & Education Network (OTEN)
Programs, courses, services specifically for people from CALD backgrounds. Ph: (02) 9715 8676 Web: www.tafensw.edu.au/oten

TAFE – Coffs Harbour, Grafton, Kempsey, Macksville, Maclean, Port Macquarie, Turra, Trenary, Wauchope Campuses
Adult Migrant English Program (AMEP) provides classes, Distance Learning, on-line courses to eligible migrants/refugees free of charge. Rural - Ph: 1800 114 707 Web: www.ames.edu.au

Ethnic Child Care, Family and Community Services Co-operative at Marrickville
Ph: (02) 9569 1288 Web: www.eccfcs.org
Provides information, advice, support, assistance, referral and training to service providers on making services accessible to Culturally and Linguistically Diverse (CALD) communities and with CALD communities to support them in accessing services. Projects include:

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Information and advocacy program for young people with disabilities from CALD backgrounds.

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Inner West Multicultural Access Program (IWMAP)
Information, referral, support service for the frail aged, people with disabilities and their carers from CALD communities.

Multicultural Respite Services (MRS)
Provides recreational activities to children and adults with mild, moderate, severe intellectual and physical disabilities to intermittent respite to their carers.

Government Support
Department of Human Services NSW. Promotes the safety/wellbeing of children and works to build strong families and communities. Helpline: 132 111
Ph: (02) 9716 2222 Web: www.community.nsw.gov.au

Department of Immigration & Citizenship
Ph: 131 881 Web: www.immi.gov.au

Centrelink – Multilingual Call Centre Ph: 130 202

Sydney Buses – NSW Government – Ph: 131 500 Web: www.sydneymaps.info

City Rail – Provides train timetable and fares information. Web: www.cityrail.info/timetable/index.jsp Ph: 131 500
Children Services
Ethnic Child Care, Family and Community Services Co-op at Marrickville
The peak body for Children’s Services run by and for ethnic communities. NSCC provides advice, support, assistance and training on CALD issues relating to children and families in Children’s Services. Ph: (02) 9569 1288 Email: csas@ecfccse.org

Bicultural Support Program (BSP) at Marrickville
A special group of Bicultural Support Workers and Consultants that assist Children’s Services to work successfully with Indigenous and CALD children in Australian Government Approved Childcare Services. Ph: (02) 9569 1288 Email: bsp@ecfccse.org

Children’s Services Central (CSC) at Marrickville
Promotes and maintains high quality care and inclusion for all children in eligible childcare services in NSW. CSC provides Children’s Services in NSW with access to timely, relevant, appropriate and quality professional support and training. Ph: 1800 157 818 Web: www.cscentral.org.au

St Joseph’s Family Services at Port Macquarie
The Inclusion Support Agency (ISA) for NSW Mid North Coast region. All ISAs work directly with Children’s Services to provide practical advice and facilitate access to a range of supports designed to build services’ capacity to create a quality care environment inclusive of all children. Ph: (02) 6584 3665

Network of Community Activities at Sarry Hills
The peak body for Out Of School Hours Care Services in NSW. Provides information, advocacy, resources training and support. Ph: (02) 9212 3244

Community Childcare Co-operative at Marrickville
The peak body for community based Children’s Services in NSW. Provides training, information, resources, management advice to Children’s Services staff and raise community awareness of quality childcare issues. Ph: (02) 8922 6444 Web: www.cecnsw.org.au

Playgroup NSW at Wetherill Park
Playgroup NSW works with relevant stakeholders to provide a voice, support and opportunity for children and their carers to interact and learn through play. Ph: (02) 9604 5513 or 1800 171 882 Web: www.playgroupsnew.com.au

NSW Family Day Care (FDC) Association at Petersham
The peak body for FDC schemes and In-Home Care providers in NSW. Promotes and supports all aspects of Family Day Care in communities. Ph: (02) 9572 9440 Web: www.nswfda.org.au

Community Organisations
Bellingen Neighbourhood Centre at Bellingen
Provides information, referrals, support, advocacy, community development and early childhood services to migrants, Indigenous people and the general community. Ph: (02) 6655 1239
Garr W’a Ngundagar Aboriginal Corporation at Kempsey
Provides information, advocacy, advice, counseling to the Indigenous community. The Corporation exists to enhance opportunities and conditions for its local context in social, economic, health and personal-influence contexts. Ph: (02) 6562 8291

Port Macquarie Neighbourhood Centre at Port Macquarie
Provides information, support and referral service to the general community including Migrants, Aboriginals and Torres Strait Islanders. Ph: (02) 6583 8044 Web: www.pmnccinfo.org.au

Women’s Resource and Information Centre at Coffs Harbour
Provides information, support, assistance, advocacy, group work counseling and referral services to women and their children from the local community including migrants and ATSI in crisis or in a vulnerable position. Ph: (02) 6562 9944
Nambucca Valley Neighbourhood Centre at Macksville
Provides support, information and advocacy, referral services to disadvantaged groups (migrants, ATSI), individuals and families in the Nambucca Valley Shire. Ph: (02) 6568 2305

Women’s Information and Referral Service (WIRS)
WIRS provides an information/referral service. It’s a confidential telephone contact point for women seeking updated/accurate information about organisations and services for women in NSW. Indigenous, Cantonese, Mandarin, Malay, Bengali, Hindi and Punjabi Workers available. Translating and interpreting services can be arranged for other languages. Ph: 1800 817 227

Burrar Daldal Out of Home Care Family Support Service - West Kempsey
Provides assistance, advice, information, referrals, Home Care support, Foster carers, recruitment, support family support services to ATSI. Ph: (02) 6562 1913

Northern Settlement Services – Community Settlement Services (CSS) Project
Is the rural contact for migrant and supports Community Settlement Projects across the NSW Mid North Coast Region. Provides information, advice, resources, direct support and mentoring assistance to migrants. Web: www.mnecn.org.au Ph: (02) 4960 3399 C/O -Web: www.msservices.com.au

Manning Valley Neighbourhood Centre at Wingham
Provides support, information, assistance, advice and referral services to the migrants and non-English speaking residents. Regional Migrant Worker available. Ph: (02) 6553 5121

Community Organisations Continued
Anglicare North Coast Migrant Services at Coffs Harbour
Provides support, information, advocacy, assistance and referral services for migrant families and individuals including orientation, emergency medical needs and housing support. Administers a program providing intensive case-management support for newly arrived humanitarian entrants “Integrated Humanitarian Settlement Services” and the “Community Settlement Support” service. Ph: (02) 6651 8764

Coffs Harbour Refugee Support Services at Coffs Harbour
Provides settlement assistance, mentoring and support to refugees. Refugee and humanitarian entrants will become better informed on such essentials as managing a household in Australia and finding employment. Ph: (02) 6648 3670

CALD Services
Ethnic Communities Council of NSW at Waterloo
Peak community-based, non-government body in NSW representing ethnic communities. Provides information and assistance for a language or cultural group. Ph: (02) 9319 0288 Web: www.eccnsw.org.au

Recreational
Storytime at the Library:-
Bellingen – Wednesdays 11.00am – 11.30am
Coffs Harbour – Wednesdays 11.00am – 11.30am
Grafton – Thursdays 10.30am – 11.30am
Hallidays Point – Fridays 10.30am – 11.00am
Laurieton – Wednesdays 10.00am – 11.00am
Kempsey – Fridays 10.30am – 11.00am
Mackville – 1st Friday of the month 9.30am – 10.30am
Macleans – Thursdays 11.00am – 11.30am
Nambucca Heads – 1st Monday each month 11am – 12pm
Port Macquarie – Tues/Wed 10.30am – 11.15am
Taree – Thursdays 10.30am – 11.30am
Toormina – Thursdays 11.00am – 11.30am
Uringa – Wednesdays 11.00am – 11.30am
Wauchope – Wednesdays 10.30am – 11.30am
Wingham – Mondays 11.00am – 11.30am
Woolgoolga – Tuesdays 11.00am – 11.30am

Toy Libraries:-
Coffs Coast Apex Toy Library Ph: (02) 6652 7986
Kempsey Toy Library Ph: (02) 6566 3210

Hastings Valley Toy & Leisure Library
Port Macquarie Neighbourhood Centre Ph: (02) 6583 3528
Wauchope Neighbourhood Centre Ph: (02) 6584 3284

The Bicultural Support Program is run by Ethnic Child Care, Family & Community Services Co-op Ltd for Children’s Services Central. Children’s Services Central is a program of the Alliance of Children’s Services funded by The Department of Education, Employment and Workplace Relations.

Ethnic Child Care, Family and Community Services Co-operative Limited
Building 3, 142 Addison Road, MARRICKVILLE NSW 2042 AUSTRALIA
Tel: (02) 9569 1288 Fax: (02) 9550 9829 Email: bsp@ecfccse.org ABN: 9276686403

Disclaimer – Please note that whilst every care has been taken to ensure that material contained in this document was correct, some information regarding organisations and project workers may have changed since publication in January 2011.
Multicultural Services Guide

HUNTER (Region 18)

Transmitted Material

NSW Multicultural Health Communication Service


KidsSafe New South Wales - Road safety information in English, Chinese, Vietnamese, Arabic, Turkish, Korean. Ph: (02) 9845 0890

Web: www.kidsfensw.org/road_safety_publications

Child Road Safety Information - Ph: 1800 060 607


www.onmbo.nsw.gov.au_NSObudsmans –Complaints for unfair treatment by a NSW government agency and certain non-government service providers. Information in 16 languages, with a dedicated staff to receive complaints from Aboriginal people. Ph: 02 9286 1000


Education

Open Training & Education Network (OTEN) Programs, courses, services specifically for people from CALD backgrounds. Ph: (02) 9715 8676 Web: www.tafensw.edu.au/oten Email:oten.multicultural@tafensw.edu.au

TAFE – Newcastle, Kurri Kurri, Maitland, Singleton, Scone, Belmont, Muswellbrook, Hamilton, Hunter Street, Glendale, Cessnock Campuses

Aboriginal Co-ordinator Ph: (02) 4923 7466. Multicultural Education Co-ordinator Ph: (02) 4923 7463.

TAFE – Cessnock, Greater Lakes, Hamilton, Maitland, Muswellbrook, Newcastle, Scone, Singleton Campuses

Adult Migrant English Program (AMEP) provides classes, Distance Learning, on-line courses to eligible migrants/ refugees free of charge. Rural - Ph: 1800 114 707 Web: www.ames.edu.au

Ethnic Child Care, Family and Community Services Co-operative at Marrickville
Ph: (02) 9569 1288 Web: www.ecfcsc.org

Provides information, advice, support, assistance, referral and training to service providers on making services accessible to Culturally and Linguistically Diverse (CALD) communities and with CALD communities to support them in accessing services. Projects include:

Bicultural Support Program (BSP) – A special group of Bicultural Support Workers and Consultants, that assist Children’s Services to work successfully with Indigenous and CALD children in Australian Government Approved Childcare Services.

Ethnic People with Disabilities Program (EPDP) Information and advocacy program for young people with disabilities from CALD backgrounds.

Eastern Sydney Multicultural Access Project (ESMAP) Aims to ensure HACC funded and HACC like services are relevant to the needs of the Greek, Russian and Italian communities. Provides information to these communities in the Eastern Sydney region on HACC services.

Inner West Multicultural Access Program (IWMAP) Information, referral/support service for the frail aged, people with disabilities and their carers from CALD communities.

Multicultural Respite Services (MRS) Provides recreational activities to children and adults with mild, moderate, severe intellectual and physical disabilities to inturn provide respite to their carers.

Government Support

Department of Human Services NSW. Promotes the safety/wellbeing of children and works to build strong families and communities. Helpline: 132 111 Ph: (02) 9716 2222 Web: www.community.nsw.gov.au

Department of Immigration & Citizenship Ph: 131 881 Web: www.immi.gov.au


City Rail – Provides train timetable and fares information. Web: www.citrail.info/timetables/index.jsp Ph: 131 500 State Transit Authority Newcastle – Ph: (02) 4974 1600

Interpreting Service Agencies


Community Relations Commission - Multicultural Ph: 1300 651 500 Multicultural Health Care Interpreter Service. Ph: 1800 674 994

Multicultural Resources

CALD resources available at following libraries:-

Adamstown – Ph: (02) 4904 3320
Beresfield – Ph: (02) 4978 4070
Cessnock – Ph: (02) 4993 4399
Hamilton – Ph: (02) 4974 1340
Lambton – Ph: (02) 4904 3330
Mayfield – Ph: (02) 4974 6630
New Lambton – Ph: (02) 4904 3340
Newcastle – Ph: (02) 4974 5342
Raymond Terrace – Ph: (02) 4987 2221
Stockton – Ph: (02) 4920 1137
WallSEND – Ph: (02) 4985 6680

CALD/Indigenous Websites - resources/teaching aid

Magabala books (Indigenous books) - www.magabala.com
Serendib Craftlink - Multicultural craft/educational
Web: www.serendibcrafts.com.au
FKA - Free Kindergarten Association - www.fka.com.au
National Childcare Accreditation Council - www.ncaac.gov.au
Inclusive Directions South Australia - www.directions.org.au
Modern Teaching Aides - www.teaching.com.au
The Book Garden - www.thebookgarden.com.au

Indigenous Services at State Library NSW - Ph: (02) 9273 1577

Lady Gowrie Library at Zetland - Have an extensive range of early childhood references/resources. Ph: (02) 8345 7624 Emaillibrary@gowrie-sydney.com.au Web: www.gowrie-sydney.com.au

ATSI Learning & Engagement Centre Libraries - Collection of Aboriginal & Torres Strait Islander resource websites.

Edna Tvee on-line Network for Educators Web: www.ednac.edu.au


Children Services

Ethnic Child Care, Family and Community Services Co-op at Marrickville
The peak body for Children's Services run by and for ethnic communities in NSW. Provides advice, support, assistance and training on CALD issues relating to children and families in Children's Services. Ph: (02) 9569 1288 Email: coop@ecfcse.org

Bicultural Support Program (BSP) at Marrickville
A special group of Bicultural Support Workers and Consultants that assist Children's Services to work successfully with Indigenous and CALD children in Australian Government Approved Childcare Services. Ph: (02) 9569 1288 Email: bsp@ecfcse.org

Children's Services Central (CSC) at Marrickville
Promote and maintain high quality care and inclusion for all children in eligible childcare services in NSW. CSC provide Children's Services in NSW with access to timely, relevant, appropriate and quality professional support. Ph: 1800 157 818 Web: www.cscentral.org.au

KU Children's Services at Lambton
Is the Inclusion Support Agency (ISA) for Hunter region. All ISAs works directly with children's services to provide practical advice and facilitate access to a range of supports designed to build services' capacity to create a quality care environment inclusive of all children. Ph: (02) 4952 2788.

Network of Community Activities at Sarry Hills
Provide a resource/information service on community activities, community art, out of school hours care and activities. Ph: (02) 9212 3244

Community Childcare Co-operative at Marrickville
Provide training, information, resources, management advice to Children's Services staff and raise community awareness of quality childcare issues. Ph: (02) 8922 6444 Web: www.ccccnsw.org.au

Playgroup NSW at Wetherill Park
Playgroup NSW works with relevant stakeholders to provide a voice, support and opportunity for children and their carers to interact and learn through play. Ph: (02) 9604 5513 or 1800 171 882 Web: www.nlayeorgnsw.com.au

NSW Family Day Care Association at Petersham
Experienced and registered carers provide care for other people's children in their own home. Ph: (02) 9574 9440 Web: www.nswfda.org.au

Community Organisations

Multicultural Neighbourhood Centre at Lambton
Provides support, assistance, referral services and programs to people from CALD backgrounds.
Ph: (02) 4965 5291 Web: www.mncinc.org.au

Jesmond Neighbourhood Centre at Jesmond
Provides a range of programs, information, support and referral services to newly arrived migrants and people from CALD backgrounds. Ph: (02) 4979 8504 Web: www.jesmond.org.au

Singleton Family Support Scheme at Singleton
Provides counseling, practical and personal support, group work, information, advocacy and referral services, to families under stress or in crisis. The service supports clients to explore their options in order to become independent. Interpreting services are available. Ph: (02) 6572 4288 Web: www.singletonfs.org.au

Northern Settlement Services at Hamilton
Provides culturally sensitive information, referrals and generalist welfare casework to migrants, new arrivals and humanitarian entrants in the Hunter Region including Singleton, Maitland, Cessnock, Dungog, Muswellbrook, Scone. Interpreting services available. Ph: (02) 4969 3399 Web:www.nsservices.com.au

Samartians Information and Neighbourhood Centre at Cessnock
Provides support, assistance, settlement and referral services to newly arrived migrants and ethnic groups.
Ph: (02) 4960 7100 Web: www2.samartians.org.au

Upper Hunter Family Support at Muswellbrook
Provides counseling, assistance and support to families who are experiencing difficulties, in stress or crisis. Interpreter services are available. Ph: (02) 6542 3557

CALD Services

Polish Association at Newcastle
Provides assistance and support to people from the Polish community.
Ph: (02) 4961 5249

Greek Cypriot Community Organisation at Hamilton
Provides assistance and is a support group to the Greek Cypriot community.
Ph: (02) 4969 2449

Italian Welfare Organisation (Italian Community Worker) at Broadmeadow
Provides support, assistance, referral service to people from the Italian community.
Ph: (02) 4965 3717

CALD Services Continued....

Ethnic Communities Council of Newcastle and Hunter Region Inc.
Community-based, peak organisation, whose role is to represent ethnic communities in the Hunter Region. Provides an advocacy service for ethnic people and consultancy to assist in identifying gaps and developing new services. It offers information and assistance for a language or cultural group. Ph: (02) 4929 5880 Web: http://members.optusnet.com.au/~eccnhr/

Ethnic Communities Council Diversity Learning Centre (DLC) – Multicultural Library
DLC offers a range of multilingual, multicultural and interfaith resources to promote inclusive practices, social justice and cultural harmony in our Australian context.
Resources include:
- Books (Multilingual, multicultural, disability, special needs)
- Equipment e.g. CD's, videos, DVD's, tapes etc
- Musical Instruments and toys (children 0-12 years old)
- Artefacts and costumes (traditional)
- Resource and research materials for students, organisations etc
- Historical resources e.g. Australian Immigration

Recreational

Storytime at the Library - 45 minute sessions at 10.30am
Adamstown – 3rd Monday of each month
Beresfield – 3rd Wednesday of each month
Cessnock – Every Tuesday 10.00am - 11.00am
Hamilton – 4th Tuesday of each month
Kurri Kurri – 1st & 3rd Wednesday of each month 10.00am -11.00am
Ph: (02) 4937 1638
Mayfield – Last Tuesday of each month
New Lambton – 3rd Tues & 4th Thurs of each month
Raymond Terrace – 1st & 4th Tuesday of each month
Stockton – 1st Monday of each month
Tomaree – 2nd Tues/4th Thurs monthly Ph: (02) 4982 0670
Wallsend – 2nd & 4th Wednesday of each month

Toy Library –
New Lambton – (02) 4904 3340