

INTRODUCTION

The purpose of this directory is to provide those workers in the welfare sector, who work with people from Culturally and Linguistically Diverse Backgrounds, with information about a wide range of government and non-government organisations in the ACT.

Whilst every care has been taken in the compiling and checking of information for this directory, it is believed that the information was correct and reliable at the time of printing. The author of this directory does not accept responsibility or liability for any entry or omissions or for loss of any kind resulting from use made by any person of any information in this directory or for any service or advice given by any service provided listed

Adult Migrant English Programs

This program is utilised throughout Australia to help newly arrived migrants and refugees to learn a functional level of English so they can live and work within the Australian community.

The program is free of charge to those who are eligible and provides up to 510 hours of learning activities through the following schemes.

Adult Migrant English Service (AMES)

15 Reid Campus
Canberra Institute of Technology
Constitution Avenue
REID ACT 2612

Phone: (02) 6205 9600 Fax: (02) 62059599

http://www.cit.act.edu.au/stud_ser/amep.php3

Members of the Educational Placement and Referral Service (EPRS) will conduct an initial interview with the clients to discuss their needs and work out a learning program to meet their needs.

The following range of programs is available so that clients can learn English in ways and times that suit them:

- Full time and part-time day classes at Reid Campus
- Part-time classes at the Belconnen Community Centre
- Evening classes at Reid Campus
- Individual Study Centre at Reid Campus for self paced and self accessed learning
- Distance Learning for clients who are unable to attend classes because of work or family commitments.

- Home learning through home tutor scheme for clients who are unable to attend classes or need extra support. A volunteer home tutor will visit the client at the client's home to help with English. The client and the tutor make arrangements, which are convenient for them both for these visits.
- Special Tutorials in computer skills; pronunciation, literacy, working in Australia, preparation for the International English Language Testing Scheme (IELTS) for university entrance. and settlement information at Reid campus

Free childcare can be arranged for clients while they are attending English classes.

Illawarra Institute of TAFE NSW

Queanbeyan Campus
Cnr Buttle and McCord St
QUEANBEYAN NSW

Phone: (02) 6299 1377 (02) 6298 4411

The Adult Migrant English Program is offered at the Illawarra Institute of TAFE. There are part time classes available to eligible people from Culturally and Linguistically Diverse Backgrounds..

Illawarra TAFE also offers Certificates for people, who are from a Culturally and Linguistically Diverse Background in the following subjects:

- English
- Computing for the office
- Numeracy and Literacy

Primary Introductory English Centres P.I.E.C. in Canberra.

These centres provide intensive English language lessons for primary school children when they first arrive in the ACT. These intensive English centres are available to Australian born children for whom English is a second language. These centres are located in the following schools:

Northside Primary Introductory English Centre

North Ainslie Primary School
Majura Ave
AINSLIE ACT 2602

Phone: (02) 6205 6673 (02) 6205 6674
Fax: (02) 6205 6534

Southside Primary Introductory English Centre

Hughes Primary School
Kent Street
HUGHES ACT 2605

Phone: (02) 6205 5664 (02) 6205 5669
Fax: (02) 6205 5653

Tuggeranong Primary Introductory English Centre

Village Creek Primary School
Kingsmill Street
KAMBAH ACT 2902

Phone: (02) 6205 7455 Fax: (02) 6205 7454

Secondary Introductory English Centre S.I.E.C.

This centre provides intensive English language lessons for high school students when they first arrive in Australia. The age range is from 12-19 years. This centre is located at:

Secondary Introductory English Centre (SIEC)

Dickson College

Phillip Ave

DICKSON ACT 2602

Phone: (02) 6205 6334 Fax: (02) 6205 6335

Email: siec@siec.act.edu.au

Tertiary Support Services for People from a Culturally and Linguistically Diverse Background

Support for people who are culturally and linguistically diverse in all areas of their studies.

Academic Skills and Learning Centre

Lower Ground Floor

Chancellery Annex

Australian National University

Phone: (02) 6125 2927 Fax: (02) 6125 3399

Website: <http://www.anu.edu.au/academicskills/>

The academic skills and learning centre offers programs for undergraduates and postgraduate students from a CALD background. University English Language Program Classes

(UELP) are held everyday of the week during semester teaching periods. The classes are open to all students at ANU and are extremely beneficial to students from Non English Speaking Backgrounds.

The academic skills department will give:

- Individual consultations
- Workshops for small groups focusing on particular aspects of academic study.

Academic Skills Program

University of Canberra.

Located on the main concourse between
The Students Association and the UCU office.

Phone: (02) 6201 2124 (02) 6201 2205

Email: asp@comedu.canberra.edu.au

Web: www.canberra.edu.au/studyskills/welcome.htm

The academic skills program offers a range of services to all students at the University. The program assists students to develop language and study skills necessary for success at University. These programs can be particularly beneficial to students who are from CLD backgrounds.

The program offers students:

- Study skills workshops
- Individual consultations
- On-line study skills

The program assists students to:

- analyse and plan assignments
- locate and deal with relevant sources of information
- present a well structured argument

- follow the conventions of referencing
- manage time effectively
- improve pronunciation
- read and research effectively
- take notes

Canberra Institute of Technology (CIT)

Student Services

Reid Campus

Constitution Avenue

REID ACT 2612

Phone: (02) 6207 3335

Phone: (02) 6207 3294

Web: www.cit.act.edu.au

Support for people who are Culturally and Linguistically Diverse (CLD) in all areas of their studies.

The following support services are given:

- Course Work
- Course Advice
- Individual Consultations

Pre-Vocational and Vocational Courses for People from Culturally and Linguistically Diverse Background

Canberra Institute of Technology (CIT)

Faculty of Communication and Community Services
Department of ESL Employment and Study
Reid Campus
REID ACT 2612

Phone: (02) 6207 3533 Fax: (02) 6207 3900

Advanced English for Migrants Courses

These courses are designed for people from a CLD background, who wish to improve their English in order to gain employment or to go on to further study.

The three study areas are:

- Further study
- Vocational studies
- Mixed focus

The Certificate IV in Spoken and Written English (Further Study) is accepted as the language requirement for entry to the University of Canberra

Eligibility for these courses:

- Client must be registered with Centrelink as job seekers.
- Clients not receiving benefits and migrants on the two-year waiting period for benefits are eligible.

OTEN (Open Training & Education Network)

Distance Education
Institute of the NSW TAFE
51 Wentworth Rd
STRATHFIELD NSW 2135

Phone: (02) 97158000 Fax: (02) 97158111

OTEN Distance Education offers free courses by correspondence under DETYA funding for unemployed migrants, who are from Culturally and Linguistically Diverse Backgrounds.

The following courses are available to migrants throughout Australia, through NSW TAFE:

- English for Specific Purposes (ESP)
- Work Skills Courses

YWCA of Canberra

PO Box 4586
KINGSTON ACT 2604

Phone: (02) 6239 6878 Fax: (02) 6239 6509

Email: www.ywca.canberra.org.au

The YWCA runs an 8-week course for women who are from Culturally Diverse or Indigenous Backgrounds who would like to work in the child minding industry either a childcare centre or family day care. There is a cost involved when applying for this course. This course is run at various times during the year.

ACT Home Tutor Scheme Enhancement Program Community Conversation Groups

Contact: ACT Home Tutor Scheme for more information
(02) 6205 9611

Belconnen

Canberra Labor Club

Thursdays: 10.00 am-12.00 noon

Cost: \$2.00 membership

City

Civic Library Conversation Group 1

Tuesdays: 2.00pm-3.00pm

Civic Library Conversation Group 2

Thursdays: 2.00 pm-3.00 pm

Croatian Community Welfare Centre Inc
(For Croatian and Bosnian new arrivals)

Wednesdays: 10.00 am-12.00 noon

Phone: (02) 62497801

Dickson

Dickson Library

Wednesdays: 10.00 am-11.00 am

Dickson Library Evening English Conversation Group

Mondays: 6.00pm-7.30pm

Gungahlin

Gungahlin Community Resource Centre

Fridays: 9.30 am-12.00 noon

Phone: (02) 6242 8200

(Childcare available at a small cost)

Isabella Plains

Isabella Plains English Conversation Group

Monday Evenings:

O'Connor

Companion House Reading and Writing Group

Thursdays: 10.00am-11.30am

Palmerston

Community, Health, Activities and Talk (CHAT)

Mondays: 10.00am-12noon

Reid

CIT Reid Campus -Knit & Knatter

Craft and Conversation

Wednesdays: 12.45 pm-2.30 pm

Reid Uniting English Conversation Group

Tuesdays: 11.00 am-12.30 pm

Weston

All Souls Anglicare Conversation Group

Weston Creek Community Service

Fridays: 10.00am-12noon

Woden

Canberra Southern Cross Club

Wednesdays: 9.30 am-11.30 am (Conversation Group)

Tuesdays: 10.00am-12noon (Class)

Phone: (02) 6283 7200

Tuggeranong

Southern Cross Club Conversation Group

Wednesdays: 10.00am-12.00 noon

Phone: (02) 6248 8577 Migrant Resource Centre

Queanbeyan

Queanbeyan Multilingual Centre

Tuesdays: 10.30am-12noon (Conversation Group)

Phone: (02) 6297 611 0

English Programs (Migrant Resource Centre)

The migrant resource center offers different levels and types of English classes.

Phone: (02) 6248 8577 Fax: (02) 6257 7655

English Pronunciation Class

Fridays: 10.00 am-12.00 noon

Intermediate Reading and Writing

Tuesdays: 1.00 pm-2.30 pm

Reading the Newspaper

Mondays: 10.00 am-12.00 noon

English Drama

Thursdays: 1.00 pm-12.00 noon

English Singing

Wednesdays: 10.00 am-12.00 noon

Special English Classes for Non Permanent Residents

Mondays: 1.00 pm-3.00 pm

Wednesdays: 1.00 pm-3.00 pm

English Classes (Tuggeranong Community Centre)

Elementary Intermediate and Advanced levels.

Mondays: 10.00 am-12.00 noon

English Conversation Groups (Tuggeranong Southern Cross Club)
Wednesdays: 10.00 am-12.00 noon

Migrant Resource Home Tutor Program offers:

- Advanced English classes
- Intermediate English classes
- Elementary 1 and 2, English classes
Tuesdays and Thursdays 10.00 am-12.00 noon

Community Services in the ACT and Queanbeyan

Belconnen Community Service

Chandler St
Belconnen, ACT 2617

Phone: (02) 6251 5926 Fax: (02) 6253 2901
Email: tula@dynamite.com.au

There is a Community Settlement Worker working at Belconnen community service. This workers services is available to all migrants and humanitarian entrants, who live in North Canberra, Belconnen and Gungahlin areas.

Belconnen community service provides Home and Community Care Services (HACC).

Gungahlin Community Resource Centre

Ernest Cavanagh St
ACT 2913

Phone: (02) 6242 8200 Fax: (02) 6242 8201

Multicultural English Conversation Group
Friday 9.30 am-1200 noon

- Morning tea
- Child care provided at a small cost

Northside Community Service

Rosevear PL
DICKSON ACT 2602

Phone: (02) 62572255 Fax: (02) 62575993
Email: helga.white@northside.asn.au

The HACC Reachout project is being designed to remove barriers to accessing HACC services for eligible people from CALD backgrounds.

Southside Community Service

Boolimba Crescent
NARRABUNDAH ACT 2604

Phone: (02) 6295 7572 Fax : (02) 6295 7944
Email: admin@sscs.org.au
Web: www.sscs.org.au

The Southside Community Service provides Home and Community Care (HACC) services. It also provides networking services and opportunities through the Multicultural Access Project (MAP)

Multicultural Access Project develops:

- Culturally and linguistically diverse service provision,

expertise and resources for Southside Community Service sector generally.

- Based on its linkages and research into Canberra's multicultural community it has developed a Multicultural Access Model of service delivery in which volunteer groups are used to link the organization to the community.
- It hosts and resources Multicultural Network, a once monthly meeting of community sector workers and individuals with an interest in multicultural practice. It meets to exchange information about multicultural programs and services.

Tuggeranong Community Service

Cowlishaw St
GREENWAY ACT 2900

Phone: (02) 6293 2916. (02) 6293 2917

Fax: (02) 6293 2943

TTY: 62931371

Email: supplink@tuggcomm.com.au

Website for aged care and disability service

http://www.tuggcomm.com.au/aged_care.htm

Tuggeranong Community Service provides Home and Community Services (HACC) aged care and disability services; however there is no designated migrant settlement worker.

Weston Creek Community Service

Parkinson St
WESTON CREEK ACT 2611

Phone: (02) 6288 4744 Fax: (02) 6288 4241

Weston Creek Community Service provides Home and Community Care (HACC) and Disability services; however, there is no designated migrant settlement worker.

Woden Community Service

Corinna St
WODEN ACT 2607

Phone: (02) 6282 2644 Fax: (02) 6285 1322

Email: wcsadmin@wcs.org.au

There is a Community Migrant Settlement Worker at Woden Community Service. This service is available to all migrants and humanitarian entrants who live in the Woden Valley and Tuggeranong area. The Woden Community Service provides Home and Community Care (HACC) and many other services.

Queanbeyan Multilingual Centre Inc

12 Rutledge St
PO Box 520
Queanbeyan NSW 2620

Phone: (02) 6297 6110 (02) 6297 9558

Fax: (02) 6297 0396

Email: qmic@one.net.au

Hours: Mon- 8.30 am – 12.30 pm
Tues, Wed, Thu 8.30 am – 4.30 pm
Fri 8.30 am – 12.30 pm

This service has both a migrant settlement worker and an ethnic welfare worker. Services and programs are available to migrants

and humanitarian entrants who live in the Queanbeyan area, in the following areas:

- Diversity Training for Home and Community Care (HACC) workers.
- Multicultural Networking Outreach program for the South Coast Eurobodalla shire.
- Professional level English tutoring.

SPECIALISED SERVICES

Companion House (Formerly known as TRANSACT)

Assisting Survivors of Torture and Trauma

41 Fairfax Street,
O'CONNOR ACT 2602

Phone: (02) 6247 7227 Fax: (02) 6247 1416

Email: comhouse@dynamite.com.au

Services and programs offered are:

- Medical and Dental Screening on arrival in Australia
- Complimentary therapy
- Advocacy
- English classes
- School holiday children's programs
- Community development
- Volunteers

To be eligible for services offered at Companion House, the client has to have experienced trauma or torture in their country of origin. There is no time limit as to when these incidents took place.

Association of Migrant Women with English as Second Language (ACT Inc)

GPO Box 1392
CANBERRA ACT 2601

Phone: (02) 6247 1669 Mobile: 0411513018

Email: alena_au@hotmail.com

<http://www.nwjc.org.au/avcw/lists/info/amwesl-members.html>

This is a support group, which advocates and lobbies on behalf of women migrants and children in the ACT.

Womentalk

Women's Information and Referral Centre (WIRC)
FAI Building Floor 6
197 London Circuit
CANBERRA CITY 2601

Phone: 0411 513 018 or WIRC (02) 6205 0713

This is a drop-in centre for women who are from a culturally and linguistically diverse background, who come to talk about issues, that are important to them and need to be addressed.

Muslim Women's Welfare Association

Phone: (02) 62075416

This is a culturally diverse group of women, who look after the welfare of Muslim women in the Canberra community. This group offers practical and emotional support, through information sharing, social gatherings, home and hospital visits and newsletters.

Croatian Community Welfare Centre Inc

Top Floor Room F04
Griffin Centre
Bunda St
CIVIC ACT 2601

Phone: (02) 6249 7756 Fax: (02) 6249 7804

There is a Community Welfare Worker . This is a service for people from mid-European background. It is an information service which includes referrals, advocacy, home and hospital visits. It also offers services for the aged and for younger people, who have a disability as well as for their carers.

Migrant Resource Centre

First Floor
Griffin Centre,
Bunda Street
CIVIC ACT 2601

Phone: (02) 6248 8577 Fax: (02) 6257 7655
Email

The Migrant resource Centre has a wide range of services and programs for:

- Migrants who have arrive through the skilled migrant program
- Refugee and Humanitarian entrants
- Recently arrived migrants

These services are:

- Chances (JPET) Youth Project, which helps young migrants and refugees
- Employment Training and Community Project Officer, who

assists migrants to settle into Australian society, by assisting them to gain employment to access training programs and information about starting new business services including writing resumes, cover letters, addressing selection criteria and employment legislation and business ventures. It refers to employment agencies, develops community projects, run regular seminars, workshops and information sessions.

- English classes; which are available at beginner, intermediate and advanced levels.
- Home tutoring; which is available to people who don't qualify under the Adult Migrant English Programs
- Welfare / Settlement Assistance with all settlement issues and problems, including advocacy and referrals. It can be arranged for one free consultation with an immigration lawyer.
- The Program for After School Studies (PASS); which is designed to assist young migrants between 12 and 22 years old with their homework and offers tutoring in different subjects. The tutoring is a service in which the student is matched with a tutor. The tutors are volunteers and are either university students or graduates.
- The Supported Accommodation Assistance Program (SAAP) worker, who assists SAAP service providers to work effectively with people from a culturally and linguistically diverse background and supports SAAP funded agencies in the ACT
- The many voices singing and recreation group; a social group which enjoys singing making new friends and having fun

Centacare (Archdiocese of Canberra and Goulburn)

42 Canberra Ave
FORREST ACT 2603.

Phone: (02) 6239 7700 Fax: (02) 6239 7171

This service has a refugee and migrant coordinator. This service can be the first point of contact for refugees arriving in Canberra. It:

- Helps Migrants and refugees with resources.
- Meets Refugees at the airport,
- Recruits volunteers from within the archdiocese to help with resettlement
- Recruits volunteers to help with English language tuition for migrants who are not eligible for CIT classes.

Integrated Humanitarian Settlement Strategies For Refugees

Centacare
42 Canberra Avenue
FORREST ACT 2603

Phone: (02) 6239 7700 Fax: (02) 6239 7171

This service is put in place for refugees when they arrive in the ACT. It provides:

- Initial Information and Orientation
- Supported Accommodation
- Proposes support, referred advice and information service

Marymead Child and Family Centre

Goyder St

NARABUNDAH ACT 2604

Phone: (02) 6295 2755 Fax: (02) 6295 9944

This service has designed a program called Parenting Between Cultures for Primary school aged children. There is a facilitators manual being designed to facilitate the package. This program can purchased from Marymead.

Women's Refuges

The following refuges have workers from culturally and linguistically diverse backgrounds, who will assist any women from other cultures.

Beryl Women's Refuge

PO Box 390
DICKSON ACT 2602

Phone: (02) 6247 5689 Fax: (02) 6247 5822
Email: beryl@dynamite.com.au

This service offers to women and their children, who are in crisis accommodation, referral, counselling and information.

Caroline Chisholm Women's Refuge

PO Box 642
MAWSON ACT 2607

Phone: (02) 6286 2173 Fax: (02) 6286 8007

This service provides short term accommodation for women and their children.

Doris Women's Refuge

PO Box 296
DICKSON ACT 2602

Phone: (02) 6241 7028 Fax : (02) 6241 7017

This service offers accommodation to women and their children escaping domestic violence.

Heira House

PO Box 454
JAMISON ACT 2614

Phone: (02) 6247 2399 (02) 6247 2438
Fax : (02) 6249 8523
Email: toora.heira@netinfo.com.au

Heira House offers crisis accommodation for women without children who are homeless or escaping domestic violence.

Inanna Inc

PO Box 4093
KINGSTON ACT 2604

Phone: (02) 6295 3323 Fax: (02) 6295 0602
Email: inanna@dynamite.com.au

Inanna Inc is a community based feminist service for women who are in distress, and for their children.

Lowana Young Women's Service

PO Box 441
ERINDALE ACT 2903

Phone: (02) 6231 3297 Fax : (02) 6296 2378

This service provides accommodation and support to young women from age 13 years to 18 years.

Belleden Youth Services

PO Box 86
ERINDALE ACT 2903

Phone: (02) 6231 2221 Fax: (02) 6231 9727
Email: belleden@bigpond.com

Belleden youth services offers crisis accommodation for young people, who, are homeless the age range is from 12 years to 17 years.

Domestic Violence Crisis Centre

PO Box 320
CIVIC SQUARE
ACT 2600

Phone: (02) 6248 7800 (24-hour crisis line)
Phone: (02) 6247 8022 (Administration)
TTY: (02) 6247 0893 Fax: (02) 6247 8050

This is a confidential service providing information, counseling and referral services for individuals affected by Domestic Violence.

Middle Eastern and Muslim Women's Group-Canberra

Phone: (02) 62800900

This group meets once a month and supports Muslim and Middle Eastern women, who have experienced violence and isolation in their relationship. To join this group contact has to be made through Domestic Violence Crisis Centre

Legal Services Available to People From A Culturally and Linguistically Diverse Background.

Victims of Crime Assistance League (ACT) (VOCAL)

VOCAL House

1 Iluka Street

NARRABUNDAH ACT 2606

Phone: (02) 62959600 available 24 hours

Fax: (02) 62959422

Email: [vocalact@cyberone.com.au/](mailto:vocalact@cyberone.com.au)

This is a 24-hour support service available to victims of crime and their families. It offers:

- Information on victims, rights in the criminal justice system
- Information and referral to community agencies and professional and legal organisations
- Information on what is involved in the Court process

It also provides:

- Victim support groups
- A counselling service available both at VOCAL House and at the Magistrate Court
- A telephone support a service for victims needing to discuss issues
- Outreach support offered during times of crisis, when a worker will visit the client
- Support and debriefing after the court process has concluded
- Support with victim impact statements
- The VOCAL Room at the Magistrates Court: a room where victims, families and witnesses may go to be away from the perpetrator and the main court areas

Family Court of Australia

Childers Street
CIVIC ACT 2601

Phone: (02) 62670511

Counselling Services: (02) 62670511

After Hours: (02) 62670511

Recorded Service:(02) 92126787

Internet: www.familycourt.gov.au

The Family Court can assist people from a Culturally and Linguistically Diverse Background by:

- Arranging interpreting services
- Providing brochures in a range of languages detailing procedures

ACT Magistrates Court

Knowles Place
CANBERRA CITY ACT 2601

Phone: (02) 6217 4444

Web: www.dpa.act.gov.au/ag/mag

The Magistrate court can arrange for the interpreters service to be in place when it is required.

ACT Human Rights Office

Level 4
4 Mort St
BRADDON ACT 2612

Phone: (02) 62070576
TTY: (02) 62070525
Email: human.rights@act.gov.au
Website: <http://www.hro.act.gov.au>

This office investigates and conciliates complaints of discrimination, victimisation and sexual harassment within the ACT.

Welfare Rights & Legal Centre

Havelock House
Gould St
TURNER ACT 2612

Phone: (02)6247 2177
Email: wrlc@ozemail.com.au

This service provides legal advice and assistance with legal issues.

Tenants Advice Service (TAS)

Havelock House
Gould St
TURNER ACT. 2612

Phone: (02) 6247 2011 Weekdays 9:30 am to 1.00 pm

TAS provides free legal advice for tenants. This service is run jointly by the Welfare Rights & Legal Centre and the Tenant's Union.

Migration Review Tribunal

Floor 1
101 Northbourne Ave
TURNER ACT. 2612

Phone: (02) 6245 9999 1300 361 969

Fax : (02) 6245 9988

Internet: www.mrt.org.au

The Migration Review Tribunal is an independent body, which can review decisions made by the Immigration and Multicultural Affairs Minister or by Officers, who are delegates of the Minister.

Refugee Review Tribunal

Level 29
201 Elizabeth St
SYDNEY NSW. 2001

Phone: (02) 9951 5800 Fax: (02) 9951 5988

Toll Free Phone: (Aust) 1 800 814 593

Office Hours: 9am - 4-30 pm

Email: rtinfo@rrt.gov.au

This body reviews decisions made by delegates of the Minister for Immigration and Multicultural Affairs refusing or cancelling protection visas.

Government Agencies

Multicultural Service Officer (Centrelink)

ACT/Queanbeyan & Surrounding Region
Lonsdale St,
BRADDON ACT 2612

Phone: (02) 6219 3233 Fax: (02) 62193198

Email: thelma.johnson@centrelink.gov.au

The multicultural service officer offers:

- Promotes Centrelink Services to customers and community groups from diverse backgrounds via information sessions
- Channels feedback to Government on the impact of rules and policies
- Supports and trains staff to work with migrants and refugees

Centrelink

Phone: 131021

Website: <http://www.centrelink.gov.au/>

This Centrelink number is for clients who wish to make an appointment with Centrelink.

Multilingual Call Service

Phone: 131 202

This service provides information about Centrelink services in languages other than English.

Translating and Interpreting Service (TIS)

Phone: 131 450

This telephone interpreting service is available 24 hours a day, however; the translation service only operates during normal business hours.

Services In Community Health

Aged Care

Multicultural Aged Care Advisor

Intake Assessment Unit
ACT Community Health Building
Cnr Alinga and Moore St
CANBERRA CITY 2601

Phone: (02) 62051182 Fax: (02) 62074848

There is Multicultural Aged Care Advisor.

This program is designed to help older people who live in Canberra and are from other cultures to understand and find suitable aged care services. Many older people from other cultures are not aware of the different services available to them

Carers Association of the ACT Inc.

Minns Place
WESTON ACT 2611

Phone: (02) 6288 9722 Fax: (02) 6288 6909

Email: resource@carersact.asn.au

This service provides information, support and counselling to carers of people, who are deemed unable to look after themselves.

Carers Support Groups

For information on these groups ring Carers Association

Phone: (02) 6288 9722 Fax: (02) 6288 6909

Email: resource@carersact.asn.au

Spanish Support Group

Meets 2nd Monday of each month 12 - 2pm

City Health Centre

1st Floor, Meeting Room 1

Chinese Elderly Friendship Group

Meets 1st Monday of each month 10am - 12 noon

City Health Centre

1st Floor, Meeting Room 1

Croatian Carers Group

Meets 1st Wednesday of each month 10am - 12 noon

City Health Centre

1st Floor, Meeting Room 1

Vietnamese Carers Group

Meets 1st Thursday of each month 10 am - 12 noon

City Health Centre

1st Floor, Meeting Room 1

Greek Carers Group

Hellenic Club

Matilda St

PHILLIP ACT 2606

Phone: (02) 6281 0899

Meets 2nd Thursday of each month 10 am - 12 noon

Womens Health Services

ACT Community Health Building

Cnr Alinga and Moore St

CANBERRA CITY 2601

Phone: (02) 6205 1087

This service is operated by Women Health professionals and they offer a range of services including:

- Breast screening
- Pap smears
- Community education
- Counselling (Domestic Violence)

Women's Centre For Health Matters

Building 1 Pearce Centre
Collette Place
PEARCE ACT 2607

Phone: (02) 62902166 Fax: (02) 62864742

Info Line: (02) 62862043

Email: healthenquiries@wchm.org.au

This service provides health information, support and referral for women.

Migrant Health

ACT Community Health Building
cnr Alinga and Moore St
CANBERRA CITY 2601

Phone: (02) 6205 3333

This service provides free part time health interpreters for clients from diverse backgrounds, who are meeting with clinicians, in the following languages:

- Bosnian
- Cantonese
- Croatian
- Serbian
- Spanish
- Vietnamese

Migrant health also offers training in how to use interpreters.

Migrant health provides a network of bilingual community educators who can provide information and education sessions to women in their own language on a range of health issues.

ACT Female Genital Mutilation (FGM) Program

ACT CommunityHealth Building
Cnr Alinga and Moore St
CANBERRA CITY ACT 2601

Phone: (02) 6207 5416 Fax: (02) 6205 5035

Email: nasrin_lucas@dpa.act.gov.au

Website: <http://www.act.gov.au/>

The ACT FGM Program provides education and information sessions for health professionals who work with women, from culturally and linguistically diverse backgrounds. It also shares resources and information with other States.

Mental Health Foundation ACT Inc

13 Jarrah St
O'CONNOR ACT 2602

Phone: (02) 6247 1936 Mobile: 0412014056
Fax: (02) 6247 1936

This service provides the services of a Spanish speaking worker who liaises with the Spanish and Italian communities on mental health issues.

Family Planning ACT

Health Promotion Centre
Childers St
CANBERRA CITYACT 2601

Phone Clinic (02) 62473077, Education (02) 62473018,
Fax (02) 6257 5710

This service will provide information and counselling on family planning and sexual health to people from culturally and linguistically diverse backgrounds. The clinic would like notice if an interpreter is needed. Family Planning will also train people from different ethnic groups, so that they can help others from their own ethnic groups. Also provides a range of counseling and information on men's health and other male related issues.

AIDS Action Council of the ACT. INC.

Cnr Gordon and McCoy St
ACTON ACT 2601

Phone: (02) 6257 2855 Fax: (02) 62574838
Website: www.aidaction.org.au

This service provides people living with HIV/AIDS it offers:

- Advocacy
- Counselling
- Client support
- Volunteer program

It also offers training workshops in working with people from diverse backgrounds.