

## MULTICULTURAL SERVICES

### Australia-Korean Welfare Association

The Australia-Korean Welfare Association aims to promote the welfare of Korean community and assist this into the Australian community; hereby they may enjoy a meaningful and dignified life. To achieve these general goals, the Association will provide relevant information, assistance and services such as day care centre, immigration settlement services and healthy old age programs.

**Address:** Suite 25/94-98 Beamish St, Campsie, NSW, 2194

**Phone:** 9718 9589 or 97873330

**Email:** [info@koreanwelfare.org.au](mailto:info@koreanwelfare.org.au)

**Web:** [www.koreanwelfare.org.au](http://www.koreanwelfare.org.au) or [www.facebook.com/koreanwelfare](https://www.facebook.com/koreanwelfare)

### Chinese Australian Services Society Co-op Ltd (CASS)

CASS strives to facilitate access and equity to various community services needed by non-English speaking people, especially the Chinese-speaking people, foster cultural exchange and understanding amongst communities and ensure the rights to participate in decisions affecting them. Services provided include residential ageing services, disability services, vocational training, settlement and health, family and children, as well as activities for people residing in metropolitan Sydney and Wollongong.

**Address:** 44-50 Sixth Avenue, Campsie NSW 2194

**Phone:** 9789 4587

**Email:** [info@casscare.org.au](mailto:info@casscare.org.au)

**Web:** [www.cass.org.au](http://www.cass.org.au) (Chinese) or [www.casscare.org.au](http://www.casscare.org.au) (English)

### Rhodes Multicultural Community Association

The Association encourages Rhodes residents born in Australia or anywhere overseas to join and work together to make Rhodes an even better place to live. They celebrate cultural diversity and support campaigns for social justice and equity. The Association coordinates local events, English and Mandarin classes and dance exercise classes.

**Contact:** Association Secretary - Yuehan Zhang

**Address:** Operates in the Rhodes Peninsula/ 102/8 Jean Wailes Ave, Rhodes, NSW

**Email:** [RMCA\\_Secretary@outlook.com](mailto:RMCA_Secretary@outlook.com)

**Web:** <http://rmca.org.au>

## Co.As.It

Co.As.It. was established in 1968 to fulfil two distinct aims: to promote the Italian language and culture in NSW and to assist the growing number of migrants arriving from Italy, for both adults and children during and after school.

The Community Services division provides a range of support services to the community. The team is comprised of bilingual social workers, psychologists, welfare workers, service coordinators, community care workers and volunteers. It has a wide range of services such as aged care, youth and family, mental health, problem gambling, bilingual story time for children, customized Italian language classes for business, walking tours and language certification and professional development opportunities for teachers.

**Address:** 67 Norton St, Leichhardt NSW 2040

**Phone:** 9564 0744

**Social:** @Coasit (twitter), Coasit (Facebook)

**Fax:** 9569 6648

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

## Greek Welfare Association

Assists people of Greek origin by providing information, advocacy, counselling, community development and community education. services include; casework, seniors groups, day care centres for Greek frail aged, dementia day care respite for carers, dementia education project, community transport program, carers program, before and after school care centres, playtime groups (for children 0-6 years), youth programs, family support project.

**Address:** 378 King St, Newtown, NSW, 2042 or  
7 Station Street West Harris Park NSW

**Phone:** 9516 2188

**E-mail:** [greekwelfarecentre@bigpond.com](mailto:greekwelfarecentre@bigpond.com)

## Ethnic Childcare, Family and Community Services Co-operative

Ethnic Childcare, Family and Community Services Co-operative are an information and advocacy service funded by the NSW Department of Ageing, Disability and Home Care. The program provides services to people with disabilities and their carers from culturally and Linguistically Diverse (CALD) backgrounds. It gives support to children, families, carers and older aged individuals. It also provides training, advisory services and resources.

**Address:** Building 3, 142 Addison Road, Marrickville, NSW 2204

**Phone:** 9569 1288

**Fax:** 02 9550 9829

**Email:** [admin@ecsc.org.au](mailto:admin@ecsc.org.au)

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

## Bharatiya Vidya Dharan (Indian Organisation)

Promotion of Indian culture and facilitation of multicultural activities as well as forming an understanding of the Indian culture

**Contact:** Gambhir Watts

**Address:** Suite 100/515 Kent St, Sydney, NSW, 2001

**Phone:** 9267 9255

**Email:** [president@bhavanaustralia.org](mailto:president@bhavanaustralia.org)

## Translating and Interpreting Service (TIS) National

The Department of Immigration and Citizenship (DIAC) provides the TIS National interpreting service for people who do not speak English and for the English speakers who need to communicate with them. TIS National is available 24 hours a day, seven days a week for any person or organisation in Australia requiring interpreting services. The Australian Government, through TIS National, provides free interpreting services to non-English speaking Australian citizens or permanent residents communicating with the following approved groups and individuals:

- private medical practitioners providing Medicare-rebateable services and their reception staff to arrange appointments and provide results of medical tests
- non-profit, non-government, community-based organisations for case work and emergency services where the organisation does not receive funding to provide these services

**Note:** Organisations that require language services (such as interpreting) and receive government funding should incorporate the cost of these services into their application for funding

- Members of Parliament for constituency purposes
- local government authorities to communicate with non-English speaking residents on issues such as rates, garbage collection and urban services
- trade unions to respond to members' enquiries or requests
- Emergency Management Australia
- Pharmacies for the purpose of dispensing Pharmaceutical Benefits Scheme (PBS) medications.

**General inquiries number:** 1300 575 847

**Immediate interpreting:** 131 450

**ATIS everyday 24hrs phone interpreter:** 1800 131 450

**Web:** [tis.freeinterpreting@homeaffairs.gov.au](mailto:tis.freeinterpreting@homeaffairs.gov.au)

## English Classes

### Drummoyne Community Centre

Provides English classes for people with limited English and those who live in the Canada Bay local government area.

**English Conversations class:** Wednesday- 10am-11 am held at Concord Senior Citizens Centre, corner Wellbank and Bent St, Concord.

**English as the second language-** for residents of the city of Canada Bay local government area, attending a 9:30 am interview for further information call on the number provided below

**Phone:** 9719 8102

### Adult Migrant English Program (AMEP) providers

The AMEP is a program which provides basic tuition in the English language and documentation translation to help eligible adult migrants and refugees settle successfully in Australia.

#### Burwood NSW AMES

**Address:** TAFE NSW Burwood, Level 6, 56 Railway Parade Burwood, NSW, 2134

**Phone:** 02 92174044

#### Petersham TAFE

**Address:** TAFE NSW Petersham, Building C, Level 2, C.2.23, 27 Crystal St, Petersham, NSW, 2049

**Phone:** 02 9335 2331

#### The Smith Family

**Address:** 29-31 Belmore Road, Level 2, Burwood, NSW 2134

**Phone:** 9744 3188 or 1800 024 069

## Centrelink

Delivers a range of services and government payments to assist and support the unemployed, students, disabilities, indigenous Australians, families, carers, parents, youth, those from a diverse linguistic background, apprenticeships.

**Address:** 56 Railway Pde, Burwood NSW 2134

19-27 Devlin St, Ryde NSW 2112

23 Balmain Rd, Leichhardt

**Phone:** 13 24 68

**Web:** [http://www.centrelink.gov.au/internet/internet.nsf/contact\\_us](http://www.centrelink.gov.au/internet/internet.nsf/contact_us)

## Crime and Safety

There are 33 multicultural liaison officer (MCLOs) working from 25 police stations across NSW. You can call to make an appointment or visit them during the week between 9am and 5pm. You can speak to a MCLO if you need help to report a crime to police, or raise any issues of concern with police using preferred language.

**Contact:** Ajak Ajang - Multicultural Liaison Officer, Burwood Police

**Phone:** 9797 4099 (Ashfield), 9879 9699 (Ryde), 9897 4199 (Holroyd)

**Web:**

[https://www.police.nsw.gov.au/safety\\_and\\_prevention/your\\_community/cultural\\_diversity/cald/multicultural\\_community\\_liaison\\_officers](https://www.police.nsw.gov.au/safety_and_prevention/your_community/cultural_diversity/cald/multicultural_community_liaison_officers)

## Fair Trading

The primary role of NSW Fair Trading is to manage consumer laws and to look after consumers rights. At the same time, we advise businesses and traders on fair and ethical practices. Our aim is to achieve fairness for all in the marketplace. Informing consumers and traders on their rights and responsibilities is an essential ingredient of a fair marketplace. Being informed is the best defence consumers and traders can have against scam artists. Visit <http://www.fairtrading.nsw.gov.au> for a variety of services, including licence checking, regular surveys so that we can find out what consumers know and want on a range of important topics. Consumers and traders can subscribe to receive regular news updates from the website and can also have their say on proposed changes to Fair Trading laws.

**Fair Trading enquiries - Phone:** 13 32 20

**Language assistance - Phone:** 13 14 50 and ask for an interpreter in your language.

**Aboriginal Inquiry Officer:** 1800 500 330 (Free call)

**TTY (Teletypewriter) phone for the hearing impaired**

**General Fair Trading enquiries:** 1300 723 404

**Property, Real Estate and Business Licensing:** 02 9619 8673

## Legal Aid

Assist socially and economically disadvantaged people to understand and protect their rights. One of the functions of the legal system is to safeguard people's rights. The legal system can only perform this protective role if people have equitable access to it.

**Address:** Level 4, 74-76 Burwood Road, Burwood NSW 2134

**Mail:** PO Box N1018 Burwood North NSW 2134

**Phone:** 1300 888 529 or (02) 9747 6155 (Burwood)

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

## Community Relations Commission (CRC)

The CRC has responsibility for promoting community harmony, participation and access to services in order that the contribution of cultural diversity to NSW is celebrated and recognised as an important social and economic resource. It recognises multiculturalism as a deliberate public policy and takes proactive steps to ensure a cohesive and harmonious society.

**Phone:** 8255 6767 or (02) 8255 6767

**Fax:** (02) 8255 6868

**Email:** [contact@multicultural.nsw.gov.au](mailto:contact@multicultural.nsw.gov.au)

**Web:** <https://multicultural.nsw.gov.au/>