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Disclaimer

Please note that whilst every care has been taken to ensure that material contained in this document is correct, some information may have changed since publication in March 2015.

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Introduction

Bicultural Support is run by Ethnic Community Services Co-operative (ECSC) for Children’s Services Central (CSCentral). CSCentral is the Professional Support Co-ordinator for New South Wales and is part of the Inclusion and Professional Support Program funded by the Australian Government Department of Social Services.

Children’s Services Central is managed by key organisations that resource and support education and care services in New South Wales. Formerly known as the Casual Ethnic Workers and Consultants (CEWP), Bicultural Support is a special group of Bicultural Support Workers that assist Children’s Services to work successfully with Culturally and Linguistically Diverse (CALD) and Indigenous children.

The NSW Multicultural Resources 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 NSW Multicultural Resources Guide covers areas including:

- Children’s Services
- Interpreting Service Agencies
- Multicultural Resources
- CALD/Indigenous Websites – Resources, Teaching Aides
- CALD Services
- Government Organisations
- Translated Material
- Aboriginal Support
- Community Organisations
- Education
- Recreational Services

How to use this Guide

The NSW Multicultural Resources 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 complement your work?

- Leave a copy of a NSW Multicultural Resources 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 NSW Multicultural Resources Guide). This is a great resource to leave behind at the services.
- If you are 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 information to the parents/carers if they feel it would be useful.
- Leave a copy of the relevant Regional NSW Multicultural Resources Guide with the Inclusion Support Facilitator (if you have contact with them at the service).
- For your own professional development and information. This is great tool to familiarise yourself with all the CALD/Indigenous/Refugee services and resources available in the regions you work in.
- For your own personal use.

Phone: 02 9569 1288
Email: biculturalsupport@ecsc.org.au
Web: www.ECSC.org.au
facebook.com/biculturalsupport
Ethnic Community Services Co-operative Programs

The ECSC through its various projects provides support, assistance, resources, advice and training on cultural competence to service providers to enable them to make their services accessible and relevant to Australians from CALD backgrounds and include their needs in their service delivery.

Direct services are provided to the carers of people with disabilities through Multicultural Respite Services (MRS) and Culturally and Linguistically Diverse (CALD) children in Commonwealth funded children’s services are assisted through Bicultural Support across NSW.

As a Registered Training Organisation (RTO), the ECSC provides training in Certificate III in Children’s Services. Over the years the qualification in Certificate III has assisted many overseas qualified bilingual people in getting employment in child care sector.

Bicultural Support

Bicultural Support provides additional resources to eligible children’s services to assist with the inclusion of children from Culturally and Linguistically Diverse backgrounds (CALD), refugee and Indigenous children.

CALD (Disability) Consumer Capacity Building Project

Through its CALD Consumer Capacity Building Project, ECSC will outreach eight NECs across four locations in NSW and work with these communities to improve their capacity to access disability services.

Eastern Sydney Multicultural Access Project

The Eastern Sydney Multicultural Access Project (ESMAP) is an information, referral and support service. It is based in Mascot and provides its services to the Local Government Areas (LGAs) of The City of Sydney, Botany, Randwick, Waverley and Woollahra.

Ethnic People with Disabilities Program

The Ethnic People with Disabilities Program (EPDP) is 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 CALD backgrounds.

Inner West Multicultural Access Project

The Inner West Multicultural Access Project (IWMAP) is an information, referral and support service. It is based in Marrickville and provides its services to the Local Government Areas (LGAs) of Ashfield, Burwood, Canada Bay, Canterbury, Leichhardt, Marrickville and Strathfield.

Multicultural Respite Service

The Multicultural Respite Service (MRS) is a respite and social support service that caters to individuals with mild to severe disabilities, promoting social interaction and personal development through social and recreational activities within the local community under the supervision and care of our dedicated Respite Workers.

Registered Training Organisation

The ECSC is a Registered Training Organisation for the purpose of providing training, assessment and credentials in Certificate III in Children’s Services, CHC30708.
REGION 1 – Sydney Inner

Botany Bay, Leichhardt, Marrickville, Randwick, Waverley, Woollahra, Sydney

Children’s Services

Ethnic Community Services Co-operative (ECSC)
Formerly known as Ethnic Child Care, Family and Community Services Co-operative.

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. Located at Marrickville.

☎ 02 9569 1288iameter
_website: www.ecsc.org.au

Bicultural Support
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. Located at Marrickville.

☎ 02 9569 1288
_email: biculturalsupport@ecsc.org.au

Children’s Services Central (CSCentral)
Promotes and maintains high quality care and inclusion for all children in eligible childcare services in NSW. CSCentral provides children’s services in NSW with access to timely, appropriate, relevant, quality professional support and training. Located at Marrickville.

☎ 1800 157 818
_website: www.cscentral.org.au

SDN Children’s Services
The Sydney Inner Inclusion Support Agency (ISA) works directly with children’s services in their region. The ISA provides practical advice to educators and facilitates access to a range of supports, designed to build services’ capacity to create a quality care environment inclusive of all children. Located at Mascot.

☎ 02 8338 0228

Network of Community Activities
The peak body for Out Of School Hours Care Services in NSW. Provides information, advocacy, resources training and support. Located at Surry Hills.

☎ 02 9212 3244
_website: www.networkofcommunityactivities.org.au

Aboriginal Child Care & Community Support Worker
Located at Newtown.
☎ 02 9557 9125

Community Childcare Co-operative Ltd (NSW)
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. Located at Marrickville.

☎ 02 8922 6444
_website: www.cccnsw.org.au

Playgroup NSW
Works with relevant stakeholders to provide a voice, support and opportunity for children and their carers to interact and learn through play. Located at Granville.

☎ 02 9684 9500 or 1800 171 882
_website: www.playgroupnsw.com.au

NSW Family Day Care (FDC) Association
The peak body for FDC schemes and In-Home Care providers in NSW. Promotes and supports all aspects of Family Day Care in communities. Located at Summer Hill.

☎ 02 9779 9999
_website: www.nswfdc.org.au

Ethno-Specific Childcare Centres
These services are not cultural specific but are managed by the noted cultural organisation. They offer care for children of all cultures.

Amigoss Childcare Centre
Located at Glebe (Spanish).
☎ 02 9660 8157

Greek Orthodox Community Child Care Centre
Located at Petersham.
☎ 02 9560 4040

Styles Street Children’s Community Long Day Care
Located at Leichhardt (Italian).
☎ 02 9560 7847 or 02 9569 6510

Marrickville Occasional Care
Located at Marrickville (Greek).
☎ 02 9558 1591
Interpreting Service Agencies

TIS – Translating and Interpreting Service
☎ 131 450

Community Relations Commission Language Services (translating & interpreting)
☎ 1300 651 500

Multicultural Health Care Interpreter Service
☎ 1800 674 994

Multicultural Resources

Various libraries hold a collection of CALD books, DVDs, CDs, magazines and newspapers. Story times also available.

Botany Bay ☎ 02 9366 3888
Dulwich Hill ☎ 02 9335 2182
Marrickville ☎ 02 9335 2173
Malabar ☎ 02 9661 6192
Randwick ☎ 02 9399 6966
St Peters/Sydenham ☎ 02 9335 2184
Stanmore ☎ 02 9335 2183

CALD/Indigenous Websites - Resources, Teaching Aides

Oxfam - Music and CDs
/www.oxfam.org.au/shop

Magabala books (Indigenous books)
/www.magabala.com

Serendib Craftlink - Multicultural craft/educational aides
/www.serendibcrafts.com.au

Free Kindergarten Association (FKA)
/www.fka.com.au

Australian Children's Education and Care Quality Authority (ACECQA)
/www.acecqa.gov.au

On-line books
/www.gowrievictoria.org.au

Modern Teaching Aides
/www.teaching.com.au

The Book Garden
/www.thebookgarden.com.au

Indigenous Services at State Library NSW
☎ 02 9273 1577 /www.sl.nsw.gov.au/indigenous

Education Service Australia (ESA)
/www.esa.edu.au

Community Language Collection Directory

Indij Readers – Indigenous Books
/www.indijreaders.com.au

IPSP Online Library
/www.ipsplibrary.net.au

Department of Education
Transition to school for children with disability.
/www.schools.nsw.edu.au/gotoschool/primary/transition

1800 Respect
National sexual assault, domestic and family violence hotline counselling and website. Information and support 24/7.
☎ 1800 737 732 /www.1800respect.org.au

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

The Refugee Council of Australia (RCOA)
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.

- **Australian Lebanese Association of NSW**
  Provides support, assistance, information/referral services, and advocacy to newly arrived migrants, refugees and humanitarian entrants from Lebanon.

  - **Contact:** 02 9564 3506
  - **Website:** www.refugeecouncil.org.au

- **Australian Chinese Community Association of NSW**
  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.

  - **Contact:** 02 9281 1377
  - **Website:** acca.org.au

- **Thai Welfare Association**
  Provides advice and information regarding welfare services and settlement of Thai migrants.

  - **Contact:** 02 9264 3166

- **African Communities Council of Australia**
  Provides information, support, advocacy and referral services.

  - **Webpage:** www.wenze.com/africancomcouncil.htm

- **Greek Welfare Centre**
  Provides information, advocacy, counseling, community development and education.

  - **Contact:** 02 9516 2188
  - **Website:** greekorthodox.org.au/general

**Translating Material**

- **NSW Multicultural Health Communication Service**
  - **Website:** www.mhcs.health.nsw.gov.au

- **Diversity Health Institute**
  Free mental health advice in 50 languages.

  - **Website:** www.dhi.health.nsw.gov.au

- **Mental Health in Multicultural Australia**
  Information on mental health and wellbeing.

  - **Website:** www.mhima.org.au

- **Allergy & Anaphylaxis Australia**
  - **Website:** www.allergyfacts.org.au

- **Drug and Alcohol Multicultural Education Centre**
  - **Contact:** 02 9699 3552
  - **Website:** www.damec.org.au

- **Royal Life Saving**
  - **Website:** www.nsw.royallifesaving.com.au

- **Kidsafe New South Wales**
  Information on road safety issues for parents in English, Chinese, Vietnamese, Arabic, Turkish.

  - **Contact:** 02 9845 0890
  - **Website:** www.kidsafensw.org/road-safety
  - **Downloadable Resources:** www.kidsafensw.org/downloadable-resources

- **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.

  - **Contact:** 02 9286 1000
  - **Website:** www.ombo.nsw.gov.au

- **Spectrum**
  Free download information – Settlement and Family Services “Parenting in a New Culture”.

  - **Contact:** 1800 770 712
  - **Website:** www.spectrumvic.org.au

**Government Organisations**

- **Department of Social Services**
  - **Website:** www.dss.nsw.gov.au

- **Family and Community Services (FACS)**
  - **Website:** www.community.nsw.gov.au

- **Department of Immigration & Border Protection**
  - **Contact:** 131 881
  - **Website:** www.immi.gov.au

- **Centrelink – Multilingual Service**
  - **Contact:** 131 202

- **Sydney Buses – NSW Government**
  - **Contact:** 131 500
  - **Website:** www.sydneybuses.info

- **City Rail**
  - **Contact:** 131 500
  - **Website:** cityrail.info/timetable/index.jsp

- **Aboriginal Support**

- **Translated Material**
Aboriginal Support

Our Languages
Supports the 250 plus Aboriginal languages with resources including learning an Aboriginal language.

www.ourlanguages.net.au

Australian Indigenous Health Info Net
An Internet resource with relevant information and knowledge on improving the health of Australia’s Indigenous people.

www.healthinfonet.ecu.edu.au

Home and Community Care (Eastern Sydney)
Services and support provided to Aboriginal people for respite, transport, health, in-home care and social support.

www.hacc.innersydney.org.au/servicetypes/index

The Redfern Foundation
Support for the Aboriginal Community in the inner city of Sydney.

www.redfernfoundation.org.au/index

NSW Department of Community Services
Resources for Aboriginal Parents and Carers.


ABC Indigenous
Provides news, programmes, video, radio and other special topics relevant to the Indigenous Community.

www.abc.net.au/indigenous

Families NSW
Have a series of available booklets to help Aboriginal families, parents and carers with parenting tips and family information.


The Cadigal – Wangal Aboriginal

www.cadigalwangal.org.au

Bulurru
“Authentic Aboriginal Art” is the market leader in the production and distribution of Authentic Aboriginal Art based products.

02 9550 3500


Koomurri Management
Entertainment and Education in Aboriginal Culture.

www.koomurri.com

Aboriginal Australia resources

www.creativespirits.info/resources/?/resources

Australian Institute of Aboriginal and Torres Islander Studies (AIATSIS)
AIATSIS is the national research and collecting institution for information and research about the cultures and lifestyles of Aboriginal and Torres Strait Islander peoples, past and present.


NITV: National Indigenous Television

www.nitv.org.au

City of Sydney Council
Provides community support for Aboriginal and Torres Strait Islander communities. Provides resource information on Aboriginal and Torres Strait Islander Protocols.

02 9265 9333

www.cityofsydney.nsw.gov.au

Barani – Sydney’s Aboriginal History
Barani website provides histories of people, places and events in the City of Sydney local government area that are associated with the histories of Sydney’s Aboriginal and Torres Strait Islander communities.

www.sydneybarani.com.au

State Library of Queensland
Provides virtual books based on traditional Aboriginal and Torres Strait Island stories.

www.slq.qld.gov.au

Aboriginal Resource and Development Services ( ARDS)
Provides education and information in various Aboriginal languages. Produces audio, DVD and print resources. Connects people through Yolnu Radio.

www.ards.com.au

State Library NSW – Australian Indigenous Services
The role of Indigenous Services team at the State Library of New South Wales is to work with Indigenous communities across NSW concerning the preservation and management of Indigenous documentary heritage resources.


Websites which promote inclusion

www.raisingchildren.net.au

www.resourcingparents.nsw.gov.au
Community Organisations

The Junction Neighbourhood Centre
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.
☎ 02 9349 8200

The Deli-Women and Children's Centre
Provides assistance on domestic violence issues, children's services and family support, including parenting groups, playgroup and Young Mums Group.
☎ 02 9667 4664

Harris Community Centre
On-site: Chinese Community Worker, Spanish Family Support Worker, Chinese Seniors Group and Multicultural Playgroup.
☎ 02 9552 1140

Local Community Services Association (LCSA)
Supports its members' focus on social inclusion and all facets of community development through resources, networking and advocacy.
☎ 02 9660 2044 or 1800 646 545 ☎️ www.lcsansw.org.au

The Factory Community Centre
A range of community services. Bilingual workers on-site.
☎ 02 9698 9569

Immigration Advice & Rights Centre
Provides free, independent, confidential immigration advice. Interpreting services can be arranged.
☎ 02 9281 8355

South East Neighbourhood Centre
Neighbourhood Aid, English classes, multicultural bus outings, Arabic, Spanish, Greek Women's Group.
☎ 02 8338 8506

Home and Community Care (Eastern Sydney)
Multicultural Services for frail aged and people with disabilities from CALD communities.
☎ www.hacc.innersydney.org.au

City of Sydney Council
Provides community support to the CALD community and multicultural community resource material.

Senior Community Programs Officer
☎ 02 9265 9333 ☎️ www.cityofsydney.nsw.gov.au

Education

TAFE Western Sydney Institute: Multicultural Support
www.wsi.tafensw.edu.au/students/support-services/multicultural-support

TAFE NSW - Multicultural Services
www.tafensw.edu.au/services/nonenglish/index

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

Institute of Languages
Located at Randwick.
☎ 02 8936 1000 ☎️ www.lang.unsw.edu.au

Intensive English Centre
English classes for newly arrived migrants. Located at Marrickville.
☎ 02 9550 0251 ☎️ www.marrickvilk-i.schools.nsw.edu.au

Adult Migrant English Service (AMES)
Located at Surry Hills.
☎ 02 9289 9202 ☎️ www.ames.edu.au

TAFE – Randwick Campus
Aboriginal Co-ordinator
☎ 02 9469 8509

Multicultural Co-ordinator
☎ 02 9217 5411 or 02 9217 5349

Family Referral Service – Barnados Australia
This service is a “Keep Them Safe” initiative funded by the NSW Government. It links your people, children and families to culturally sensitive services wherever possible and provides free interpreters.
☎ 1800 066 757
✉️ sensfamilyreferral@barnados.org.au

Family Referral Service – Barnados Australia
This service is a “Keep Them Safe” initiative funded by the NSW Government. It links your people, children and families to culturally sensitive services wherever possible and provides free interpreters.
☎ 1800 066 757
✉️ sensfamilyreferral@barnados.org.au
Recreational

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

Marrickville Council Magic Yellow Bus
Free mobile activity playgroup that sets up in a different park location in the Marrickville LGA daily.
☎ 02 9335 2222

The Factory Toy Library
☎ 02 9698 4427
REGION 2 – Sydney North

Hunters Hill, Lane Cove, Manly, Mosman, North Sydney, Pittwater, Ryde, Warringah, Willoughby

**Children’s Services**

**Ethnic Community Services Co-operative (ECSC)**
Formerly known as Ethnic Child Care, Family and Community Services Co-operative.

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. Located at Marrickville.

☎ 02 9569 1288  🌐 www.ecsc.org.au

**Bicultural Support**

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. Located at Marrickville.

☎ 02 9569 1288  🌐 biculturalsupport@ecsc.org.au

**Children’s Services Central (CSCentral)**

Promotes and maintains high quality care and inclusion for all children in eligible childcare services in NSW. CSCentral provides children’s services in NSW with access to timely, appropriate, relevant, quality professional support and training. Located at Marrickville.

☎ 1800 157 818  🌐 www.cscentral.org.au

**SDN Children’s Services**

The Sydney North Inclusion Support Agency (ISA) works directly with children’s services in their region. The ISA provides practical advice to educators and facilitates access to a range of supports, designed to build services’ capacity to create a quality care environment inclusive of all children. Located at Crows Nest.

☎ 02 9439 2182

**Network of Community Activities**

The peak body for Out Of School Hours Care Services in NSW. Provides information, advocacy, resources training and support. Located at Surry Hills.

☎ 02 9212 3244

**Community Childcare Co-operative Ltd (NSW)**

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. Located at Marrickville.

☎ 02 8922 6444  🌐 www.ccccnsw.org.au

**NSW Family Day Care (FDC) Association**

The peak body for FDC schemes and In-Home Care providers in NSW. Promotes and supports all aspects of Family Day Care in communities. Located at Summer Hill.

☎ 02 9779 9999  🌐 www.nswfdc.org.au

**Interpreting Service Agencies**

**TIS – Translating and Interpreting Service**

☎ 131 450


**Community Relations Commission Language Services (translating & interpreting)**

☎ 1300 651 500

**Multicultural Health Care Interpreter Service**

☎ 1800 674 994

**Multicultural Resources**

Various libraries hold a collection of CALD books, DVDs, CDs, magazines and newspapers. Story times also available.

- **Artarmon**  ☎ 02 9419 2849
- **Belrose**  ☎ 02 9452 3211
- **Chatswood**  ☎ 02 9777 7900
- **Dee Why**  ☎ 02 9942 2449
- **Forestville**  ☎ 02 9452 5706
- **Gladesville**  ☎ 02 9817 1960
**CALD/Indigenous Websites – Resources, Teaching Aides**

- **Oxfam – Music and CDs**

- **Magabala books (Indigenous books)**
  - [www.magabala.com](http://www.magabala.com)

- **Serendib Craftlink - Multicultural craft/educational aides**

- **Free Kindergarten Association (FKA)**

- **Australian Children's Education and Care Quality Authority (ACECQA)**
  - [www.acecqa.gov.au](http://www.acecqa.gov.au)

- **Inclusive Directions South Australia**
  - [www.directions.org.au](http://www.directions.org.au)

- **On-line books**
  - [www.gowrievictoria.org.au](http://www.gowrievictoria.org.au)

- **Modern Teaching Aides**

- **The Book Garden**

- **Indigenous Services at State Library NSW**

- **Edna Free on-line Network for Educators**
  - [www.edna.edu.au](http://www.edna.edu.au)

- **Community Language Collection Directory**

**Indij Readers – Indigenous Books**

**Spectrum Migrant Resource Centre**

**IPSP Online Library**
- [www.ipsplibrary.net.au](http://www.ipsplibrary.net.au)

**Department of Education**
- Transition to school for children with disability.

**1800 Respect**
- National sexual assault, domestic and family violence hotline counselling and website. Information and support 24/7.

**CALD Services**

- **Community Migrant Resource Centre (CMRC)**
  - Co-ordinates the development and provision of a range of services for newly arrived migrants, refugees and humanitarian entrants.

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

- **Australian Chinese Community Association**
  - 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. Located at Chatswood.
  - 02 9412 3488  [www.acca.org.au](http://www.acca.org.au)

- **Armenian Community Welfare Centre**
  - Provides case management, information and referral services for people in the Armenian Community. Located at Chatswood.
  - 02 9419 6394

- **Chinese Cultural Centre NSW**
  - Aims to encourage local residents to recognise and embrace Chinese culture with exhibitions of Chinese paintings and artifacts. Located at Chatswood.
  - 02 9411 3799

- **Korean Women’s Welfare Association**
  - 02 9888 3442
Chinese Australian Services Society (CASS)
Provides support and assistance to new Chinese migrants, including advice, information and referrals on settlement services. Located at Eastwood.
☎ 02 9789 4587  🌐 www.cass.org.au

Jewish Care
Supports and strengthens the resilience and independence of community members in need.
rschein.com.au/cms/about-us

Government Organisations

Department of Social Services
🌐 www.dss.nsw.gov.au

Family and Community Services (FACS)
🌐 www.community.nsw.gov.au

Department of Immigration & Border Protection
☎ 131 881  🌐 www.immi.gov.au

Centrelink – Multilingual Service
☎ 131 202

Sydney Buses – NSW Government
☎ 131 500  🌐 www.sydneybuses.info

City Rail
☎ 131 500  🌐 www.cityrail.info/timetable/index.jsp

Transcribed Material

NSW Multicultural Health Communication Service
🌐 www.mhcs.health.nsw.gov.au

Diversity Health Institute
Free mental health advice in 50 languages.
🌐 www.dhi.health.nsw.gov.au

Mental Health in Multicultural Australia
Information on mental health and wellbeing.
🌐 www.mhima.org.au

Allergy & Anaphylaxis Australia
🌐 www.allergyfacts.org.au

Drug and Alcohol Multicultural Education Centre
☎ 02 9699 3552  🌐 www.damec.org.au

Royal Life Saving
🌐 www.rls.com.au

Kidsafe New South Wales
Information on road safety issues for parents in English, Chinese, Vietnamese, Arabic, Turkish.
☎ 02 9845 0890  🌐 www.kidsafensw.org/road-safety

Kids and Traffic
NSW Early Childhood Road Safety Education Program.
☎ 02 9805 3200  🌐 www.kidsandtraffic.mq.edu.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.
☎ 02 9286 1000  🌐 www.ombo.nsw.gov.au

Spectrum
Free download information – Settlement and Family Services “Parenting in a New Culture”.
☎ 1800 770 712  🌐 www.spectrumvic.org.au

Community Services NSW

Aboriginal Support

Aboriginal Support Group (ASG)
- Resources – Printed and film
🌐 www.asgmwp.net/Resources

Community Care Northern Beaches Limited (CCNB)
CCNB provides range of services specifically for Australia’s First People and recognises the unique experiences including trauma, dispossession and the ongoing disadvantage they experience in relation to health, socioeconomic status and other well-being factors. This service provides case management for complex care needs, Aboriginal specific support, information, planning and advocacy.
NSW Multicultural Resources Guide: Region 2 - Sydney North

**Arrunga Gibalee Aboriginal Counselling Service**
Available to help Aboriginal people with any family relationship difficulties such as issues for the Stolen Generations, reconnecting with family members, grief and loss, conflict between family members, parenting, communication problems.

**Our Languages**
Supports the 250 plus Aboriginal languages with resources including learning an Aboriginal language.
www.ourlanguages.net.au

**Australian Indigenous Health Info Net**
An Internet resource with relevant information and knowledge on improving the health of Australia's Indigenous people.
www.healthinfonet.ecu.edu.au

**Family and Community Services (FACS)**
Website provides resources for Aboriginal parents and carers

**Families NSW**
Have a series of available booklets to help Aboriginal families, parents and carers with parenting tips and family information.

**Aboriginal Resource and Development Services**
Provides education and information in different Aboriginal languages. Produces audio, DVD and print resources.
Yolnu Radio www.ards.com.au

**State Library of Queensland**
Virtual Books: traditional Aboriginal & Torres Strait Island stories.

**Community Organisations**

**Community Settlement Service Scheme**
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. Located at Crows Nest.
02 9439 5122 www.crowsnestcentre.org.au

**Ryde Hunters Hill Multicultural Network**
Provides a forum of information exchange for community agencies working with CALD people. Located at Ryde.
02 9952 8300

**Multicultural Mothers Group**
Provides a social and support group for mothers and children from all multicultural backgrounds. Located at North Ryde.
02 9888 3380

**Manly Community Centre**
Provides information, assessment, referral services, migration advice & assistance. Offers training for bilingual people as part of their support of community development. Located at Manly.
02 9977 1066

**Multicultural One Stop Assistance and Information Centre**
MOSAIC provides a range of services to ethnic communities living in Willoughby LGA. Located at Chatswood.
02 9777 7952

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

**Northern Sydney Institute, part of TAFE NSW**
Gamarada Aboriginal Education and Training Unit: 02 9942 3575
Multicultural Education Unit: 02 9942 0982
Outreach Co-ordinator: 02 9448 4426

**Adult Migrant English Program (AMEP)**
Northern Sydney Institute, part of TAFE NSW Meadowbank Campus
02 9942 3670

**Recreational**

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

**Cubby House TOY Library**
A community based toy library open to children with special needs in the Manly, Warringah and Pittwater areas.
02 9971 7006
REGION 3 – Sydney Central West

Auburn, Blacktown, Holroyd, Parramatta

Children’s Services

Ethnic Community Services Co-operative (ECSC)
Formerly known as Ethnic Child Care, Family and Community Services Co-operative.

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. Located at Marrickville.

☎ 02 9569 1288  🌐 www.ecsc.org.au

Bicultural Support
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. Located at Marrickville.

☎ 02 9569 1288  🌐 biculturalsupport@ecsc.org.au

Children’s Services Central (CSCentral)
Promotes and maintains high quality care and inclusion for all children in eligible childcare services in NSW. CSCentral provides children’s services in NSW with access to timely, appropriate, relevant, quality professional support and training. Located at Marrickville.

☎ 1800 157 818  🌐 www.cscentral.org.au

SDN Children’s Services
The Sydney Central West Inclusion Support Agency (ISA) works directly with children’s services in their region. The ISA provides practical advice to educators and facilitates access to a range of supports, designed to build services’ capacity to create a quality care environment inclusive of all children. Located at Granville.

☎ 02 9897 3635

Aboriginal Child Care & Community Support Worker
☎ 02 9557 9125

Network of Community Activities
The peak body for Out Of School Hours Care Services in NSW. Provides information, advocacy, resources training and support. Located at Surry Hills.

☎ 02 9212 3244

Community Childcare Co-operative Ltd (NSW)
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. Located at Marrickville.

☎ 02 8922 6444  🌐 www.ccccnsw.org.au

Playgroup NSW
Works with relevant stakeholders to provide a voice, support and opportunity for children and their carers to interact and learn through play. Located at Granville.

Auburn  ☎ 02 9649 6955
Lidcombe ☎ 0452 185 225

🌐 www.playgroupnsw.com.au

NSW Family Day Care (FDC) Association
The peak body for FDC schemes and In-Home Care providers in NSW. Promotes and supports all aspects of Family Day Care in communities. Located at Summer Hill.

☎ 02 9779 9999  🌐 www.nswfdc.org.au

Ethno-Specific Childcare Centres
These services are not cultural specific but are managed by the noted cultural organisation. They offer care for children of all cultures.

Ana Kindergarten at Auburn (Turkish)
☎ 02 9643 1666

SDN Children’s Services

Interpreting Service Agencies

TIS – Translating and Interpreting Service
☎ 131 450

Community Relations Commission Language Services (translating & interpreting)
☎ 1300 651 500

Multicultural Health Care Interpreter Service
☎ 1800 674 994
Multicultural Resources

Various library branches hold a collection of CALD books, DVDs, CDs, magazines and newspapers. Story time sessions also available.

- Auburn 02 9735 1250
- Granville 02 9637 4270
- Greystanes 02 9636 4160
- Lalar Park 02 9624 5243
- Blacktown 02 9839 6677
- Merrylands 02 9840 9960
- Lidcombe 02 9649 9387
- Mt Druitt 02 9832 4011
- Parramatta 02 9806 5159
- Regents Park 02 9644 7558
- Riverstone 02 9627 3823
- Wentworthville 02 9631 7564

CALD/Indigenous Websites - Resources, Teaching Aides

- Magabala books (Indigenous books) www.magabala.com
- Serendib Craftlink - Multicultural craft/educational aides www.serendibcrafts.com.au
- Free Kindergarten Association (FKA) www.fka.com.au
- Australian Children’s Education and Care Quality Authority (ACECQA) www.ncac.gov.au
- Inclusive Directions South Australia www.directions.org.au
- On-line books www.gowrievictoria.org.au
- Modern Teaching Aides www.teaching.com.au

The Book Garden www.thebookgarden.com.au
Indigenous Services at State Library NSW 02 9273 1577 www.sl.nsw.gov.au/indigenous
Education Service Australia (ESA) www.esa.edu.au
IPSP Online Library www.ipsplibrary.net.au

1800 Respect National sexual assault, domestic and family violence hotline counselling and website. Information and support 24/7. 1800 737 732 www.1800respect.org.au

CALD Services

Community Migrant Resource Centre (CMRC)
Co-ordinates the development and provision of a range of services for newly arrived migrants, refugees and humanitarian entrants. www.cmrc.com.au

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

Afghan Community Support Association
Provides settlement and welfare support to the Afghan community including casework, referrals, advocacy and one-on-one consultation. Located at Blacktown. 02 9831 2436 www.acsansw.org

Greek Welfare Centre
Provides information, advocacy, counseling, community development and education. Located at Harris Park. 02 9687 8955 www.greekorthodox.org.au/general
Translated Material

NSW Multicultural Health Communication Service
www.mhcs.health.nsw.gov.au

Diversity Health Institute
Free mental health advice in 50 languages.
www.dhi.health.nsw.gov.au

Mental Health in Multicultural Australia
Information on mental health and wellbeing.
www.mhima.org.au

Allergy & Anaphylaxis Australia
www.allergyfacts.org.au

Drug and Alcohol Multicultural Education Centre
(02 9699 3552
www.damec.org.au

Royal Life Saving
www.nsw.royallifesaving.com.au

Kidsafe New South Wales
Information on road safety issues for parents in English, Chinese, Vietnamese, Arabic, Turkish.
(02 9845 0890
www.kidsafensw.org/road-safety

Government Organisations

Department of Social Services
www.dss.nsw.gov.au

Family and Community Services (FACS)
www.community.nsw.gov.au

Department of Immigration & Border Protection
131 881  www.immi.gov.au

Centrelink – Multilingual Service
131 202

Sydney Buses – NSW Government
131 500  www.sydneybuses.info

City Rail
131 500  www.cityrail.info/timetable/index.jsp

Australian Lebanese Welfare Group
Provides casework, advocacy, immigration advice, referrals, assistance, information, support and group development services for the Arabic community. Located at Merrylands.
02 9682 4764

Australian Turkish & Kurdish Community Services
Provides childcare and welfare services i.e. family support, information, referrals and assistance. Located at Auburn.
02 9643 1666

Australian Chinese Community Association of NSW
Provides settlement services, information, support, referrals and assistance to the Chinese community.

Maltese Welfare NSW Inc.
Provides support, information, advice and referral services to the Maltese community.
www.maltesewelfare.com.au

Philippine Australian Community Services Inc.
Provides settlement support, assistance, information and referral services to people from the Filipino community. Located at Blacktown.
02 9672 3738  www.pacsi.org.au

Australian Iranian Community Organisation
Provides settlement services, information, referrals, casework Women’s Support Group to Iranian/Afghan community. Located at Harris Park.
02 8626 7095  www.aic.org.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.
02 9286 1000  www.ombo.nsw.gov.au

Spectrum
Free download information – Settlement and Family Services “Parenting in a New Culture”.
1800 770 712  www.spectrumvic.org.au

Australian Chinese Community Association of NSW
Provides settlement services, information, support, referrals and assistance to the Chinese community.

Maltese Welfare NSW Inc.
Provides support, information, advice and referral services to the Maltese community.
www.maltesewelfare.com.au

Philippine Australian Community Services Inc.
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Australian Iranian Community Organisation
Provides settlement services, information, referrals, casework Women’s Support Group to Iranian/Afghan community. Located at Harris Park.
02 8626 7095  www.aic.org.au
Community Organisations

Cassia Community Centre
Involved in community development in the Wentworthville LGA including women’s issues, Indigenous concerns, CALD groups etc. Located at Wentworthville.

☎ 02 9688 3215  ❌ www.cassia.org.au

Karabi Community and Development Services
Provides information, advocacy, Community development support, activities etc to disadvantaged groups including migrants. Located at Wentworthville.

☎ 02 9631 6575

Blacktown Migrant Resource Centre
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. Located at Blacktown.

☎ 02 9621 6633  ❌ www.sydwmsi.org.au

Immigrant Women's Speakout Association of NSW
Offers information, advocacy, referrals, community development. Research body representing the ideas/issues of migrants/refugees. Located at Harris Park.

☎ 02 9635 8022  ❌ www.speakout.org.au

Parramatta Islamic Cultural Association
Provides new migrants with support, counseling, settlement services and assists with language difficulties. Located at Woodpark.

☎ 02 9721 0410

Auburn Diversity Services
Provides settlement services, information, referrals, case work, support for groups. Located at Auburn.

☎ 02 9649 6955  ❌ www.auburndiversity.org.au

Granville Multicultural Community Centre
Working in the Parramatta, Holroyd and Auburn areas offers a variety of services, along with educational and social activities to residents.

☎ 02 9649 6955  ❌ www.gmcc.org.au/home

Aboriginal Support

Our Languages
Supports the 250 plus Aboriginal languages with resources including learning an Aboriginal language.

◇ www.ourlanguages.net.au

KARI Aboriginal Resources Incorporated
Provides an Aboriginal Out-of-Home Care Program as well as a Community Program for the Aboriginal communities within Sydney's South West and further regions.

◇ www.kari.org.au

Australian Indigenous Health Info Net
An Internet resource with relevant information and knowledge on improving the health of Australia’s Indigenous people.

◇ www.healthinfonet.ecu.edu.au

Home and Community Care (Eastern Sydney)
Services and support provided to Aboriginal people for respite, transport, health, in-home care and social support.

◇ www.hacc.innersydney.org.au/servicetypes/index

The Redfern Foundation
Support for the Aboriginal Community in the inner city of Sydney.

◇ www.redfernfoundation.org.au/index

NSW Department of Community Services
Resources for Aboriginal parents and carers.


ABC Indigenous
Provides news, programs, video, radio and other special Topics relevant to the Indigenous Community.

◇ www.abc.net.au/indigenous

Websites which promote inclusion
◇ www.raisingchildren.net.au
◇ www.resourcingparents.nsw.gov.au
**Education**

**Open Training & Education Network (OTEN)**
Courses for people from CALD backgrounds.

☎  02 9715 8676  www.oten.tafensw.edu.au/

**Macquarie Community College (AMEP)**
English language programs for eligible migrants. Located at Blacktown.

☎  02 96214175

**NAVITAS ENGLISH**

www.navitasenglish.com

Free English course to migrants who are eligible.

Parramatta ☎ 02 9689 3659
Auburn ☎ 02 9749 3308

**TAFE – Granville Campus**

Aboriginal ☎ 02 9825 7429
Multicultural ☎ 02 9682 0308

**TAFE – Bankstown Campus**

Aboriginal ☎ 02 9825 7429
Multicultural ☎ 02 9780 5602

**TAFE – Miller Campus Aboriginal Learning Circle**

☎ 02 9825 7429

**TAFE NSW Western Sydney Institute**
Blacktown and Mt Druitt Campuses.
Aboriginal Programs, Multicultural & Outreach.

☎ 131 870

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**Recreational**

**Reverse Garbage Co-operative**
Minimises waste through the reuse of practical resources for creative purposes for a small cost. Located at Marrickville.

☎ 02 9569 3132

**Resource Centres**

**Sunny Corner Toy Library**
Located at Auburn.

☎ 02 9649 8173

**Holroyd City Council Toy Library**

☎ 02 9631 7564
REGION 4 – Sydney Inner West
Ashfield, Bankstown, Burwood, Canterbury, Canada Bay, Strathfield

Children’s Services

Ethnic Community Services Co-operative (ECSC)
Formerly known as Ethnic Child Care, Family and Community Services Co-operative.
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. Located at Marrickville.
02 9569 1288  www.ecsc.org.au

Bicultural Support
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. Located at Marrickville.
02 9569 1288  biculturalsupport@ecsc.org.au

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

SDN Children’s Services
The Sydney Inner West Inclusion Support Agency (ISA) works directly with children’s services in their region. The ISA provides practical advice to educators and facilitates access to a range of supports, designed to build services’ capacity to create a quality care environment inclusive of all children. Located at Burwood.
02 9747 2147

Network of Community Activities
The peak body for Out Of School Hours Care Services in NSW. Provides information, advocacy, resources training and support. Located at Granville.
02 9212 3244
www.networkofcommunityactivities.org.au

Community Childcare Co-operative Ltd (NSW)
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. Located at Marrickville.
02 8922 6444  www.ccccnsw.org.au

Playgroup NSW
Works with relevant stakeholders to provide a voice, support and opportunity for children and their carers to interact and learn through play. Located at Granville.
02 604 6513 or 1800 171 882
www.playgroupnsw.com.au

NSW Family Day Care (FDC) Association
The peak body for FDC schemes and In-Home Care providers in NSW. Promotes and supports all aspects of Family Day Care in communities. Located at Summer Hill.
02 9779 9999  www.nswfdc.org.au

Ethno-Specific Childcare Centres
These services are not cultural specific but are managed by the noted cultural organisation. They offer care for children of all cultures.

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

Campsie Childcare Centre at Campsie (Multicultural Centre)
02 9789 4446

Interpreting Service Agencies

TIS – Translating and Interpreting Service
131 450
Various library branches hold a collection of CALD books, DVDs, CDs, magazines and newspapers. Story time sessions also available.

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Ashfield</td>
<td>02 9716 1833</td>
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<tr>
<td>Bankstown</td>
<td>02 9707 9722</td>
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<td>Campsie</td>
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<td>02 9911 6347</td>
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<td>Earlwood</td>
<td>02 9789 9417</td>
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<td>02 9911 6310</td>
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<td>Lakemba</td>
<td>02 9789 9419</td>
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<tr>
<td>Riverwood</td>
<td>02 9789 9416</td>
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<tr>
<td>Strathfield</td>
<td>02 8762 0222</td>
</tr>
</tbody>
</table>

**CALD/Indigenous Websites - Resources, Teaching Aides**

- **Oxfam - Music and CDs**

- **Magabala books (Indigenous books)**
  - [www.magabala.com](http://www.magabala.com)

- **Serendib Craftlink - Multicultural craft/educational aides**

- **Free Kindergarten Association (FKA)**

- **Australian Children’s Education and Care Quality Authority (ACECQA)**
  - [www.acecqa.gov.au](http://www.acecqa.gov.au)

- **Inclusive Directions South Australia**
  - [www.directions.org.au](http://www.directions.org.au)

**On-line books**

- [www.gowrievictoria.org.au](http://www.gowrievictoria.org.au)

**Modern Teaching Aides**


**The Book Garden**


**Indigenous Services at State Library NSW**

- 02 9273 1577

**Education Service Australia (ESA)**

- [www.esa.edu.au](http://www.esa.edu.au)

**Community Language Collection Directory**


**Indij Readers - Indigenous Books**


**IPSP Online Library**

- [www.ipsplibrary.net.au](http://www.ipsplibrary.net.au)

**Department of Education**

Transition to school for children with disability.


**1800 Respect**

National sexual assault, domestic and family violence hotline counselling and website. Information and support 24/7.

- 1800 737 732
  - [www.1800respect.org.au](http://www.1800respect.org.au)
Arab Council Australia
Provides advice, advocacy, referral, education, information and support to the Arabic community. Located at Bankstown.
☎ 02 9709 4333  🌐 www.arabcouncil.org.au

Chinese Australian Services Society (CASS)
Provides children, migrant and community services, offers cultural, social, recreational activities, education and training. Located at Campsie.
☎ 02 9789 4587  🌐 www.cass.org.au

Australian Korean Welfare Association
🌐 www.koreanwelfare.org.au

Campsie Cultural Centre
🌐 www.campsieculturalcentre.org.au

Lebanese Muslim Association
Provides information, referrals, financial assistance, youth work, marriage counseling, settlement workers and female welfare officers available. Located at Lakemba.
☎ 02 9750 6833  🌐 www.lma.org.au

Afghan Women’s Network (AWN)
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. Located at Bankstown.
☎ 02 9796 2235

Greek Orthodox Community of NSW
Offers a wide range of migrant related social services to the Greek community. Located at Lakemba.
☎ 02 9740 6022  🌐 www.goc.com.au

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

Tripoli & Mena Association
Provides services in aged care, direct welfare, family support, counseling, advocacy, and 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. Located at Lakemba.
☎ 02 9758 1366  🌐 www.tripolimena.org.au/

Vietnamese Community in Australia (VCA)
Provides information, referrals, counseling, casework, advocacy, community education program, family support, community development. Located at Bankstown.
☎ 02 9796 8035  🌐 www.vietnamese.org.au

Government Organisations

Department of Social Services
🌐 www.dss.nsw.gov.au

Family and Community Services (FACS)
🌐 www.community.nsw.gov.au

Department of Immigration & Border Protection
☎ 131 881  🌐 www.immi.gov.au

Centrelink – Multilingual Service
☎ 131 202

Sydney Buses – NSW Government
☎ 131 500  🌐 www.sydneybuses.info

City Rail
☎ 131 500  🌐 www.cityrail.info/timetable/index.jsp

Translated Material

NSW Multicultural Health Communication Service
🌐 www.mhcs.health.nsw.gov.au

Diversity Health Institute
🌐 Free mental health advice in 50 languages.
🌐 www.dhi.health.nsw.gov.au

Mental Health in Multicultural Australia
🌐 Information on mental health and wellbeing.
🌐 www.mhima.org.au

Allergy & Anaphylaxis Australia
🌐 www.allergyfacts.org.au

Drug and Alcohol Multicultural Education Centre
☎ 02 9699 3552  🌐 www.damec.org.au

Royal Life Saving
🌐 www.nsw.royallifesaving.com.au
Community Organisations

Kidsafe New South Wales
Information on road safety issues for parents in English, Chinese, Vietnamese, Arabic, Turkish.
☎ 02 9845 0890  🗺 www.kidsafensw.org/road-safety

Kids and Traffic
NSW Early Childhood Road Safety Education Program.
☎ 02 9805 3200  🗺 www.kidsandtraffic.mq.edu.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.
☎ 02 9286 1000  🗺 www.ombo.nsw.gov.au

Spectrum
Free download information - Settlement and Family Services “Parenting in a New Culture”.
☎ 1800 770 712  🗺 www.spectrumvic.org.au

Community Services NSW

Aboriginal Support

Our Languages
Supports the 250 plus Aboriginal languages with resources including learning an Aboriginal language.
 mogul www.ourlanguages.net.au

Australian Indigenous Health Info Net
An Internet resource with relevant information and knowledge on improving the health of Australia’s Indigenous people.
 mogul www.healthinfonet.ecu.edu.au

Home and Community Care (Eastern Sydney)
Services and support provided to Aboriginal people for respite, transport, health, in-home care and social support.
 mogul www.hacc.innersydney.org.au/servicetypes/index

The Redfern Foundation
Support for the Aboriginal Community in the inner city of Sydney.
 mogul www.redfernfoundation.org.au/index

NSW Department of Community Services
Resources for Aboriginal parents and carers.
 mogul www.community.nsw.gov.au/docs_menu/parents_carers_and_families/parentingfor_aboriginal_parents_and_carers

ABC Indigenous
Provides news, programmes, video, radio and other special topics relevant to the Indigenous Community.
 mogul www.abc.net.au/indigenous

IPSU Indigenous NSW and ACT
Gowrie NSW delivers IPSU and is part of the IPSP.
☎ 02 8571 9748  🗺 www.ipsunswact.com.au

Websites which promote inclusion
 mogul www.raisingchildren.net.au
 mogul www.resourcingparents.nsw.gov.au

Bankstown Area Multicultural Network (BAMN)
Provides support and assistance to people from CALD backgrounds with regard to resourcing, development, referrals and training.
☎ 02 9796 2235

Burwood Community Welfare Services
Provides information, referrals and welfare assistance. Migrant Placement Officer available. Bilingual staff available.
☎ 02 9744 1866  🗺 www.bcw.org.au

Canterbury City Community Centre
☎ 02 9750 9344

The Smith Family Inner West Community Settlement Service
☎ 02 9715 3497

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

Bankstown Community Resource Group
Provides information, referrals and direct services, addressing the identified needs of children, families and disadvantaged people. Runs Koori Art Group and Aboriginal parent and child programs.
☎ 02 9796 2931  🗺 www.bcrg.org.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.
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Services and support provided to Aboriginal people for respite, transport, health, in-home care and social support.
 mogul www.hacc.innersydney.org.au/servicetypes/index

The Redfern Foundation
Support for the Aboriginal Community in the inner city of Sydney.
 mogul www.redfernfoundation.org.au/index

NSW Department of Community Services
Resources for Aboriginal parents and carers.
 mogul www.community.nsw.gov.au/docs_menu/parents_carers_and_families/parentingfor_aboriginal_parents_and_carers

ABC Indigenous
Provides news, programmes, video, radio and other special topics relevant to the Indigenous Community.
 mogul www.abc.net.au/indigenous

IPSU Indigenous NSW and ACT
Gowrie NSW delivers IPSU and is part of the IPSP.
☎ 02 8571 9748  🗺 www.ipsunswact.com.au

Websites which promote inclusion
 mogul www.raisingchildren.net.au
 mogul www.resourcingparents.nsw.gov.au

Bankstown Area Multicultural Network (BAMN)
Provides support and assistance to people from CALD backgrounds with regard to resourcing, development, referrals and training.
☎ 02 9796 2235

Burwood Community Welfare Services
Provides information, referrals and welfare assistance. Migrant Placement Officer available. Bilingual staff available.
☎ 02 9744 1866  🗺 www.bcw.org.au

Canterbury City Community Centre
☎ 02 9750 9344

The Smith Family Inner West Community Settlement Service
☎ 02 9715 3497

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

Bankstown Community Resource Group
Provides information, referrals and direct services, addressing the identified needs of children, families and disadvantaged people. Runs Koori Art Group and Aboriginal parent and child programs.
☎ 02 9796 2931  🗺 www.bcrg.org.au
**Greenacre Area Community Centre**
Provides information and referral service, advocacy, community development services, English classes to ethnic groups and migrants in the area.
☎ 02 9750 7982

**Metro Migrant Resource Centre**
Provides information, referral and assistance to Chinese, Eritrean, Ghanaian, Indonesian, Italian, Korean, Somali, Samoan, Indian, Pakistani, West African, Sri Lankan, Bangladeshi, Spanish and Vietnamese Communities. Bilingual workers available.
☎ 02 9789 3744
🔗 [www.metromrc.org.au](http://www.metromrc.org.au)

**Ashfield Council Migrant Support Services**
☎ 02 9716 1800

**Education**

**Adult Migrant English Services (AMES)**
Free English courses for newly arrived eligible migrants. Short courses to improve reading, pronunciation and writing skills with some computer-assisted language learning. Located at Burwood.
☎ 02 9744 3885

**AMES at Bankstown Education Centre**
Provides English literacy, numeracy and computer skills classes, free for newly arrived eligible migrants.
☎ 02 9205 4350

**AMES at Campsie**
Offers English classes, citizenship, language, literacy and numeracy for newly arrived migrants.
☎ 02 9784 7940

**Recreational**

**Reverse Garbage Co-operative**
Minimises waste through the reuse of practical resources for creative purposes for a small cost. Located at Marrickville.
☎ 02 9569 3132

**Summer Hill Family Support & Toy Library**
Summer Hill Community Centre
131 Smith Street
Summer Hill 2130
☎ 02 9797 8676

**Toy Library**
Summer Hill Toy Library
☎ 02 9797 8676
REGION 5 – St George-Sutherland

Hurstville, Kogarah, Rockdale, Sutherland

Community Childcare Co-operative Ltd (NSW)
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. Located at Marrickville.
☎ 02 8922 6444 🌐 www.ccccnsw.org.au

Playgroup NSW
Works with relevant stakeholders to provide a voice, support and opportunity for children and their carers to interact and learn through play. Located at Weatherill Park.
☎ 02 604 5513 or 1800 171 882 🌐 www.playgroupnsw.com.au

NSW Family Day Care (FDC) Association
The peak body for FDC schemes and In-Home Care providers in NSW. Promotes and supports all aspects of Family Day Care in communities. Located at Summer Hill.
☎ 02 9779 9999 🌐 www.nswfdc.org.au

Ethno-Specific Childcare Centres
These services are not cultural specific but are managed by the noted cultural organisation. They offer care to children of all cultures.

Macedonian Community Child Care Centre - Ilinden
Located at Arncliffe.
☎ 02 9567 2019

CASS Hurstville Child Care Centre
Located at Hurstville.
☎ 02 9567 1621 🌐 www.hurstvillechildcare.org.au

Children’s Services

Ethnic Community Services Co-operative (ECSC)
Formerly known as Ethnic Child Care, Family and Community Services Co-operative.
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. Located at Marrickville.
☎ 02 9569 1288 🌐 www.ecsc.org.au

Bicultural Support
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. Located at Marrickville.
☎ 02 9569 1288 🌐 biculturalsupport@ecsc.org.au

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

St George-Sutherland ISA
Managed by KU Children's Services, St George-Sutherland ISA is a team of Inclusion Support Facilitators (ISFs). ISFs work directly with all early childhood education and care services in the St George Sutherland region to provide practical support and facilitate access to a range of supports designed to build the capacity of services to create quality care environments inclusive of all children. Located at Engadine.
☎ 02 8508 3400

Network of Community Activities
The peak body for Out Of School Hours Care Services in NSW. Provides information, advocacy, resources training and support. Located at Surry Hills.
☎ 02 9212 3244 🌐 www.networkofcommunityactivities.org.au

Ethnic Community Services Co-operative
A voice for diversity and inclusion

MULTICULTURAL RESOURCES GUIDE
REGION 5
Various library branches hold a collection of CALD books, DVDs, CDs, magazines and newspapers. Story time sessions also available.

- Caringbah: 02 9524 3803
- Miranda: 02 9524 8217
- Cronulla: 02 9523 4980
- Penshurst: 02 9330 6422
- Hurstville: 02 9330 6111
- Sutherland: 02 9710 0351
- Menai: 02 9543 5747
- Sylvania: 02 9522 7544
- Engadine: 02 9548 6003
- Bundeena: 02 9523 0932

Free Kindergarten Association (FKA)


Australian Children’s Education and Care Quality Authority (ACECQA)

- [www.acecqa.gov.au](http://www.acecqa.gov.au)

Inclusive Directions South Australia

- [www.directions.org.au](http://www.directions.org.au)

On-line books

- [www.gowrievictoria.org.au](http://www.gowrievictoria.org.au)

Modern Teaching Aides


The Book Garden


Indigenous Services at State Library NSW


Lady Gowrie Library (Alexandria)


Education Service Australia (ESA)

- [www.esa.edu.au](http://www.esa.edu.au)

Community Language Collection Directory


Indij Readers - Indigenous Books


Spectrum Migrant Resource Centre

- 1800 770 712 - [www.spectrumvic.org.au](http://www.spectrumvic.org.au)

IPSP Online Library

- [www.ipsplibrary.net.au](http://www.ipsplibrary.net.au)

Department of Education


1800 Respect

Government Organisations

Community Migrant Resource Centre (CMRC)
Co-ordinates the development and provision of a range of services for newly arrived migrants, refugees and humanitarian entrants.
› www.cmrc.com.au

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

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

Macedonian Australian Welfare Association of Sydney
Provides direct welfare services, community development and casework to the Macedonian community. Workers for Aged Care and Youth available. Located at Rockdale.
☎ 02 9597 5455  › www.mawasydney.org.au/

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

St George Migrant Resource Centre
Offers newly arrived migrants assistance with forms, referrals, information on education, income, health, settlement, accommodation etc. Located at Rockdale.
☎ 02 9597 5455  › www.sgmrc.org.au

Greek Welfare Centre
Provides information, advocacy, counseling, community development and education. Located at Brighton-Le-Sands.
☎ 02 9567 2021  › www.greekorthodox.org.au/general

Translated Material

NSW Multicultural Health Communication Service
Information on health and wellbeing topics available in community languages.
› www.mhcs.health.nsw.gov.au

Diversity Health Institute
Free mental health advice in 50 languages.
› www.dhi.health.nsw.gov.au

Mental Health in Multicultural Australia
Information on mental health and wellbeing.
› www.mhima.org.au

Allergy & Anaphylaxis Australia
› www.allergyfacts.org.au

Drug and Alcohol Multicultural Education Centre
☎ 02 9699 3552  › www.damec.org.au

Royal Life Saving
› www.nsw.royallifesaving.com.au

Translated Material cont. ►
Kidsafe New South Wales
Information on road safety issues for parents in English, Chinese, Vietnamese, Arabic, Turkish.
[02 9845 0890] [www.kidsafensw.org/road-safety]
[www.kidsafensw.org/downloadable-resources]

Kids and Traffic
NSW Early Childhood Road Safety Education Program.
[02 9805 3200] [www.kidsandtraffic.mq.edu.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.
[02 9286 1000] [www.ombo.nsw.gov.au]

My Language
Allows access to over 6 million information links on the internet in your language.
[www.mylanguage.gov.au]

Settlement and Family Services “Parenting in a New Culture”
Free download information.
[1800 770 712] [www.spectrumvic.org.au]

Aboriginal Support

Kurranulla Aboriginal Corporation
Community help for Aboriginal people.
[02 9528 0287] [www.kurranulla.org.au]

NSW Reconciliation Council
New South Wales Reconciliation Council (NSWRC) is the peak representative body for Reconciliation in New South Wales. It is a membership based organisation, made up of Indigenous and non-Indigenous Australians working to promote united communities and to address the ‘unfinished business’ of reconciliation recognition of rights, promotion of economic independence and social justice for Indigenous people.
[www.nswreconciliation.org.au/]

Sutherland Shire Family Services
SSFS aims to support and strengthen the capacity of families within our community by providing programs and services which will contribute to children, young people and families; also providing Aboriginal Family Support.
[02 9528 2933] [www.ssfs.org.au]

Sutherland Shire Council
Provides a variety of services & resources for Aboriginal people.
[www.sutherlandshire.nsw.gov.au/Our_Community/Aboriginal_and_Torres_Strait_Islander]

Hurstville City Council
Aboriginal and Torres Strait Islander Services Directory.

Our Languages
Supports the 250 plus Aboriginal languages with resources including learning an Aboriginal language.
[www.ourlanguages.net.au]

Australian Indigenous Health Info Net
An Internet resource with relevant information and knowledge on improving the health of Australia’s Indigenous people.
[www.healthinfonet.ecu.edu.au]

Family and Community Services (FACS)
Resources for Aboriginal parents and carers.

Families NSW
This easy to read and colourful series of booklets help Aboriginal families, parents and carers with parenting tips and family information to help grow up strong healthy kids.
[www.families.nsw.gov.au/resources/aboriginal.htm]

Koomurri Management
Entertainment and Education in Aboriginal Culture.
[www.koomurri.com]

Aboriginal Australia Resources
Find good books, movies, music and other resources like newsletters, postings or newspapers.
[www.creativespirits.info/resources/?/resources]

AIATSIS
The national research and collecting institution for information and research about the cultures and lifestyles of Aboriginal and Torres Strait Islander peoples, past and present.

NITV (National Indigenous Television)
[www.nitv.org.au]

State Library of Queensland
Virtual Books: traditional Aboriginal and Torres Strait Island stories.
[www.slq.qld.gov.au]
**ARS: Aboriginal Resource and Development Services Inc.**
Provides education and information in languages. Produces audio, DVD and print resources.


**State Library NSW: Australian Indigenous Services**
The role of Indigenous Services team at the State Library of New South Wales is to work with Indigenous communities across NSW concerning the preservation and management of Indigenous documentary heritage resources. The team promotes Library services and collections to Indigenous communities, and provides advice on Indigenous matters.


**ABC Indigenous**
Provides news, programs, video, radio and other special topics relevant to the Indigenous Community.

[www.abc.net.au/indigenous](http://www.abc.net.au/indigenous)

**Websites which promote inclusion**
[www.raisingchildren.net.au](http://www.raisingchildren.net.au)

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**Community Organisations**

**3 Bridges**
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 and Hindi.

- Carrs Park | 8558 4000
- Penshurst | 9580 0688
- Arncliffe | 9503 9900
- Menai | 9543 5115

[www.3bridges.org.au](http://www.3bridges.org.au)

**Gymea Community Aid & Information Service**
GCAIS is a community organisation established to provide services to reduce social isolation and celebrate diversity in Sutherland Shire. Located at Gymea.

Services include:
- Community Development Service
- Home and Community Care Aged Service (HACC: services for the frail aged)
- Migrant and Settlement Service

Provides information/referral service and leisure activities.

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**Centre based day care for the frail aged from Italian, Chinese, Indian, Greek and Arabic backgrounds. Bilingual workers available. Arabic Women’s Group, Chinese Mother’s Group, Spanish speaking and Latin American Group, Multicultural Women’s Group available.**

[02 9524 9559](tel:02%209524%209559)
[www.gymeacommunityaid.org.au](http://www.gymeacommunityaid.org.au)

**St George Migrant Resource Centre**
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. Located at Rockdale.

[02 9597 5455](tel:02%209597%205455) [www.sgmrc.org.au](http://www.sgmrc.org.au)

**St George Family Support Service**
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 case worker, Chinese and Arabic Support Workers available (translating services available for other languages).

Provides community information, advocacy and one on one consultation. Located at Carlton.

[02 9553 9100](tel:02%209553%209100) [www.sgfss.org.au](http://www.sgfss.org.au)

**Kogarah Community Services**
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. Located at Kogarah.

[02 9587 6622](tel:02%209587%206622) [www.kogarahcommunity.org.au](http://www.kogarahcommunity.org.au)

**Hurstville City Council**
Hurstville City Council community services section consists of specialist Community Development Workers, Youth Services, Multicultural and Indigenous services, Children’s Services.

[02 9330 6222](tel:02%209330%206222) [www.hurstville.nsw.gov.au](http://www.hurstville.nsw.gov.au)
Open Training & Education Network (OTEN)
Programs, courses, services specifically for people from CALD backgrounds.
☎ 02 9715 8676  🌐 www.tafensw.edu.au/oten

TAFE – Kogarah Campus
Vocational courses for CALD students.

Bilingual Course Counsellors  ☎ 02 9598 6232
Multicultural Education Co-ordinator  ☎ 02 9598 6251
Aboriginal Programs Contact  ☎ 02 9710 5183

🌐 www.tafensw.edu.au

TAFE – Gymea Campus
Specialist centre for several trades.

Counseling and Career Services  ☎ 02 9710 5111
Aboriginal Programs Contact  ☎ 02 9710 5183

🌐 www.tafensw.edu.au

St George Sutherland & Community College

Hurstville  ☎ 02 9580 7885
Jannali  ☎ 02 9528 3344
Rockdale  ☎ 02 9567 8499

Recreational

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

Sutherland Special Needs Toy Library
Provides therapeutic, creative, sense stimulating toys to help special needs children. Located at Sutherland.
☎ 02 9545 2214

Treasure Chest Toy Library
Located at Engadine.
☎ 02 9520 7022

The Film Seen
Promotes a wide range of culturally and diverse films. Located at Hurstville.
🌐 www.filmseen.com
REGION 6 – Sydney Central North
Baulkham Hills, Hornsby, Ku-ring-gai

Children’s Services

Ethnic Community Services Co-operative (ECSC)
Formerly known as Ethnic Child Care, Family and Community Services Co-operative
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. Located at Marrickville.
☎ 02 9569 1288   www.ecsc.org.au

Bicultural Support
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. Located at Marrickville.
☎ 02 9569 1288   biculturalsupport@ecsc.org.au

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

Sydney Central North ISA
Managed by KU Children’s Services, the Sydney Central North ISA is a team of Inclusion Support Facilitators (ISFs). ISFs work directly with all early childhood education and care services in the Sydney Central North region to provide practical support and facilitate access to a range of supports designed to build the capacity of services to create quality care environments inclusive of all children. Located at Baulkham Hills.
☎ 02 9629 0500

Network of Community Activities
The peak body for Out Of School Hours Care Services in NSW. Provides information, advocacy, resources training and support. Located at Surry Hills.
☎ 02 9212 3244
www.networkofcommunityactivities.org.au

Community Childcare Co-operative Ltd (NSW)
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. Located at Marrickville.
☎ 02 8922 6444   www.ccccsnsw.org.au

Playgroup NSW
Works with relevant stakeholders to provide a voice, support and opportunity for children and their carers to interact and learn through play. Located at Granville.
☎ 02 9684 9500 or 1800 171 882
www.playgroupnsw.com.au

NSW Family Day Care (FDC) Association
The peak body for FDC schemes and In-Home Care providers in NSW. Promotes and supports all aspects of Family Day Care in communities. Located at Summer Hill.
☎ 02 9779 9999   www.nswfdc.org.au

Interpreting Service Agencies

TIS – Translating and Interpreting Service
☎ 131 450

Community Relations Commission Language Services (translating & interpreting)
☎ 1300 651 500

Multicultural Health Care Interpreter Service
☎ 1800 674 994
Various library branches hold a collection of CALD books, DVDs, CDs, magazines and newspapers. Story time sessions also available.

- Baulkham Hills: 02 9761 5735
- Hornsby: 02 9847 6813
- Berowra: 02 9847 6140
- Lindfield: 02 9424 0428
- Carlingford: 02 9761 5745
- Pennant Hill: 02 9847 6100
- Castle Hill: 02 9761 4510
- Rouse Hill: 02 8889 5200
- Dural: 02 9761 5755
- St Ives: 02 9424 0453
- Galston: 02 9847 6160
- Turramarra: 02 9424 0480
- Gordon: 02 9424 0120

**CALD/Indigenous Websites - Resources, Teaching Aides**

- Oxfam - Music and CDs
  http://www.oxfam.org.au/shop
- Magabala books (Indigenous books)
  http://www.magabala.com
- Serendib Craftlink - Multicultural craft/educational aides
  http://www.serendibcrafts.com.au
- Free Kindergarten Association (FKA)
  http://www.fka.com.au
- Australian Children’s Education and Care Quality Authority (ACECQA)
  http://www.acecqa.gov.au
- Inclusive Directions South Australia
  http://www.directions.org.au
- On-line books
  http://www.gowrievictoria.org.au
- Modern Teaching Aides
  http://www.teaching.com.au

**Indigenous Services at State Library NSW**

**Lady Gowrie Library (Alexandria)**
http://www.gowrie-sydney.com.au

**Education Service Australia (ESA)**
http://www.esa.edu.au

**Community Language Collection Directory**

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

**Spectrum Migrant Resource Centre**
http://www.spectrumvic.org.au

**IPSP Online Library**
http://www.ipsplibrary.net.au

**Department of Education**
Transition to school for children with disability.

**1800 Respect**
National sexual assault, domestic and family violence hotline counselling and website. Information and support 24/7.
http://www.1800respect.org.au

**Community Migrant Resource Centre (CMRC)**
Co-ordinates the development and provision of a range of services for newly arrived migrants, refugees and humanitarian entrants.
http://www.cmrc.com.au

**Ethnic Communities Council of NSW**
Peak community-based, non-government body in NSW representing ethnic communities. Provides information and assistance for a language or cultural group. Located at Waterloo.
http://www.eccnsw.org.au

**The Book Garden**
http://www.thebookgarden.com.au
Government Organisations

Department of Social Services
www.dss.nsw.gov.au

Family and Community Services (FACS)
www.community.nsw.gov.au

Department of Immigration & Border Protection
131 881 www.immi.gov.au

Centrelink – Multilingual Service
131 202

Sydney Buses – NSW Government
131 500 www.sydneybuses.info

City Rail
131 500 www.cityrail.info/timetable/index.jsp

Hills District – Westbus Co.
02 9890 0000

Hornsby/Kur-ing-gai – Transdev
02 9457 8888

Cherrybrook Chinese Community Association
Provides support, assistance, referral, social activities to people from the Chinese community. Located at Cherrybrook.
02 9875 3336 www.ccca.asn.au

The Hills Community Health Centre and Chinese Women’s Association
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. Located at Castle Hill.
02 8853 4500

Seva International Incorporated
Aims to identify and address social welfare needs of migrants from India, Pakistan, Sri Lanka, Bangladesh, Nepal, Bhutan and Maldives. Located at St Ives.
02 9449 5582 www.sevainternational.org

Translated Material

NSW Multicultural Health Communication Service
www.mhcs.health.nsw.gov.au

Diversity Health Institute
Free mental health advice in 50 languages.
www.dhi.health.nsw.gov.au

Mental Health in Multicultural Australia
www.mhima.org.au

Allergy & Anaphylaxis Australia
www.allergyfacts.org.au

Drug and Alcohol Multicultural Education Centre
02 9699 3552 www.damec.org.au

Royal Life Saving
www.nsw.royallifesaving.com.au

Kidsafe New South Wales
Information on road safety issues for parents in English, Chinese, Vietnamese, Arabic, Turkish.
02 9845 0890 www.kidsafensw.org/road-safety
www.kidsafensw.org/downloadable-resources

Kids and Traffic
02 9805 3200 www.kidsandtraffic.mq.edu.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.
02 9286 1000 www.ombo.nsw.gov.au

My Language
Allows access to over 6 million information links on the internet in your language.
www.mylanguage.gov.au

Settlement and Family Services “Parenting in a New Culture”
Free download information.
1800 770 712 www.spectrumvic.org.au

Family and Community Services (FACS)
Translated resources in community languages.
NSW Reconciliation Council

New South Wales Reconciliation Council (NSWRC) is the peak representative body for Reconciliation in New South Wales. It is a membership based organisation, made up of Indigenous and non-Indigenous Australians working to promote united communities and to address the ‘unfinished business’ of reconciliation recognition of rights, promotion of economic independence and social justice for Indigenous people.

www.nswreconciliation.org.au/

Our Languages

Supports the 250 plus Aboriginal languages with resources including learning an Aboriginal language.

www.ourlanguages.net.au

Australian Indigenous Health Info Net

An Internet resource with relevant information and knowledge on improving the health of Australia’s Indigenous people.

www.healthinfonet.ecu.edu.au

Family and Community Services (FACS)

Resources for Aboriginal parents and carers.


Families NSW

This easy to read and colourful series of booklets help Aboriginal families, parents and carers with parenting tips and family information to help grow up strong healthy kids.


Koomurri Management

Entertainment and Education in Aboriginal Culture.

www.koomurri.com

Aboriginal Australia Resources

Find good books, movies, music and other resources like newsletters, postings or newspapers.

www.creativespirits.info/resources/?/resources

AIATSIS

The national research and collecting institution for information and research about the cultures and lifestyles of Aboriginal and Torres Strait Islander peoples, past and present.


NITV (National Indigenous Television)

www.nitv.org.au

State Library of Queensland

Virtual Books: traditional Aboriginal and Torres Strait Island stories.

www.slq.qld.gov.au

ARDS: Aboriginal Resource and Development Services Inc.

 Provides education and information in languages. Produces audio, DVD and print resources.

www.ards.com.au

Yolnu Radio

www.yolnu.org.au

State Library NSW: Australian Indigenous Services

The role of Indigenous Services team at the State Library of New South Wales is to work with Indigenous communities across NSW concerning the preservation and management of Indigenous documentary heritage resources. The team promotes Library services and collections to Indigenous communities, and provides advice on Indigenous matters.


ABC Indigenous

Provides news, programs, video, radio and other special topics relevant to the Indigenous Community.

www.abc.net.au/indigenous

Dharug Dalang

Learn the language and history of the Dharug people.


Websites which promote inclusion

www.raisingchildren.net.au

www.resourcingparents.nsw.gov.au

Community Migrant Resource Centre (CMRC)

Head Office at Parramatta

Co-ordinates the development and provision of services for newly arrived migrants, refugees and humanitarian entrants.

02 9687 9901 www.cmrc.com.au

Baulkham Hills Council - Community Services (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.

02 9843 0555 www.baulkhamhills.nsw.gov.au
Ku-ring-gai Neighbourhood Centre
Provides community settlement support, English classes for migrants, information, assistance, neighbourhood aid and family support programs to migrants and ethnic groups. Located at St Ives.
☎ 02 9988 4966 ☏ www.knc.org.au

The Hills Community Aid and Information Service
Provides one-on-one support and assistance, information, referral services to isolated residents including people from CALD backgrounds. Involved in community development, multicultural and cultural events/activities. Located at Baulkham Hills.
☎ 02 9639 8620 ☏ www.hca.org.au

Ku-ring-gai Council
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. Located at Hornsby.
☎ 02 9424 0978

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

TAFE – Baulkham Hills Campus
Aboriginal Programs, Multicultural & Outreach Co-ordinators.
☎ 131 870

TAFE – Hornsby Campus
Co-ordinator – Outreach ☎ 02 9472 1239
Multicultural ☎ 131 674

Macquarie Community College (AMEP)
English classes for newly arrived migrants. Located at Carlingford.
☎ 02 8845 8888
★ www.macquarie.nsw.edu.au/contact

Adult Migrant English Program
Northern Institute of TAFE
North Sydney ☎ 02 9942 0712
Northern Beaches ☎ 02 9941 5327
Meadowbank ☎ 02 9942 3670

Reverse Garbage Co-operative
Minimises waste through the reuse of practical resources for creative purposes for a small cost. Located at Marrickville.
☎ 02 9634 1457

Toy Libraries
Castle Hill ☎ 02 9634 1457
Hills District Playgroups ☎ 1800 171 882
Fusion Toy Library ☎ 0412 657 492
Noah's Ark Toy Library NSW ☎ 02 9411 4429
Your Pal Berowra Toy Library ☎ 02 9456 3344
REGION 7 – Gosford-Wyong

Gosford, Wyong

Ethnic Community Services Co-operative (ECSC)
Formerly known as Ethnic Child Care, Family and Community Services Co-operative.
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. Located at Marrickville.
☎ 02 9569 1288  ✉ ecsc.org.au

Bicultural Support
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. Located at Marrickville.
☎ 02 9569 1288  ✉ biculturalsupport@ecsc.org.au

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

Gosford-Wyong ISA
Managed by KU Children’s Services, Gosford-Wyong ISA is a team of Inclusion Support Facilitators (ISFs). ISFs work directly with all early childhood education and care services in the Gosford-Wyong region to provide practical support and facilitate access to a range of supports designed to build the capacity of services to create quality care environments inclusive of all children. Located at Kariong.
☎ 02 4340 5300

Network of Community Activities
The peak body for Out Of School Hours Care Services in NSW. Provides information, advocacy, resources training and support. Located at Surry Hills.
☎ 02 9212 3244  ✉ www.networkofcommunityactivities.org.au

Community Childcare Co-operative Ltd (NSW)
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. Located at Marrickville.
☎ 02 8922 6444  ✉ ccccnsw.org.au

Playgroup NSW
Works with relevant stakeholders to provide a voice, support and opportunity for children and their carers to interact and learn through play. Located at Granville.
☎ 02 9684 9500 or 1800 171 882
✉ playgroupnsw.com.au

NSW Family Day Care (FDC) Association
The peak body for FDC schemes and In-Home Care providers in NSW. Promotes and supports all aspects of Family Day Care in communities. Located at Summer Hill.
☎ 02 9779 9999  ✉ www.nswfdc.org.au

Interpreting Service Agencies

TIS – Translating and Interpreting Service
☎ 131 450

Community Relations Commission Language Services (translating & interpreting)
☎ 1300 651 500

Multicultural Health Care Interpreter Service
☎ 1800 674 994
Various library branches hold a collection of CALD books, DVDs, CDs, magazines and newspapers. Story time sessions also available.

<table>
<thead>
<tr>
<th>Branch</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Bateau Bay</td>
<td>02 4350 1580</td>
</tr>
<tr>
<td>The Entrance</td>
<td>02 4350 1550</td>
</tr>
<tr>
<td>Erina</td>
<td>02 4304 7650</td>
</tr>
<tr>
<td>Toukley</td>
<td>02 4350 1540</td>
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<td>02 4304 7500</td>
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<tr>
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<td>02 4350 1560</td>
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<td>Karijini</td>
<td>02 4325 8155</td>
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<td>Umina</td>
<td>02 4304 7333</td>
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<tr>
<td>Kincumber</td>
<td>02 4304 7641</td>
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<tr>
<td>Woy Woy</td>
<td>02 4304 7555</td>
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<tr>
<td>Lake Haven</td>
<td>02 4350 1570</td>
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<tr>
<td>Wyoming</td>
<td>02 4304 7525</td>
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</tbody>
</table>

Indigenous Services at State Library NSW
02 9273 1577  www.sl.nsw.gov.au/indigenous

Education Service Australia (ESA)
www.esa.edu.au

Community Language Collection Directory

Indij Readers – Indigenous Books
www.indijreaders.com.au

Spectrum Migrant Resource Centre
1800 770 712  www.spectrumvic.org.au

IPSP Online Library
www.ipsplibrary.net.au

Department of Education
Transition to school for children with disability.
www.schools.nsw.edu.au/gotoschool/primary/transition

1800 Respect
National sexual assault, domestic and family violence hotline counselling and website. Information and support 24/7.
1800 737 732  www.1800respect.org.au

Oxfam – Music and CDs
www.oxfam.org.au/shop

Magabala books (Indigenous books)
www.magabala.com

Serendib Craftlink – Multicultural craft/educational aides
www.serendibcrafts.com.au

Free Kindergarten Association (FKA)
www.fka.com.au

Australian Children’s Education and Care Quality Authority (ACECQA)
www.acecqa.gov.au

Inclusive Directions South Australia
www.directions.org.au

On-line books
www.gowrievictoria.org.au

Modern Teaching Aides
www.teaching.com.au

The Book Garden
www.thebookgarden.com.au

CALD Services

Community Migrant Resource Centre (CMRC)
Co-ordinates the development and provision of a range of services for newly arrived migrants, refugees and humanitarian entrants.
www.cmrc.com.au

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

Hellenic Community of the Central Coast
Social functions, excursions, Greek language school and participation in community events for the Greek community.
02 4385 3059

Central Coast Ugay Kabayan (People’s link)
Assists Filipino women and youth in crisis and Filipino...
Government Organisations

NSW Multicultural Resources Guide: Region 7 – Gosford-Wyong

Translated Material

NSW Multicultural Health Communication Service
www.mhcs.health.nsw.gov.au

Diversity Health Institute
Free mental health advice in 50 languages.
www.dhi.health.nsw.gov.au

Mental Health in Multicultural Australia
www.mhma.org.au

Allergy & Anaphylaxis Australia
www.allergyfacts.org.au

Drug and Alcohol Multicultural Education Centre
02 9699 3552 www.damec.org.au

Royal Life Saving
www.nsw.royallifesaving.com.au

Kidsafe New South Wales
Information on road safety issues for parents in English, Chinese, Vietnamese, Arabic, Turkish.
02 9805 3200 www.kidsafensw.org/road-safety

Kids and Traffic Information
02 9805 3200 www.kidsafensw.org/downloadable-resources

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.
02 9286 1000 www.ombo.nsw.gov.au

My Language
Allows access to over 6 million information links on the internet in your language.
www.mylanguage.gov.au

Settlement and Family Services “Parenting in a New Culture”
Free download information.
1800 770 712 www.spectrumvic.org.au

migrants. Provides social/cultural activities and an information program promoting Filipino cultural values.
02 4328 1661 0421 853 728

Alliance Francaise Services at Central Coast
Supports and assists people from French backgrounds and promotes French culture and language.
02 4325 2701 or 02 4333 3040
france@tac.com.au www.afcentralcoast.org.au

The Multicultural Fijian Association
Provides support, assistance and referral services to people from the Fijian community. Instills a sense of cultural identity and promotes culture. Located at Umina Beach.
02 4344 1316

Central Coast Multicultural Resource Centre
Provides an opportunity for children to utilise multicultural resources and raise their cultural awareness with regard to people from various CALD backgrounds. Located at Erina.
02 4365 1101 www.multiculturalcoast.com.au

Africans On The Coast
To support Africans and their families on the Central Coast wherever possible.
www.ccac.webs.com

Department of Social Services
www.dss.nsw.gov.au

Family and Community Services (FACS)
www.community.nsw.gov.au

Department of Immigration & Border Protection
131 881 www.immi.gov.au

Centrelink – Multilingual Service
131 202

Sydney Buses – NSW Government
131 500 www.sydneybuses.info

City Rail
131 500 cityrail.info/timetable/index.jsp

Local Bus Services
Morisset Bus Services 02 4973 2114
Coastal Liner 02 4392 3050
Busways Central Coast 02 4368 2277
The Entrance Red Bus Service 02 4332 8655
Aboriginal Support

Bungeree Aboriginal Association Inc
An Aboriginal community based organisation providing a wide range of services.

www.centralcoasthacc.com.au

Daramulen Aboriginal Home Care
Assists Aboriginal people who are unable to live in their home without some help.

GADUMA
The aim of this website is to provide a fully comprehensive and informative guide to Aboriginal and Torres Strait Islander services in and around the Central Coast.

www.gaduma.com.au

Our Languages
Supports the 250 plus Aboriginal languages with resources including learning an Aboriginal language.

www.ourlanguages.net.au

Australian Indigenous Health Info Net
An Internet resource with relevant information and knowledge on improving the health of Australia’s Indigenous people.

www.healthinfonet.ecu.edu.au

Family and Community Services (FACS)
Resources for Aboriginal parents and carers.


Families NSW
This easy to read and colourful series of booklets help Aboriginal families, parents and carers with parenting tips and family information to help grow up strong healthy kids.


Koomurri Management
Entertainment and Education in Aboriginal Culture.

www.koomurri.com

Aboriginal Australia Resources
Find good books, movies, music and other resources like newsletters, postings or newspapers.

www.creativespirits.info/resources/?/resources

NITV (National Indigenous Television)

www.nitv.org.au

AIATSIS
The national research and collecting institution for information and research about the cultures and lifestyles of Aboriginal and Torres Strait Islander peoples, past and present.


State Library of Queensland
Virtual Books: traditional Aboriginal and Torres Strait Islander stories.

www.slq.qld.gov.au

ARDS: Aboriginal Resource and Development Services Inc.
Provides education and information in languages. Produces audio, DVD and print resources.

www.ards.com.au

State Library NSW: Australian Indigenous Services
The role of Indigenous Services team at the State Library of New South Wales is to work with Indigenous communities across NSW concerning the preservation and management of Indigenous documentary heritage resources. The team promotes Library services and collections to Indigenous communities, and provides advice on Indigenous matters.


ABC Indigenous
Provides news, programs, video, radio and other special topics relevant to the Indigenous Community.

www.abc.net.au/indigenous

Websites which promote inclusion

www.raisingchildren.net.au

www.resourcingparents.nsw.gov.au

Community Organisations

Warnervale Family & Community Centre
Multicultural Group Program provides migrant support, assistance, referrals and information. Located at Woongarrah.

02 4392 8734

Families NSW Supported Playgroups
Supported Playgroup provides a welcoming, relaxed and friendly environment for families. Run by trained Playgroup Facilitators whose role is to provide fun activities for children and their families including CALD and Indigenous. Provide information, support, resources and children’s borrowing library. Located at Gosford.
Coastwide Child and Family Services
Located at West Gosford.
☎ 02 4340 1111  🌐 www.ccfdc.com.au

Communities and Early Years
Located at West Gosford.
☎ 02 4336 2422

Central Coast Neighbourhood & Community Centres
Listing of services provided by Neighbourhood/Community Centres in Wyong/Gosford area.
🌐 www.ccnccforum.org.au

Kariong Neighbourhood Centre
Assess the needs of local residents including ATSI and people from CALD backgrounds. Implement programs/activities to assist in addressing identified needs and provides support, referrals, advocacy service. Located at Kariong.
☎ 02 4340 1724  🌐 www.knc.net.au

Berkley Vale Neighbourhood Centre
Provides information, referrals, advocacy, support groups and outreach programs to most target groups including Aboriginal and Torres Strait Islander. Located at Glenning Valley.
☎ 02 4388 5801  🌐 www.bvnc.org.au

Central Coast Multicultural Resource Centre
Centre introduces cultural awareness/practices to children. Resources available to be utilised in multicultural programming through craft, art, storytelling, music, movement, language etc. Located at Erina.
☎ 02 4365 1101 or 0414 678 648  🌐 www.multiculturalcoast.com.au

CCDN: (Central Coast Disability Network)
Access for Culturally diverse communities.

Northern Settlement Services NSS
Assisting migrants and refugees in Newcastle, Hunter, Central Coast & New England.
☎ 02 4334 1029  🌐 www.nsservices.com.au

YARRAN
Early intervention services (toy library available).
☎ 02 4322 7011  🌐 www.yarran.org.au

Education

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

TAFE - NSW
Gosford & Wyong Campus
General English and specific purpose English vocational courses for CALD migrants. Provides English classes for Adult Migrant English Program (AMEP).
☎ 131 225  🌐 www.hunter.tafensw.edu.au

TAFE - NSW
Gosford, Wyong, Ourimbah Campuses
Multicultural Education Co-ordinator
☎ 02 4923 7437
Aboriginal Programs Contact
☎ 02 4930 2941

Adult Migrant English Services (AMES)
Gosford - Central Coast Community College
☎ 02 4348 4336

The University of Newcastle
Offers indigenous community engagement and indigenous online resources
🌐 www.newcastle.edu.au

Recreational

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

Toy Libraries

Berkeley Vale
☎ 02 4388 5801  🌐 www.bvnc.org.au

Time Out Toy Library
Central Coast, 4b Wells Street, East Gosford 2250
☎ 02 4324 9119
REGION 8 – Sydney North West
Blue Mountains, Hawkesbury, Penrith

Ethnic Community Services Co-operative (ECSC)
Formerly known as Ethnic Child Care, Family and Community Services Co-operative.
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. Located at Marrickville.
☎ 02 9569 1288  ❄ www.ecsc.org.au

Bicultural Support
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. Located at Marrickville.
☎ 02 9569 1288  ❄ biculturalsupport@ecsc.org.au

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

SDN Children's Services ISA
The Sydney North West Inclusion Support Agency (ISA) works directly with children's services in their region. The ISA provides practical advice to educators and facilitates access to a range of supports, designed to build services' capacity to create a quality care environment inclusive of all children. Located at Penrith.
☎ 02 4721 7557

Network of Community Activities
The peak body for Out Of School Hours Care Services in NSW. Provides information, advocacy, resources training and support. Located at Surry Hills.
☎ 02 9212 3244  ❄ www.networkofcommunityactivities.org.au

Community Childcare Co-operative Ltd (NSW)
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. Located at Marrickville.
☎ 02 8922 6444  ❄ www.ccccnsw.org.au

Playgroup NSW
Works with relevant stakeholders to provide a voice, support and opportunity for children and their carers to interact and learn through play. Located at Granville.
☎ 02 9684 9500 or 1800 171 882  ❄ www.playgroupnsw.com.au

NSW Family Day Care (FDC) Association
The peak body for FDC schemes and In-Home Care providers in NSW. Promotes and supports all aspects of Family Day Care in communities. Located at Summer Hill.
☎ 02 9779 9999  ❄ www.nswfdc.org.au

Interpreting Service Agencies

TIS – Translating and Interpreting Service

Community Relations Commission Language Services (translating & interpreting)
☎ 1300 651 500

Multicultural Health Care Interpreter Service
☎ 1800 674 994

NSW Multicultural Resources Guide
A voice for diversity and inclusion
Various library branches hold a collection of CALD books, DVDs, CDs, magazines and newspapers. Story time sessions also available.

- **Blackheath** 02 4787 8893
- **Penrith** 02 4732 7891
- **Blaxland** 02 4739 4284
- **Richmond** 02 4578 2002
- **Emu Plains** 02 4735 5577
- **Springwood** 02 4723 5040
- **Hawkesbury** 02 4560 4460
- **St Clair** 02 9670 6853
- **Katoomba** 02 4780 5750
- **St Marys** 02 4732 7455
- **Lawson** 02 4759 1446
- **Wentworth Falls** 02 4757 2095

**CALD/Indigenous Websites - Resources, Teaching Aides**

- **Oxfam – Music and CDs**

- **Magabala books (Indigenous books)**
  - [www.magabala.com](http://www.magabala.com)

- **Serendib Craftlink – Multicultural craft/educational aides**

- **Free Kindergarten Association (FKA)**

- **Australian Children’s Education and Care Quality Authority (ACECQA)**
  - [www.acecqa.gov.au](http://www.acecqa.gov.au)

- **Inclusive Directions South Australia**
  - [www.directions.org.au](http://www.directions.org.au)

- **On-line books**
  - [www.gowrievictoria.org.au](http://www.gowrievictoria.org.au)

- **Modern Teaching Aides**

- **The Book Garden**

- **Indigenous Services at State Library NSW**

- **Education Service Australia (ESA)**
  - [www.esa.edu.au](http://www.esa.edu.au)

- **Community Language Collection Directory**

- **Indij Readers – Indigenous Books**

- **Spectrum Migrant Resource Centre**

- **IPSP Online Library**
  - [www.ipsplibrary.net.au](http://www.ipsplibrary.net.au)

- **Department of Education**
  - Transition to school for children with disability.

- **1800 Respect**
  - National sexual assault, domestic and family violence hotline counselling and website. Information and support 24/7.

**CALD Services**

- **Community Migrant Resource Centre (CMRC)**
  - Co-ordinates the development and provision of a range of services for newly arrived migrants, refugees and humanitarian entrants.

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

- **Blue Mountains Aboriginal Culture & Resource Centre**
  - Develop activities/programs to bring Aboriginal people together. Provides support, advocacy, resources, program development and activities. Located at Katoomba.
  - 02 4782 6569
Merana Aboriginal Association for the Hawkesbury
Provides an advocacy service, raises awareness of issues in the Indigenous and wider community. Provides support, resources and implements programs. Located at Richmond.
☎ 02 4588 5144

Philippine-Australian Community Services
Services the Filipino community in the Penrith LGA. Provides settlement assistance, case work, information, referrals, support groups, advocacy service. Located at Blacktown.
☎ 02 9672 3738

Afghan Community Support Association
Provides settlement service to Afghan community in the Blue Mountains, Hawkesbury, Penrith LGAs. Located at Blacktown.
☎ 02 9831 2436

NSW Multicultural Health Communication Service
☎ www.mhcs.health.nsw.gov.au

Diversity Health Institute
Free mental health advice in 50 languages.
☎ www.dhi.health.nsw.gov.au

Mental Health in Multicultural Australia
☎ www.mhima.org.au

Allergy & Anaphylaxis Australia
☎ www.allergyfacts.org.au

Drug and Alcohol Multicultural Education Centre
☎ 02 9699 3552 ☎ www.damec.org.au

Royal Life Saving
☎ www.nsw.royallifesaving.com.au

Kidsafe New South Wales
Information on road safety issues for parents in English, Chinese, Vietnamese, Arabic, Turkish.
☎ 02 9845 0890 ☎ www.kidsafensw.org/road-safety
☎ www.kidsafensw.org/downloadable-resources

Kids and Traffic Information
☎ 02 9805 3200 ☎ www.kidsandtraffic.mq.edu.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.
☎ 02 9286 1000 ☎ www.ombo.nsw.gov.au

My Language
Allows access to over 6 million information links on the internet in your language.
☎ www.mylanguage.gov.au

Settlement and Family Services “Parenting in a New Culture”
Free download information.
☎ 1800 770 712 ☎ www.spectrumvic.org.au

Family and Community Services (FACS)
Translated resources in community languages.
Aboriginal Support

The Aboriginal Medical Service Western Sydney (AMSWS)
Provides ‘wholistic’ comprehensive primary health care to the aboriginal community of western Sydney.

Aboriginal Counselling Services
ACS is established to help Aboriginal families and communities overcome some of the social issues which they are confronted with.
Office Address: Suite 4, 154-156 Queen Street, St Marys NSW
0410 539 905

Butucarbin Aboriginal Corporation (Hebersham)
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.
02 9832 7167

Gundungarra Tribal Council
The representative body for the traditional people of the Blue Mountains.

Muru Mittigar Aboriginal Education and Culture Centre
Provides a range of cultural services including: Aboriginal designed arts and crafts, traditional food, Aboriginal cultural awareness workshops and awareness activities. Open to the general public. Hire of the facilities also available.

Our Languages
Supports the 250 plus Aboriginal languages with resources including learning an Aboriginal language.

Australian Indigenous Health Info Net
An Internet resource with relevant information and knowledge on improving the health of Australia’s Indigenous people.

Family and Community Services (FACS)
Resources for Aboriginal parents and carers.

Families NSW
This easy to read and colourful series of booklets help Aboriginal families, parents and carers with parenting tips and family information to help grow up strong healthy kids.

Koomurri Management
Entertainment and Education in Aboriginal Culture.

Aboriginal Australia Resources
Find good books, movies, music and other resources like newsletters, postings or newspapers.

NITV (National Indigenous Television)

AIATSIS
The national research and collecting institution for information and research about the cultures and lifestyles of Aboriginal and Torres Strait Islander peoples, past and present.

State Library of Queensland
Virtual Books: traditional Aboriginal and Torres Strait Island stories.

ARDS: Aboriginal Resource and Development Services Inc.
Provides education and information in languages. Produces audio, DVD and print resources, Yolngu Radio.

State Library NSW: Australian Indigenous Services
The role of Indigenous Services team at the State Library of New South Wales is to work with Indigenous communities across NSW concerning the preservation and management of Indigenous documentary heritage resources. The team promotes Library services and collections to Indigenous communities, and provides advice on Indigenous matters.

ABC Indigenous
Provides news, programs, video, radio and other special topics relevant to the Indigenous Community.

Nepean Community & Neighbourhood Services
Providing a range of support services including: supported playgroups, carers groups. Koolyangarra Aboriginal Child & Family Centre provides brighter future team and supervised children’s contact visits and other children services.
Sydwest Multicultural Services Inc. 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.
☎ 02 9621 6633 www.sydwestmsi.org.au

Mt Druitt Ethnic Communities Agency Mt Druitt (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.
☎ 02 9625 9300 www.meca.org.au

Nepean Migrant Access (St Marys)
Provides information and referral services, casework, group work, advocacy, immigration advice to migrants in Penrith and Hawkesbury LGAs.
☎ 02 9833 2416 www.nma.org.au

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

Penrith ATSI Workers Project (South Penrith)
Provides support, information and referral services to Indigenous people in the Penrith LGA and a range of programs for families. Early Intervention Family Support Worker available.
☎ 02 4721 8520 www.spyns.org.au

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

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

TAFE NSW Western Sydney Institute
Blue Mountains, Nepean (Penrith), Mt Druitt, Richmond Campuses
Aboriginal Programs, Multicultural & Outreach coordinators.
☎ 131 870 www.wsi.tafensw.edu.au

TAFE – Nepean (Kingswood) Campus
Offers English for specific purposes, advanced English for migrants, English for vocational purposes.
Aboriginal Programs, Multicultural & Outreach Coordinators.
☎ 131 870

Nepean Community College
Provides English Literacy/Numeracy and ESL classes.

Penrith
☎ 02 4721 5368 www.ncc.nsw.edu.au

Katoomba
☎ 02 4782 3932 www.ncc.nsw.edu.au

ESL (English as a Second Language)
Providing trained teachers helping adults from all non-English speaking backgrounds for whom English is their second language.
✉ ststeves@tpg.com.au
☎ 02 4721 2124

bsites which promote inclusion
✉ www.raisingchildren.net.au
✉ www.resourcingparents.nsw.gov.au

Muru Mittigar Aboriginal Education and Cultural Centre
Provides a range of cultural services including Aboriginal designed arts and craft, Aboriginal cultural education workshops and awareness activities. Available Monday to Friday 9am-4pm.
☎ 02 4730 0400

Blue Mountains Family Support
Provides early intervention, family Support, Family counseling, Food Assistance and many more.
☎ 02 4782 1555 bmfss@pnc.com.au

Websites which promote inclusion
✉ www.raisingchildren.net.au
✉ www.resourcingparents.nsw.gov.au
### Recreational

**Reverse Garbage Co-operative**

Minimises waste through the reuse of practical resources for creative purposes for a small cost. Located at Marrickville.

📞 02 9569 3132

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**Toy Libraries**

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<th>Location</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Blackheath</td>
<td>02 4787 8893</td>
</tr>
<tr>
<td>Blaxland</td>
<td>02 4739 4284</td>
</tr>
<tr>
<td>Emu Plains</td>
<td>02 4735 5577</td>
</tr>
<tr>
<td>Katoomba</td>
<td>02 4780 5750</td>
</tr>
<tr>
<td>Lawson</td>
<td>02 4759 1446</td>
</tr>
<tr>
<td>Penrith</td>
<td>02 4732 8791</td>
</tr>
<tr>
<td>Springwood</td>
<td>02 4723 5040</td>
</tr>
<tr>
<td>St Claire</td>
<td>02 9670 6853</td>
</tr>
<tr>
<td>St Marys</td>
<td>02 4732 7455</td>
</tr>
<tr>
<td>Wentworth Falls</td>
<td>02 4757 2095</td>
</tr>
</tbody>
</table>
**REGION 9 – Sydney South West**

Camden, Campbelltown, Fairfield, Liverpool, Wollondilly

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**Children’s Services**

**Ethnic Community Services Co-operative (ECSC)**

Formerly known as Ethnic Child Care, Family and Community Services Co-operative.

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. Located at Marrickville.

- **(02 9569 1288)**
- **www.ecsc.org.au**

**Bicultural Support**

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. Located at Marrickville.

- **(02 9569 1288)**
- **biculturalsupport@ecsc.org.au**

**Children’s Services Central (CSCentral)**

Promotes and maintains high quality care and inclusion for all children in eligible childcare services in NSW. CSCentral provides children’s services in NSW with access to timely, appropriate, relevant, quality professional support and training. Located at Marrickville.

- **1800 157 818**
- **www.cscentral.org.au**

**Sydney South West ISA**

Managed by KU Children’s Services, Sydney South West ISA is a team of Inclusion Support Facilitators (ISFs). ISFs work directly with all early childhood education and care services in the Sydney South West region to provide practical support and facilitate access to a range of supports designed to build the capacity of services to create quality care environments inclusive of all children. Located at Narellan.

- **(02 4645 7400)**

**Community Childcare Co-operative Ltd (NSW)**

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. Located at Marrickville.

- **(02 8922 6444)**
- **www.ccccnsw.org.au**

**NSW Family Day Care (FDC) Association**

The peak body for FDC schemes and In-Home Care providers in NSW. Promotes and supports all aspects of Family Day Care in communities. Located at Summer Hill.

- **(02 9779 9999)**
- **www.nswfdc.org.au**

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**Network of Community Activities**

The peak body for Out Of School Hours Care Services in NSW. Provides information, advocacy, resources training and support. Located at Surry Hills.

- **(02 9212 3244)**
- **www.networkofcommunityactivities.org.au**

**Macarthur Diversity Services – Playgroup NSW**

Provides multicultural children and their carers with the opportunity to interact and learn through play.

- **(0 0417 439 610)**

**Ethno-Specific Childcare Centres**

These services are not cultural specific but are managed by the noted cultural organisation. They offer care for children of all cultures.

- **Roly Poly Childcare at Fairfield (Italian)**
  - **(02 9727 6033)**
- **Vattana Early Learning Centre at Cabramatta (Lao)**
  - **(02 9754 1941)**
- **Hiyas Ng Bayan Childcare Centre at Mt Pritchard (Filipino)**
  - **(02 9823 5425)**

**Interpreting Service Agencies**

**TIS – Translating and Interpreting Service**

- **131 450**

**Community Relations Commission Language Services (translating & interpreting)**

- **1300 651 500**

**Multicultural Health Care Interpreter Service**

- **1800 674 994**
Multicultural Resources

Various library branches hold a collection of CALD books, DVDs, CDs, magazines and newspapers. Story time sessions also available.

Bonnyrigg  Tel: 02 9725 0344
Camden  Tel: 02 4654 7951
Campbelltown  Tel: 02 4645 4436
Casula  Tel: 02 9601 5740
Fairfield  Tel: 02 9725 0370
Green Valley  Tel: 02 9821 9460
Liverpool  Tel: 02 9821 9460
Miller  Tel: 02 9607 7324
Moorebank  Tel: 02 9601 6880
Narellan  Tel: 02 4645 5039
Wetherill Park  Tel: 02 9725 0338
Whitlam Library (Cabramatta)  Tel: 02 9725 0365
Smithfield Library  Tel: 02 9725 0371

CALD/Indigenous Websites – Resources, Teaching Aides

Oxfam – Music and CDs
www.oxfam.org.au/shop

Magabala books (Indigenous books)
www.magabala.com

Serendib Craftlink – Multicultural craft/educational aides
www.serendibcrafts.com.au

Free Kindergarten Association (FKA)
www.fka.com.au

Australian Children’s Education and Care Quality Authority (ACECQA)
www.acecqa.gov.au

Inclusive Directions South Australia
www.directions.org.au

On-line books
www.gowrievictoria.org.au

Modern Teaching Aides
www.teaching.com.au

The Book Garden
www.thebookgarden.com.au

Indigenous Services at State Library NSW
02 9273 1577  www.sl.nsw.gov.au/indigenous

Lady Gowrie Library
Have an extensive range of early childhood references/resources. Located at Alexandria.
02 8571 9700  library@gowrie-sydney.com.au
www.gowrie-sydney.com.au

Education Service Australia (ESA)
www.esa.edu.au

Community Language Collection Directory

Indij Readers – Indigenous Books
www.indijreaders.com.au

Spectrum Migrant Resource Centre
1800 770 712  www.spectrumvic.org.au

Council Support
Bankstown Council
www.bankstown.nsw.gov.au

Fairfield City Council
www.fairfieldcity.nsw.gov.au

Liverpool City Council
www.liverpool.nsw.gov.au

Campbelltown City Council
www.campbelltown.nsw.gov.au

Camden Council
www.camden.nsw.gov.au

Wollondilly Shire Council
www.wollondilly.nsw.gov.au

IPSP Online Library
www.ipsplibrary.net.au

Department of Education
Transition to school for children with disability.
www.schools.nsw.edu.au/gotoschool/primary/transition

1800 Respect
National sexual assault, domestic and family violence hotline counselling and website. Information and support 24/7.
1800 737 732  www.1800respect.org.au
**Government Organisations**

**Department of Social Services**

**Family and Community Services (FACS)**

**Department of Immigration & Border Protection**

**Centrelink – Multilingual Service**

**Sydney Buses – NSW Government**
- 131 500 [www.sydneybuses.info](http://www.sydneybuses.info)

**City Rail**
- 131 500 [www.cityrail.info/timetable/index.jsp](http://www.cityrail.info/timetable/index.jsp)

**Local Bus Services**
- Busways Campbelltown, 02 9497 1800
- Westbus, 02 9890 0000 or 131 500

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**CALD Services**

**Community Migrant Resource Centre (CMRC)**

Co-ordinates the development and provision of a range of services for newly arrived migrants, refugees and humanitarian entrants.


**Ethnic Communities Council of NSW**

Peak community-based, non-government body in NSW representing ethnic communities. Provides information and assistance for a language or cultural group. Located at Waterloo.

- 02 9319 0288 [www.eccnsw.org.au](http://www.eccnsw.org.au)

**The NSW Spanish and Latin American Association for Social Assistance Inc. (SLASA)**

NSW SLASA is a community organisation which represents the different Spanish and Latin American communities of New South Wales. The objectives of NSW SLASA are to provide services to immigrants and refugees in order to facilitate their settlement in Australia.

- 02 9610 0288

**Australian Chinese Descendants Mutual Association**

Provides information, advice, referral, advocacy, English classes, recreational/educational activities, Chinese Language School to the Chinese community. Located at Canley Vale.

- 02 9727 2829

**South West Community Care Family First Program**


- 02 9728 0200

**Croatian Australian Welfare Centre**

Provides counseling, information and referral services for people of Croatian background. Located at St Johns Park.

- 02 9610 1146

**Khmer Community of NSW**

Offers Khmer community with case/group work, recreational activities, community development. Located at Bonnyrigg.

- 02 9823 3479

**Vietnamese Women’s Association in NSW**

Offers social/welfare services, case/group work, referrals, community development, training, advocacy, settlement help to Vietnamese women and their families. Located at Cabramatta.

- 02 9723 2022

**Greek Welfare Centre**

Provides information, advocacy, counseling, community development and education. Located at Liverpool.


**Philippine Australian Community Services Inc. – Campbelltown and Cabramatta**

Provides settlement support, assistance, information and referral services to people from the Filipino community.

- 02 4627 1188 & 02 9728 7880 [www.pacsi.org.au](http://www.pacsi.org.au)

**Vietnamese Community in Australia (VCA)**

Provides information, referrals, counseling, casework, advocacy, community education program, family support, community development. Located at Cabramatta.

- 02 9727 7599 [www.vietnamese.org.au](http://www.vietnamese.org.au)

**Assyrian Resources Centre**

Assisting in increasing social mobility of Assyrian community members in Sydney by provision of access to support services that meet their settlement and social engagement needs.

- [www.assyrian.org.au](http://www.assyrian.org.au)
Aboriginal Support

Gandangara - Local Aboriginal Land Council
Gandangara provides a range of social services, including health, housing, transport, employment and training to Aboriginal and Torres Strait Islander people.

www.gandangara.com.au

Tharawal Local Aboriginal Land Council
Assistance to improve and foster the social, economic, physical and mental wellbeing of its members and all Aboriginal people within the Tharawal LALC boundaries.

www.tharawal.com.au

KARI
Provides an Aboriginal Out-of-Home Care Program as well as a Community Program for the Aboriginal communities within Sydney’s South West.

www.kari.org.au

Our Languages
Supports the 250 plus Aboriginal languages with resources including learning an Aboriginal language.

www.ourlanguages.net.au

Australian Indigenous Health Info Net
An Internet resource with relevant information and knowledge on improving the health of Australia’s Indigenous people.

www.healthinfonet.ecu.edu.au

Family and Community Services (FACS)
Resources for Aboriginal parents and carers.


Families NSW
This easy to read and colourful series of booklets help Aboriginal families, parents and carers with parenting tips and family information to help grow up strong healthy kids.


Koomurri Management
Entertainment and Education in Aboriginal Culture.

www.koomurri.com

Aboriginal Australia Resources
Find good books, movies, music and other resources like newsletters, postings or newspapers.

www.creativespirits.info/resources/?/resources
NITV (National Indigenous Television)
www.nitv.org.au

AIATSIS
The national research and collecting institution for information and research about the cultures and lifestyles of Aboriginal and Torres Strait Islander peoples, past and present.

State Library of Queensland
Virtual Books: traditional Aboriginal and Torres Strait Island stories.
www.slq.qld.gov.au

ARD: Aboriginal Resource and Development Services Inc.
Provides education and information in languages. Produces audio, DVD and print resources, Yolŋu Radio.
www.ards.com.au

State Library NSW: Australian Indigenous Services
The role of Indigenous Services team at the State Library of New South Wales is to work with Indigenous communities across NSW concerning the preservation and management of Indigenous documentary heritage resources.

ABC Indigenous
Provides news, programs, video, radio and other special topics relevant to the Indigenous Community.
www.abc.net.au/indigenous

Waranwarin Aboriginal Child & Family Centre
Lot 100 Monaghan, Minto, 2566
02 9820 7447
www.lmrc.org.au

Websites which promote inclusion
www.raisingchildren.net.au
www.resourcingparents.nsw.gov.au

Liverpool Migrant Resource Centre
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 through community development services. Located at Liverpool.
02 9601 3788 www.lmrc.org.au

Macarthur Diversity Services (MDSI)
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. Located at Campbelltown.
02 4627 1188 www.mdsi.org.au

Southwest Community Centre
Provides refugee counseling.
02 9728 0200 www.anglicare.org.au

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

Immigrant Women’s Health Services
Provides health information and education workshops, language specific groups, legal advice, English classes, support and advocacy for migrant/refugee women. Located at Fairfield.
02 9726 4044

Cabramatta Community Centre
Community based organisation made up of the following: Fairfield Migrant Resource Centre - Provides advice, support, information, settlement services to newly arrive migrants/refugees, basic immigration advice and referrals services. Located at Cabramatta.
02 9727 0477 www.fmrc.net
NSW Multicultural Resources Guide: Region 9 - Sydney South West

**Neighbourhood Centre**
Provides Bilingual Welfare Services, advocacy, casework, referral services to migrant/refugee families. Involved in community development/activities.

📞 02 9727 0477

Provides occasional childcare services: ☎ 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 ☏ 02 9823 7542
- Canley Heights ☏ 02 9728 4973

**Cabramatta Youth Team**
Provides many services to young people in Fairfield LGA.

📞 02 9727 0477

**Multicultural Community Care Services**
Provide support and assistance to aged and people with disabilities. Located at Wetherill Park.

📞 02 8717 1500

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**Education**

**Open Training & Education Network (OTEN)**
Programs, courses, services specifically for people from CALD backgrounds.

📞 02 9715 8676 🌐 www.oten.tafensw.edu.au

**Liverpool TAFE – Outreach**
Provides courses for adults who have language barriers to formal education.

📞 02 9827 5100

**TAFE English Language Programmes**
Provides English, numeracy, literacy for people who have English as a second language. Located at Wetherill Park.

📞 02 9609 9211

**Campbelltown TAFE – South Western Institute**
Vocational/pre-vocational courses for migrants.

📞 02 4620 1700

**Multicultural Unit**

📞 02 9827 5107

**Navitas English**
English classes for migrants and refugees. Located at Cabramatta.

📞 02 9723 3126

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**Recreational**

**Reverse Garbage Co-operative**
Minimises waste through the reuse of practical resources for creative purposes for a small cost. Located at Marrickville.

📞 02 9569 3132

**Toy Libraries**

**CCC Toy Library at Narellan**

📞 02 4647 1283

**Mobile Toy & Book Library**

📞 02 4645 4301

**Noah's Ark Toy Library at Liverpool**

📞 02 9821 9453

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**Mt Pritchard Cabramatta West Community Centre**
Manages Mt Pritchard OOSH, Mt Pritchard Cabramatta West Project, Youth Outreach Project, Canley Heights Community Centre.

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- Canley Heights ☏ 02 9728 4973

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📞 02 9723 3126
REGION 10 – Illawarra
Kiana, Shellhabour, Shoalhaven, Wingecarribee, Wollongong, Jervis Bay Territory

Children’s Services

Ethnic Community Services Co-operative (ECSC)
Formerly known as Ethnic Child Care, Family and Community Services Co-operative.
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. Located at Marrickville.
☎ 02 9569 1288  ☞ www.ecsc.org.au

Bicultural Support
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. Located at Marrickville.
☎ 02 9569 1288  ☞ biculturalsupport@ecsc.org.au

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

Big Fat Smile, Include Me
The Illawarra Inclusion Support Agency (ISA) works directly with children’s services in their region. The ISA provides practical advice and facilitate access to a range of supports designed to build services’ capacity and in turn create a quality care environment inclusive of all children. Located at Corrimal.
☎ 02 4283 9900  ☞ www.bigfatsmile.com.au/inclusion-program/include-me

Network of Community Activities
The peak body for Out Of School Hours Care Services in NSW. Provides information, advocacy, resources training and support. Located at Surry Hills.
☎ 02 9212 3244
☞ www.networkofcommunityactivities.org.au

Community Childcare Co-operative Ltd (NSW)
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. Located at Marrickville.
☎ 02 8922 6444  ☞ www.ccccnsw.org.au

Playgroup NSW
Works with relevant stakeholders to provide a voice, support and opportunity for children and their carers to interact and learn through play. Located at Granville.
☎ 02 9684 9500 or 1800 171 882
☞ www.playgroupnsw.com.au

NSW Family Day Care (FDC) Association
The peak body for FDC schemes and In-Home Care providers in NSW. Promotes and supports all aspects of Family Day Care in communities. Located at Summer Hill.
☎ 02 9779 9999  ☞ www.nswfdc.org.au

Interpreting Service Agencies

TIS – Translating and Interpreting Service
☎ 131 450

Community Relations Commission Language Services (translating & interpreting)
☎ 1300 651 500

Multicultural Health Care Interpreter Service
☎ 1800 674 994
Various library branches hold a collection of CALD books, DVDs, CDs, magazines and newspapers. Story time sessions also available.

<table>
<thead>
<tr>
<th>Library</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Albion Park</td>
<td>02 4256 2001</td>
</tr>
<tr>
<td>Shellharbour</td>
<td>02 4295 1178</td>
</tr>
<tr>
<td>Bulli</td>
<td>02 4284 3066</td>
</tr>
<tr>
<td>Thirroul</td>
<td>02 4227 8191</td>
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<tr>
<td>Corrimal</td>
<td>02 4227 8179</td>
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<tr>
<td>Unanderra</td>
<td>02 4271 1217</td>
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<tr>
<td>Dapto</td>
<td>02 4227 8555</td>
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<td>Warilla</td>
<td>02 4297 2522</td>
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<tr>
<td>Helensburgh</td>
<td>02 4294 2185</td>
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<tr>
<td>Warrawong</td>
<td>02 4227 8133</td>
</tr>
<tr>
<td>Kiama</td>
<td>02 4233 1133</td>
</tr>
<tr>
<td>Wollongong</td>
<td>02 4227 7414</td>
</tr>
<tr>
<td>Oak Flats</td>
<td>02 4256 3772</td>
</tr>
</tbody>
</table>

**CALD/Indigenous Websites - Resources, Teaching Aides**

- **Oxfam - Music and CDs**

- **Magabala books (Indigenous books)**
  - [www.magabala.com](http://www.magabala.com)

- **Serendib Craftlink - Multicultural craft/educational aides**

- **Free Kindergarten Association (FKA)**

- **Australian Children’s Education and Care Quality Authority (ACECQA)**
  - [www.acecqa.gov.au](http://www.acecqa.gov.au)

- **Inclusive Directions South Australia**
  - [www.directions.org.au](http://www.directions.org.au)

- **On-line books**
  - [www.gowrievictoria.org.au](http://www.gowrievictoria.org.au)

- **Modern Teaching Aides**

**The Book Garden**

**Indigenous Services at State Library NSW**

**Gowrie Resource Centre**
Have an extensive range of early childhood references/resources. Located at Erskenville.

**Education Service Australia (ESA)**
- [www.esa.edu.au](http://www.esa.edu.au)

**Community Language Collection Directory**

**Indij Readers – Indigenous Books**

**Dust Echoes**
Online indigenous dreamtime stories
- [www.abc.net.au/dustechoes](http://www.abc.net.au/dustechoes)

**Our Community**
Australia’s Online Centre for the nation’s not-for-profits services and schools, providing directories of resources to groups.

**IPSP Online Library**
- [www.ipsplibrary.net.au](http://www.ipsplibrary.net.au)

**Department of Education**
Transition to school for children with disability.

**1800 Respect**
National sexual assault, domestic and family violence hotline counselling and website. Information and support 24/7.
- 1800 737 732  - [www.1800respect.org.au](http://www.1800respect.org.au)

**Community Migrant Resource Centre (CMRC)**
Co-ordinates the development and provision of a range of services for newly arrived migrants, refugees and humanitarian entrants.
Multicultural Communities Council of Illawarra
It is the umbrella group for CALD communities in Illawarra. Develops projects, provides information, assistance, referrals, welfare, advocacy.
☎ 02 4229 7566  🏭 www.mcci.com.au

Greek Welfare Centre
Provide support, information, advocacy, referrals and welfare assistance to the Greek community. Located at Wollongong.
☎ 02 4228 1609  🏭 www.greekorthodox.org.au/general

Macedonian Welfare Association
Provides information, advice, referral, advocacy, welfare and immigration assistance. Located at Port Kembla.
☎ 02 4275 2266

South Coast Portuguese Association
Provides welfare assistance, information, referrals and advocacy to the Portuguese community. Located at Warrawong.
☎ 02 4274 3664

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

Vietnamese Association
Provides assistance, support and information to the Vietnamese community. Located at Warrawong.
☎ 02 4276 1919  ☎ 02 4262 8100

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

Government Organisations

Department of Social Services
-www.dss.nsw.gov.au

Family and Community Services (FACS)
-www.community.nsw.gov.au

Department of Immigration & Border Protection
☎ 131 881  🏭 www.immi.gov.au

Centrelink – Multilingual Service
☎ 131 202

NSW Multicultural Health Communication Service
-www.mhcs.health.nsw.gov.au

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

Mental Health in Multicultural Australia
-www.mhima.org.au

Allergy & Anaphylaxis Australia
-www.allergyfacts.org.au

Drug and Alcohol Multicultural Education Centre
☎ 02 9699 3552  🏭 www.damec.org.au

Royal Life Saving
-www.nsw.royallifesaving.com.au

Kidsafe New South Wales
Information in English, Chinese, Vietnamese, Arabic, Turkish.
☎ 02 9845 0890  🏭 www.kidsafensw.org/road-safety
-www.kidsafensw.org/downloadable-resources

Kids and Traffic
☎ 02 9805 3200  🏭 www.kidsandtraffic.mq.edu.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.
☎ 02 9286 1000  🏭 www.ombo.nsw.gov.au

My Language
Allows access to over 6 million information links on the internet in your language.
-www.mylanguage.gov.au

Settlement and Family Services “Parenting in a New Culture”
☎ 1800 770 712  🏭 www.spectrumvic.org.au

Family and Community Services (FACS)
Translated resources in community languages.

Translated Material

NSW Multicultural Health Communication Service
-www.mhcs.health.nsw.gov.au

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

Mental Health in Multicultural Australia
-www.mhima.org.au

Allergy & Anaphylaxis Australia
-www.allergyfacts.org.au

Drug and Alcohol Multicultural Education Centre
☎ 02 9699 3552  🏭 www.damec.org.au

Royal Life Saving
-www.nsw.royallifesaving.com.au

Kidsafe New South Wales
Information in English, Chinese, Vietnamese, Arabic, Turkish.
☎ 02 9845 0890  🏭 www.kidsafensw.org/road-safety
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Family and Community Services (FACS)
Translated resources in community languages.
Wollongong City Council
Provide on-site, face-to-face interpreting for public, community and private sector agencies for case work, client assessment, community consultations, conferences, counseling, group information sessions, home visits, international delegations, interviews and public meetings. Interpreters for over 32 languages are available.

Aboriginal Australia Resources
Find good books, movies, music and other resources like newsletters, postings or newspapers.

NITV (National Indigenous Television)

State Library of Queensland
Virtual Books: traditional Aboriginal and Torres Strait Island stories.

ARDS: Aboriginal Resource and Development Services Inc.
Provides education and information in languages. Produces audio, DVD and print resources.

Yolŋu Radio

State Library NSW: Australian Indigenous Services
The role of Indigenous Services team at the State Library of New South Wales is to work with Indigenous communities across NSW concerning the preservation and management of Indigenous documentary heritage resources.

ABC Indigenous
Provides news, programs, video, radio and other special topics relevant to the Indigenous Community.

Bringing them home
National Inquiry into the Separation of Aboriginal and Torres Strait Islander Children from Their Families. Human rights education resource kit to use in the classroom or community.

Secretariat of National Aboriginal and Islander Child Care
Encouraging services to work and build relationships with Aboriginal and Torres Strait Islander Families.

Yulunga Traditional Indigenous Games
Implementation of Indigenous Australian games through resources in the education curriculum.

Sisters dreaming - Aboriginal Resources
Resources to support the teaching and learning of Indigenous culture.
Illawarra Multicultural Services
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 (Macedonian and Spanish). Family Support Workers and Multicultural Resource Library available. Located at Wollongong.
☎ 02 4229 6855  🌐 www.ims.org.au

Cringila Community Co-operative
Provides information, advice and referrals for people of CALD backgrounds and general community, Macedonian Women's, Arabic and Turkish women's groups. Multicultural Playgroup, Southern Suburbs Mobile Preschool and Vacation Care services.
☎ 02 4274 4033

Nowra Neighbourhood Centre
Provides information, referrals and advocacy service, community development support and community activities to the general and Indigenous community.
☎ 02 4421 5077

Ulladulla & Districts Community Resource Centre
Provides an information and referral service, active in community development. Community Co-ordinator available.
☎ 02 4454 0477

Highlands Community Centre
Provides information, referrals and advocacy services and proactive in community development. Located at Bowral.
☎ 02 4862 1122

Careways Community
Provides community services to disadvantaged and marginalized people, with youth activities combining Indigenous and mainstream programs.
☎ 02 4262 1918  🌐 www.careways.org.au

Flinders Child & Family Centre
Provides support, information, referrals, and casework services for child and family issues in the community.
☎ 02 4297 6758

Albion Park Youth and Community Care
Provides information/referral service, identifies community needs and develops services/programs. Women's Support Groups are available as well as a Community Garden.
☎ 02 4257 3342

Berkeley Neighbourhood Centre
Provides information, advocacy, referrals, support service.
☎ 02 4271 1661

North Kiama Neighbourhood Centre
Provides information, advocacy, support and referral services to community. Offers Playgroup, Kiama Community College courses and active in community development.
☎ 02 4237 8422

Navitas English – Humanitarian Settlement Services (HSS)
Provides a vast range of settlement services for newly arrived migrants in the Illawarra area.
☎ 02 4228 0063

SCARF – Strategy Community Assistance for Refugee Families at Corrimal
☎ 02 4285 2952  🌐 www.scarf1.org.au

Illawarra Multicultural Services
Coordinates a total of four supported playgroups throughout the region.
☎ 02 4229 6855

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

TAFE NSW Illawarra Institute
Aboriginal Programs ☎ 02 4229 0509 or 02 4229 0396

TAFE – Moss Vale Campus
Aboriginal Programs ☎ 02 6298 4421
Multicultural Education Co-ordinator ☎ 02 4229 0151

Education cont. ➤
Adult Migrant English Program (AMEP)
Provides free English classes to newly arrived migrants.

TAFE (Wollongong Campus) ☎ 02 4229 0025
TAFE (Nowra Campus – Bomaderry) ☎ 02 4421 9888
Workers’ Education Assoc. (Wollongong) ☎ 02 4226 1622
Southeast Community College (5th Nowra) ☎ 02 4423 0315

Association of Illawarra Community Language School (AICLS)
Offers community language classes for children on weekend and after school hours.

Recreational

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

Toy Libraries

Illawarra (Unanderra) ☎ 02 4272 6036
Milton Library (Milton) ☎ 02 4429 8916
Noah’s Ark Centre (Nowra) ☎ 02 4423 5022
The Toy Box Centre (Bowral) ☎ 02 4861 4054

Toys to You
Sydney, Wollongong and the Southern Highlands.
☎ 02 9543 1409

Scribbly Gum Library
Managed by Big Fat Smile and provides more than just a toy library with wide range of children’s play equipment, instruments, reference materials, books, videos, journals and educator training kits as well as multicultural music and disability resources.
REGION 11 – NSW South East
Bega Valley, Bombala, Boorowa, Cooma-Monaro, Teralang, Eurobodalla, Goulburn-Mulwaree, Queanbeyan, Upper Lachlan, Harden, Snowy River, Yass, Young

Children’s Services

Ethnic Community Services Co-operative (ECSC)
Formerly known as Ethnic Child Care, Family and Community Services Co-operative.
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. Located at Marrickville.
☎ 02 9569 1288   www.ecsc.org.au

Bicultural Support
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. Located at Marrickville.
☎ 02 9569 1288   biculturalsupport@ecsc.org.au

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

Big Fat Smile, Include Me
The NSW South East Inclusion Support Agency (ISA) works directly with children's services in their region. The ISA provides practical advice and facilitate access to a range of supports designed to build services’ capacity and in turn create a quality care environment inclusive of all children. Located at Corrimal.
☎ 02 4283 9900
 www.bigfatsmile.com.au/inclusion-program/include-me

Network of Community Activities
The peak body for Out Of School Hours Care Services in NSW. Provides information, advocacy, resources training and support. Located at Surry Hills.
☎ 02 9212 3244
 www.networkofcommunityactivities.org.au

Community Childcare Co-operative Ltd (NSW)
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. Located at Marrickville.
☎ 02 8922 6444   www.ccccnsw.org.au

Playgroup NSW
Works with relevant stakeholders to provide a voice, support and opportunity for children and their carers to interact and learn through play. Located at Granville.
☎ 02 9684 9500 or 1800 171 882
 www.playgroupnsw.com.au

NSW Family Day Care (FDC) Association
The peak body for FDC schemes and In-Home Care providers in NSW. Promotes and supports all aspects of Family Day Care in communities. Located at Summer Hill.
☎ 02 9779 9999   www.nswfdc.org.au

Interpreting Service Agencies

TIS – Translating and Interpreting Service
☎ 131 450

Community Relations Commission Language Services (translating & interpreting)
☎ 1300 651 500

Multicultural Health Care Interpreter Service
☎ 1800 674 994
### Multicultural Resources

Various library branches hold a collection of CALD books, DVDs, CDs, magazines and newspapers. Story time sessions also available.

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Batemans Bay</td>
<td>02 4472 5850</td>
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<tr>
<td>Bega</td>
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<tr>
<td>Bermagui</td>
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<td>Boorowa</td>
<td>02 6380 2000</td>
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<td>02 6455 1730</td>
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<td>Gunning</td>
<td>02 4845 1231</td>
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<td>02 6499 2482</td>
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<td>Queanbeyan</td>
<td>02 6285 6238</td>
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<tr>
<td>Yass</td>
<td>02 6226 1305</td>
</tr>
<tr>
<td>Young</td>
<td>02 6382 1886</td>
</tr>
</tbody>
</table>

### CALD/Indigenous Websites - Resources, Teaching Aides

- **Oxfam - Music and CDs**
- **Magabala books (Indigenous books)**
  - [www.magabala.com](http://www.magabala.com)
- **Serendib Craftlink - Multicultural craft/educational aides**
- **Free Kindergarten Association (FKA)**
- **Australian Children's Education and Care Quality Authority (ACECQA)**
  - [www.acecqa.gov.au](http://www.acecqa.gov.au)
- **Inclusive Directions South Australia**
  - [www.directions.org.au](http://www.directions.org.au)
- **On-line books**
  - [www.gowrievictoria.org.au](http://www.gowrievictoria.org.au)
- **Modern Teaching Aides**
- **The Book Garden**
- **Indigenous Services at State Library NSW**
  - 02 9273 1577
- **Gowrie Resource Centre**
  - 02 8594 4212
- **Education Service Australia (ESA)**
  - [www.esa.edu.au](http://www.esa.edu.au)
- **Community Language Collection Directory**
- **Indij Readers - Indigenous Books**
- **Spectrum Migrant Resource Centre**
  - 1800 770 712
  - [www.spectrumvic.org.au](http://www.spectrumvic.org.au)
- **Dust Echoes**
  - Online indigenous dreamtime stories.
  - [www.abc.net.au/dustechoes](http://www.abc.net.au/dustechoes)
- **Our community**
  - Australia's Online Centre for the not-for-profits services and schools, providing directories of resources to groups including Indigenous, multicultural, special needs and families.
- **IPSP Online Library**
  - [www.ipsplibrary.net.au](http://www.ipsplibrary.net.au)
- **Department of Education**
  - Transition to school for children with disability.
- **1800 Respect**
  - National sexual assault, domestic and family violence hotline counselling and website. Information and support 24/7.
  - 1800 737 732
  - [www.1800respect.org.au](http://www.1800respect.org.au)
CALD Services

Community Migrant Resource Centre (CMRC)
Co-ordinates the development and provision of a range of services for newly arrived migrants, refugees and humanitarian entrants.

www.cmrc.com.au

Ukrainian Australian Social Association
Provides assistance and support to the Ukrainian community. Aims to preserve the culture through celebration of Ukrainian language and traditions. Provides a Women's Group. Located at Queanbeyan.

02 6297 9841 www.azeukes.com

Australian & New Zealand Maori Cultural School of Dreams
Provides assistance and support to the Maori community and offers Maori language classes. Located at Queanbeyan.

0403 364 428

Macedonian Community of Queanbeyan
Undertakes cultural, educational and social activities for people in the Macedonian community. Provides language classes and traditional Macedonian dancing classes.

02 6295 0530

Czechoslovak Australian Association
Provides assistance and support for the Czechoslovakian community. Located at Queanbeyan.

0407 268 403 www.beseda.org.au

Monaro Family Support Service hosts “MAGIC”
Multicultural Activity Group In Cooma offering settlement support. This program is the sole point of contact in this region for people from CALD backgrounds.

02 6452 3450 cooma@monarofss.ngo.org.au

Translated Material

NSW Multicultural Health Communication Service
www.mhcs.health.nsw.gov.au

Diversity Health Institute
Free mental health advice in 50 languages.

www.dhi.health.nsw.gov.au

Mental Health in Multicultural Australia
www.mhima.org.au

Allergy & Anaphylaxis Australia
www.allergyfacts.org.au

Drug and Alcohol Multicultural Education Centre
www.damec.org.au

Royal Life Saving
www.nsw.royallifesaving.com.au

Kidsafe New South Wales
Information in English, Chinese, Vietnamese, Arabic, Turkish.

02 9845 0890 www.kidsafensw.org/road-safety

www.kidsafensw.org/downloadable-resources

Kids and Traffic
02 9805 3200 www.kidsandtraffic.mq.edu.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.

02 9286 1000 www.ombo.nsw.gov.au

My Language
Allows access to over 6 million information links on the internet in your language.

www.mylanguage.gov.au

 Settlement & Family Services “Parenting in a New Culture”
Free download information.

1800 770 712 www.spectrumvic.org.au

Family and Community Services (FACS)
Translated resources in community languages.


Government Organisations

Department of Social Services
www.dss.nsw.gov.au

Family and Community Services (FACS)
www.community.nsw.gov.au

Department of Immigration & Border Protection
131 881 www.immi.gov.au

Centrelink – Multilingual Service
131 202

Printed by Encompass Publishing Services
Prepared for NSW Government
65
Aboriginal Support

Our Languages
Supports the 250 plus Aboriginal languages with resources including learning an Aboriginal language.

www.ourlanguages.net.au

Australian Indigenous Health Info Net
An Internet resource with relevant information and knowledge on improving the health of Australia’s Indigenous people.

www.healthinfonet.ecu.edu.au

Family and Community Services (FACS)
Resources for Aboriginal parents and carers.


Families NSW
This easy to read and colourful series of booklets help Aboriginal families, parents and carers with parenting tips and family information to help grow up strong healthy kids.


Koomurri Management
Entertainment and Education in Aboriginal Culture.

www.koomurri.com

Aboriginal Australia Resources
Find good books, movies, music and other resources like newsletters, postings or newspapers.

www.creativespirits.info/resources/?/resources

NITV (National Indigenous Television)

www.nitv.org.au

AIATSIS
The national research and collecting institution for information and research about the cultures and lifestyles of Aboriginal and Torres Strait Islander peoples, past and present.


State Library of Queensland
Virtual Books: traditional Aboriginal and Torres Strait Island stories.

www.spl.qld.gov.au

ARDS: Aboriginal Resource and Development Services Inc.
Provides education and information in languages. Produces audio, DVD and print resources.

Yolŋu Radio www.ards.com.au

State Library NSW: Australian Indigenous Services
The role of Indigenous Services team at the State Library of New South Wales is to work with Indigenous communities across NSW concerning the preservation and management of Indigenous documentary heritage resources. The team promotes Library services and collections to Indigenous communities, and provides advice on Indigenous matters.


ABC Indigenous
Provides news, programs, video, radio and other special topics relevant to the Indigenous Community.

www.abc.net.au/indigenous

Bringing them home: National Inquiry into the Separation of Aboriginal and Torres Strait Islander Children from Their Families
Human rights education resource kit to use in the classroom or community.

www.humanrights.gov.au/sites/default/files/content/education/bringing_them_home/rightsED_Bringing_them_home.pdf

Secretariat of National Aboriginal and Islander Child Care
Encouraging services to work and build relationships with Aboriginal and Torres Strait Islander families.


Yulunga Traditional Indigenous Games
Implementation of Indigenous Australian games through resources in the education curriculum.


Sisters dreaming - Aboriginal Resources

www.sistersdreaming.com.au

Websites which promote inclusion

www.raisingchildren.net.au
www.resourcingparents.nsw.gov.au

Community Organisations

Goulburn Multicultural Centre (GMC)
provides support services to migrants & refugees settling in Goulburn Mulwaree region of NSW Australia.

www.gmc.org.au/cms/?q=node/15

Queanbeyan Community Health Centre
Provides information and advice on health and social matters. Offers counseling, support and advocacy for clients.

02 6298 9233
Jerrabomberra Community Centre
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.
☎ 02 6299 9229

Lower Lachlan Community Services
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. Located at Lake Cargelligo.
☎ 02 6898 1151

Queanbeyan Multilingual Centre
Provides community service for people of CALD backgrounds, who live in Queanbeyan and surrounding regions. Provides job 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.
☎ 02 6297 6110  🌐 www.qmlc.org.au

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

Community Health Centers
Cooma ☎ 02 6455 3201
Berridale ☎ 02 6456 3625
Jindabyne ☎ 02 6457 2074
Bombala ☎ 02 6458 3106

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

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

TAFE NSW – Illawarra (Yass, Queanbeyan, Cooma Campuses)
Aboriginal Education and Training Unit ☎ 02 4421 9817
Aboriginal Programs Contact ☎ 02 6298 4421
Multicultural Education Co-ordinator ☎ 02 4229 0151

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

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

TAFE NSW – Illawarra Institute (Moruya Campus)
Aboriginal Programs Contact ☎ 02 4474 1820
Multicultural Education Co-ordinator ☎ 02 4229 0151
Disability Support ☎ 02 4474 1800

Recreational
Toy Libraries

Monaro Early Intervention (Cooma)
☎ 02 6452 7424
Queanbeyan Toy Library
☎ 02 6298 0238

Sapphire Community Centre (Merimbula)
☎ 02 6495 3244
Anglicare Toy Library (Batemans Bay)
☎ 02 4475 0900
Bega Valley
☎ 02 6496 1918
REGION 12 – NSW South West


Children’s Services

Ethnic Community Services Co-operative (ECSC)

Formerly known as Ethnic Child Care, Family and Community Services Co-operative.

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. Located at Marrickville.

☎ 02 9569 1288  www.ecsc.org.au

Bicultural Support

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. Located at Marrickville.

☎ 02 9569 1288  biculturalsupport@ecsc.org.au

Children’s Services Central (CSCentral)

Promotes and maintains high quality care and inclusion for all children in eligible childcare services in NSW. CSCentral provides children’s services in NSW with access to timely, appropriate, relevant, quality professional support and training. Located at Marrickville.

☎ 1800 157 818  www.cscentral.org.au

NSW South West ISA

Managed by KU Children’s Services, NSW South West ISA is a team of Inclusion Support Facilitators (ISFs). ISFs work directly with all early childhood education and care services in the NSW South West region to provide practical support and facilitate access to a range of supports designed to build the capacity of services to create quality care environments inclusive of all children.

☎ 02 6926 5982

Network of Community Activities

The peak body for Out Of School Hours Care Services in NSW. Provides information, advocacy, resources training and support. Located at Surry Hills.

☎ 02 9212 3244

Community’s Services

Ethnic Community Services Co-operative Ltd (NSW)

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. Located at Marrickville.

☎ 02 8922 6444  www.ccccnsw.org.au

Playgroup NSW

Works with relevant stakeholders to provide a voice, support and opportunity for children and their carers to interact and learn through play. Located at Granville.

☎ 02 9684 9500 or 1800 171 882  www.playgroupnsw.com.au

NSW Family Day Care (FDC) Association

The peak body for FDC schemes and In-Home Care providers in NSW. Promotes and supports all aspects of Family Day Care in communities. Located at Summer Hill.

☎ 02 9779 9999  www.nswfdc.org.au

Interpreting Service Agencies

TIS – Translating and Interpreting Service


Community Relations Commission Language Services (translating & interpreting)

☎ 1300 651 500

Multicultural Health Care Interpreter Service

☎ 1800 674 994
Multicultural Resources

Various library branches hold a collection of CALD books, DVDs, CDs, magazines and newspapers. Story time sessions also available.

Albury: 02 6023 8333
Berrigan: 03 5888 5185
Carrathool: 02 6967 2503
Cootamundra: 02 6940 2200
Corowa: 02 6033 8942
Deniliquin: 03 5898 3100
Jerilderie: 03 5886 1868
Griffith: 02 6962 8300
Gundagai: 02 6944 0270
Holbrook: 02 6036 3262
Junee: 02 6924 2111
Leeton: 02 6953 0945
Narrandera: 02 6959 5585
Temora: 02 6977 1781
Tumbarumba: 02 6948 2725
Wentworth: 02 5027 5060
Wagga Wagga: 02 6926 9700

CALD/Indigenous Websites - Resources, Teaching Aides

Oxfam - Music and CDs
www.oxfam.org.au/shop

Magabala books (Indigenous books)
www.magabala.com

Serendib Craftlink - Multicultural craft/educational aides
www.serendibcrafts.com.au

Free Kindergarten Association (FKA)
www.fka.com.au

Australian Children's Education and Care Quality Authority (ACECQA)
www.acecqa.gov.au

Inclusive Directions South Australia
www.directions.org.au

On-line books
www.gowrievictoria.org.au

Modern Teaching Aides
www.teaching.com.au

The Book Garden
www.thebookgarden.com.au

Indigenous Services at State Library NSW
02 9273 1577 www.sl.nsw.gov.au/indigenous

Gowrie Resource Centre
Located at Erskenville.
02 8594 4212 www.gowriensw.com.au

Education Service Australia (ESA)
www.esa.edu.au

Community Language Collection Directory

Indij Readers – Indigenous Books
www.indijreaders.com.au

Spectrum Migrant Resource Centre
1800 770 712 www.spectrumvic.org.au

Dust Echoes
Online indigenous dreamtime stories.
www.abc.net.au/dustechoes

Our community
Australia's Online Centre for the not-for-profits services and schools, providing directories of resources to groups including Indigenous, multicultural, special needs and families.
www.ourcommunity.com.au/directories/directories_article.jsp?articleId=3487

Central Murrumbidgee EASY Guide
Enhancing better access and building relationships in services and schools.

IPSP Online Library
www.ipsplibrary.net.au

Department of Education
Transition to school for children with disability.
www.schools.nsw.edu.au/gotoschool/primary/transition

1800 Respect
National sexual assault, domestic and family violence hotline counselling and website. Information and support 24/7.
1800 737 732 www.1800respect.org.au
Government Organisations

Department of Social Services
www.dss.nsw.gov.au

Family and Community Services (FACS)
www.community.nsw.gov.au

Department of Immigration & Border Protection
131 881 www.immi.gov.au

Centrelink – Multilingual Service
131 202

CALD Services

Community Migrant Resource Centre (CMRC)
Co-ordinates the development and provision of a range of services for newly arrived migrants, refugees and humanitarian entrants.
www.cmrc.com.au

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

Albury Wadonga South African Group
Provide support, information and assistance to the South African and newly arrived migrants.
www.awsag.org.au

Polish Association at Thurgoona
02 6043 1176

Thai Community
Provides counseling, assistance, information and support to the Thai community and new migrants. Located at Albury.
0415 659 275 or 02 6021 7449

Alliance Francaise
Provides information, support, French language classes and social group activities to people in the community from a French background. Located at Albury.
02 6025 5989 or 0407 734 751 www.afalbury.org.au

The Baha’i Community of Albury
02 6043 2950 www.wodonga@bahai.org.au

Greek Orthodox Community of Albury
Supporting the Greek community of Albury and Wodonga.
02 6025 3080

Islamic Society of Albury Wodonga
Advocate, support, assist and develop the Muslim communities of regional NSW and Victoria.
www.isawmasjid.org

African Union Albury/Wodonga
0469 269 351

Riverina Chinese Association
02 6025 2799

Translated Material

NSW Multicultural Health Communication Service
www.mhcs.health.nsw.gov.au

Diversity Health Institute
Free mental health advice in 50 languages.
www.dhi.health.nsw.gov.au

Mental Health in Multicultural Australia
www.mhima.org.au

Allergy & Anaphylaxis Australia
www.allergyfacts.org.au

Drug and Alcohol Multicultural Education Centre
02 9699 3552 www.damec.org.au

Royal Life Saving
www.nsw.royallifesaving.com.au

Kidsafe New South Wales
Information in English, Chinese, Vietnamese, Arabic, Turkish.
02 9845 0890 www.kidsafensw.org/road-safety
www.kidsafensw.org/downloadable-resources

Kids and Traffic
02 9805 3200 www.kidsandtraffic.mq.edu.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.
☎ 02 9286 1000 ☏ www.ombo.nsw.gov.au

My Language
Allows access to over 6 million information links on the internet in your language.
☎ www.mylanguage.gov.au

Settlement and Family Services “Parenting in a New Culture”
Free download information.
☎ 1800 770 712 ☏ www.spectrumvic.org.au

Family and Community Services (FACS)

Aboriginal Support
Albury Wodonga Aboriginal Health Service
To Provide and improve health outcomes for our local Aboriginal community with a range of culturally appropriate, flexible, reliable, professional and viable health and wellbeing services, to strengthen, nurture, enhance and maintain the overall quality of life of our community members.

Our Languages
Supports the 250 plus Aboriginal languages with resources including learning an Aboriginal language.
☎ www.ourlanguages.net.au

Australian Indigenous Health Info Net
An Internet resource with relevant information and knowledge on improving the health of Australia’s Indigenous people.
☎ www.healthinfonet.ecu.edu.au

Families NSW
This easy to read and colourful series of booklets help Aboriginal families, parents and carers with parenting tips and family information to help grow up strong healthy kids.

Koomurri Management
Entertainment and Education in Aboriginal Culture.
☎ www.koomurri.com

Aboriginal Australia Resources
Find good books, movies, music and other resources like newsletters, postings or newspapers.
☎ www.creativespirits.info/resources/?/resources

NITV (National Indigenous Television)
☎ www.nitv.org.au

AIATSIS
The national research and collecting institution for information and research about the cultures and lifestyles of Aboriginal and Torres Strait Islander peoples, past and present.

State Library of Queensland
Virtual Books: traditional Aboriginal & Torres Strait Island stories.
☎ www.slq.qld.gov.au

ARDS: Aboriginal Resource and Development Services Inc.
Provides education and information in languages. Produces audio, DVD and print resources.
☎ www.ards.com.au

State Library NSW: Australian Indigenous Services
The role of Indigenous Services team at the State Library of New South Wales is to work with Indigenous communities across NSW concerning the preservation and management of Indigenous documentary heritage resources. The team promotes Library services and collections to Indigenous communities, and provides advice on Indigenous matters.

ABC Indigenous
Provides news, programs, video, radio and other special topics relevant to the Indigenous Community.
☎ www.abc.net.au/indigenous

Bringing them home: National Inquiry into the Separation of Aboriginal and Torres Strait Islander Children from Their Families
Human rights education resource kit to use in the classroom or community.
☎ www.humanrights.gov.au/sites/default/files/content/education/bringing_them_home/rightsED_Bringing_them_home.pdf
Secretariat of National Aboriginal and Islander Child Care
Encouraging services to work and build relationships with Aboriginal and Torres Strait Islander families.

Yulong Traditional Indigenous Games
Implementation of Indigenous Australian games through resources in the education curriculum.

Websites which promote inclusion
www.raisingchildren.net.au
www.resourcingparents.nsw.gov.au

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

Multicultural Disability Advocacy Association
Provides information, advice, referral and individual/family advocacy services to people from CALD backgrounds with a disability and their carers. Located at Griffith.
02 6962 5399 www.mdaa.org.au

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

Narrandera Community Support Services
Offer wide range of service including Aboriginal home care.

Wagga Wagga City Library
Provides community directory online

Education

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

TAFE NSW – Aboriginal Programs
Albury, Corowa, Hay, Deniliquin 02 6058 2880
Narrandera, Leeton, Griffith 02 6962 0434
Wagga, Tumut, Temora, Cootamundra 02 6938 1263

TAFE – English for Speakers of Other Languages (ESOL)
Albury 02 6058 2849
Cootamundra 02 6822 1344
Corowa 02 6033 7400
Deniliquin 03 5882 2000
Griffith 02 6962 0405
Hay 02 6993 1330
Leeton 02 6953 9600
Narrandera 02 6959 5400
Temora 02 6977 3700
Tumut 02 6981 4809
Wagga 02 6938 1300
Recreational

Toy Libraries

Corowa Toy Library
☎ 02 6033 4423

Deniliquin Toy Library
☎ 03 5881 4886

Jerilderie Toy Library
☎ 03 5886 1868

Woodstock Toy Library
☎ 03 6025 5041
REGION 13 – NSW Central West

Bathurst, Bland, Blayney, Cabonne, Cowra, Evans, Forbes, Lachlan, Lithgow, Oberon, Orange, Parkes, Rylstone, Weddin

Children’s Services

Ethnic Community Services Co-operative (ECSC)
Formerly known as Ethnic Child Care, Family and Community Services Co-operative.
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. Located at Marrickville.
☎ 02 9569 1288   www.ecsc.org.au

Bicultural Support
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. Located at Marrickville.
☎ 02 9569 1288   biculturalsupport@ecsc.org.au

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

Gowrie NSW Inclusion Support Agency
The NSW Central West Inclusion Support Agency (ISA) works directly with children’s services in their region. The ISA provides practical advice and facilitates access to a range of supports, designed to build services’ capacity to create a quality care environment inclusive of all children. Located at Bathurst.
☎ 02 6331 4333

Network of Community Activities
The peak body for Out Of School Hours Care Services in NSW. Provides information, advocacy, resources training and support. Located at Surry Hills.
☎ 02 9212 3244   www.networkofcommunityactivities.org.au

Community Childcare Co-operative Ltd (NSW)
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. Located at Marrickville.
☎ 02 8922 6444   www.ccccnsw.org.au

Playgroup NSW
Works with relevant stakeholders to provide a voice, support and opportunity for children and their carers to interact and learn through play. Located at Granville.
☎ 02 9684 9500 or 1800 171 882   www.playgroupnsw.com.au

NSW Family Day Care (FDC) Association
The peak body for FDC schemes and In-Home Care providers in NSW. Promotes and supports all aspects of Family Day Care in communities. Located at Summer Hill.
☎ 02 9779 9999   www.nswfdc.org.au

Interpreting Service Agencies

TIS – Translating and Interpreting Service
☎ 131 450

Community Relations Commission Language Services (translating & interpreting)
☎ 1300 651 500

Multicultural Health Care Interpreter Service
☎ 1800 674 994
Various library branches hold a collection of CALD books, DVDs, CDs, magazines and newspapers. Story time sessions also available.

- Bathurst: 02 6333 6281
- Bland: 02 6979 0272
- Blayney: 02 6368 2581
- Condobolin: 02 6895 2253
- Cowra: 02 6340 2180
- Forbes: 02 6852 1463
- Lithgow: 02 6352 9100
- Oberon: 02 6329 8220
- Orange: 02 6393 8132
- Parkes: 02 6861 2309
- Portland: 02 6355 5355
- Rydal: 02 6355 6328
- Tullibigeal: 02 6895 2253

**CALD/Indigenous Websites - Resources, Teaching Aides**

- **Oxfam – Music and CDs**
- **Magabala books (Indigenous books)**
  - [www.magabala.com](http://www.magabala.com)
- **Serendib Craftlink – Multicultural craft/educational aides**
- **Free Kindergarten Association (FKA)**
- **Australian Children’s Education and Care Quality Authority (ACECQA)**
  - [www.acecqa.gov.au](http://www.acecqa.gov.au)
- **Inclusive Directions South Australia**
  - [www.directions.org.au](http://www.directions.org.au)
- **On-line books**
  - [www.gowrievictoria.org.au](http://www.gowrievictoria.org.au)
- **Modern Teaching Aides**
- **The Book Garden**

**Indigenous Services at State Library NSW**

**Gowrie Resource Centre at Erskenville**

**Education Service Australia (ESA)**
- [www.esa.edu.au](http://www.esa.edu.au)

**Community Language Collection Directory**

**Indij Readers – Indigenous Books**

**Spectrum Migrant Resource Centre**
- 1800 770 712  - [www.spectrumvic.org.au](http://www.spectrumvic.org.au)

**Dust Echoes**
Online indigenous dreamtime stories.
- [www.abc.net.au/dustechoes](http://www.abc.net.au/dustechoes)

**Our community**
Australia’s Online Centre for the not-for-profits services and schools, providing directories of resources to groups including Indigenous, multicultural, special needs and families.

**IPSP Online Library**
- [www.ipsplibrary.net.au](http://www.ipsplibrary.net.au)

**Department of Education**
Transition to school for children with disability.

**1800 Respect**
National sexual assault, domestic and family violence hotline counselling and website. Information and support 24/7.
- 1800 737 732  - [www.1800respect.org.au](http://www.1800respect.org.au)

**Community Migrant Resource Centre (CMRC)**
Co-ordinates the development and provision of a range of services for newly arrived migrants, refugees and humanitarian entrants.
Government Organisations

**Ethnic Communities Council of NSW**
Peak community-based, non-government body in NSW representing ethnic communities. Provides information and assistance for a language or cultural group.

☎ 02 9319 0288  🌐 www.eccnsw.org.au

**Bathurst Filipino–Australian Friendship Group**
Provides support, advice, assistance and social activities to the Filipino community and newly arrived migrants in the Bathurst area. Located at Kelso.

☎ 02 6334 2384

**Cowa Italy Friendship Association**
Provides support, assistance social activities to newly arrived migrants, refugees and the Italian community.

☎ 02 6342 3640

**Central West Islamic Association**
Provides support and counseling to people from a CALD background, newly arrived migrants and the overall community of Bathurst, Blayney, Oberon and Lithgow. Located at Kelso.

☎ 02 6393 8600

**Migrant Support Services**
Provides information, referral and individual casework to newly-arrived and socially-isolated migrants living in the local government area of Orange with outreach services to Cabonne, Forbes and Parkes Shires.

☎ 02 6393 8600

**Orange Filipino/Australian Cultural Club**
Community support through information sessions and group development

☎ 02 6362 2851

**NSW Multicultural Health Communication Service**

🌐 www.mhcs.health.nsw.gov.au

**Diversity Health Institute**
Free mental health advice in 50 languages.

🌐 www.dhi.health.nsw.gov.au

**Mental Health in Multicultural Australia**

🌐 www.mhima.org.au

**Allergy & Anaphylaxis Australia**

🌐 www.allergyfacts.org.au

**Drug and Alcohol Multicultural Education Centre**

☎ 02 9699 3552  🌐 www.damec.org.au

**Royal Life Saving**

🌐 www.nsw.royallifesaving.com.au

**Kidsafe New South Wales**
Information in English, Chinese, Vietnamese, Arabic, Turkish.

☎ 02 9845 0890  🌐 www.kidsafensw.org/road-safety

🌐 www.kidsafensw.org/downloadable-resources

**Kids and Traffic**

☎ 02 9805 3200  🌐 www.kidsandtraffic.mq.edu.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.

☎ 02 9286 1000  🌐 www.ombo.nsw.gov.au

**My Language**
Allows access to over 6 million information links on the internet in your language.

🌐 www.mylanguage.gov.au

**Settlement and Family Services “Parenting in a New Culture”**
Free download information.

☎ 1800 770 712  🌐 www.spectrumvic.org.au

**Family and Community Services (FACS)**

Aboriginal Support

CareWest
CareWest is committed to working in partnership with Aboriginal people and communities to provide all of our services in a culturally responsible and appropriate manner. Some of the services CareWest provides are specifically designed to meet the needs of Aboriginal people.

www.cw.org.au

Wambigi Community Support Service
Supports Aboriginal people and their families by providing links, advocacy and referrals to a range of services which may include welfare and social support. Located at Bathurst.

02 6332 3763

Parkes Aboriginal Community Project Worker
Sources information and makes referrals for Indigenous Australians in our community, to services that are appropriate to them.

02 6862 4140

Our Languages
Supports the 250 plus Aboriginal languages with resources including learning an Aboriginal language.

www.ourlanguages.net.au

Australian Indigenous Health Info Net
An Internet resource with relevant information and knowledge on improving the health of Australia’s Indigenous people.

www.healthinfonet.ecu.edu.au

Family and Community Services (FACS)
Resources for Aboriginal parents and carers.


Families NSW
This easy to read and colourful series of booklets help Aboriginal families, parents and carers with parenting tips and family information to help grow up strong healthy kids.


Koomurri Management
Entertainment and Education in Aboriginal Culture.

www.koomurri.com

Aboriginal Australia Resources
Find good books, movies, music and other resources like newsletters, postings or newspapers.

www.creativespirits.info/resources/?/resources

NITV (National Indigenous Television)

www.nitv.org.au

AIATSIS
The national research and collecting institution for information and research about the cultures and lifestyles of Aboriginal and Torres Strait Islander peoples, past and present.


State Library of Queensland
Virtual Books: traditional Aboriginal & Torres Strait Island stories.

www.slq.qld.gov.au

ARDS: Aboriginal Resource and Development Services Inc.
Provides education and information in languages. Produces audio, DVD and print resources.

Yolŋu Radio

www.ards.com.au

State Library NSW: Australian Indigenous Services
The role of Indigenous Services team at the State Library of New South Wales is to work with Indigenous communities across NSW concerning the preservation and management of Indigenous documentary heritage resources. The team promotes Library services and collections to Indigenous communities, and provides advice on Indigenous matters.


ABC Indigenous
Provides news, programs, video, radio and other special topics relevant to the Indigenous Community.

www.abc.net.au/indigenous

Bringing them home: National Inquiry into the Separation of Aboriginal and Torres Strait Islander Children from Their Families
Human rights education resource kit to use in the classroom or community.

www.humanrights.gov.au/sites/default/files/content/education/bringing_them_home/rightsED_Bringing_them_home.pdf

Secretariat of National Aboriginal and Islander Child Care
Encouraging services to work and build relationships with Aboriginal and Torres Strait Islander families.


Yulunga Traditional Indigenous Games
Implementation of Indigenous Australian games through resources in the education curriculum.


Our Patch
Focuses on rural areas in NSW and produce online services and centres.

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 and Cowra
  - 02 6332 4866
- Orange with outreach to Parkes, Forbes & Cabonne shire
  - 02 6393 8625
- Lithgow
  - 02 6352 2077
- Cowra
  - 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
  - 02 6332 5894

Rural Australians For Asylum Seekers (RAFAS)
Assisting asylum seekers.

Julie Newham
0427 439 662

Multicultural Mothers Morning Group
Provides support, information and advice to mothers from CALD backgrounds.

- Bathurst
  - 02 6332 3019
- Orange
  - 02 6361 4883

Lithgow Information and Neighbourhood Centre
Provides information, support, advice and assistance to the people in the Lithgow community. Community Development and Multicultural Workers available.

- 02 6352 2077

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.

- 02 6332 4866

Multicultural Women’s Group
Provides a forum for Women from CALD backgrounds to share information, access support and assistance. Located at Condobolin.

- 02 6895 3301

Cowra Information & Neighbourhood Centre
Provides support, assistance, information and advice to the Cowra community. Runs Cowra Multicultural Reference Group. Multicultural Worker available and has a Multicultural Reference Group.

- 02 6340 1100

Parkes & District Neighbourhood & Community Centre
Provides information, support, advice and assistance to the community of Parkes.

- 02 6862 3757

www.binc.org.au/Services/Migrant-Support-Service

Regional Art Galleries
Regional Art Galleries in the region display a diversity of cultural art, raising cultural awareness creating a link in the community for language acquisition and bringing the people of the community together.

- Bathurst
  - 02 6333 6555
- Orange
  - 02 6393 8136
- Cowra
  - 02 6340 2190
- Forbes
  - 02 6851 2600

Relationships Australia
Linking Aboriginal families with the service.

Aboriginal Family Advisor
02 6333 8888
selinab@ransw.org.au

Wiradjiri Condobolin Corporation
Is An Aboriginal Cultural Centre which focuses on educating cultural awareness, wellbeing, Aboriginal culture and provides an art space for the border community.

Parkes Information and Neighbourhood Centre
Aboriginal Project Officer
02 6862 4140

Websites which promote inclusion
- www.raisingchildren.net.au
- www.resourcingparents.nsw.gov.au

* selinab@ransw.org.au
Recreational

Toy Libraries

Happy Hopper Toy Library (Bathurst)
☎ 02 6332 4866

Toy Library West Wyalong
☎ 02 6972 2266

Bland Shire Mobile Resource Unit
☎ 02 6972 2795
REGION 14 – NSW West

Bogan, Bourke, Brewarrina, Broken Hill, Central Darling, Cobar, Coolah, Coonabarabran, Coonamble, Dubbo, Gilgandra, Mudgee, Narromine, Unicorporated NSW (Unicorporate Far West), Walgett, Warren, Wellington

Children’s Services

Ethnic Community Services Co-operative (ECSC)
Formerly known as Ethnic Child Care, Family and Community Services Co-operative.
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. Located at Marrickville.
☎ 02 9569 1288  www.ecsc.org.au

Bicultural Support
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. Located at Marrickville.
☎ 02 9569 1288  biculturalsupport@ecsc.org.au

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

Gowrie NSW Inclusion Support Agency
The NSW West Inclusion Support Agency (ISA) works directly with children’s services in their region. The ISA provides practical advice and facilitates access to a range of supports, designed to build services’ capacity to create a quality care environment inclusive of all children. Located at Dubbo.
☎ 02 8571 9747

Network of Community Activities
The peak body for Out Of School Hours Care Services in NSW. Provides information, advocacy, resources training and support. Located at Surry Hills.
☎ 02 9212 3244  www.networkofcommunityactivities.org.au

Community Childcare Co-operative Ltd (NSW)
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. Located at Marrickville.
☎ 02 8922 6444  www.ccccnsw.org.au

Playgroup NSW
Works with relevant stakeholders to provide a voice, support and opportunity for children and their carers to interact and learn through play. Located at Granville.
☎ 02 9684 9500 or 1800 171 882  www.playgroupnsw.com.au

NSW Family Day Care (FDC) Association
The peak body for FDC schemes and In-Home Care providers in NSW. Promotes and supports all aspects of Family Day Care in communities. Located at Summer Hill.
☎ 02 9779 9999  www.nswfdc.org.au

Interpreting Service Agencies

TIS – Translating and Interpreting Service

Community Relations Commission Language Services (translating & interpreting)
☎ 1300 651 500

Multicultural Health Care Interpreter Service
☎ 1800 674 994
Various library branches hold a collection of CALD books, DVDs, CDs, magazines and newspapers. Story time sessions also available.

Baradine 02 6843 1947
Binnaway 02 6844 1733
Bogan 02 6835 9080
Bourke 02 6872 2751
Brewarrina 02 6830 5107
Broken Hill 08 8080 3460
Cobar 02 6836 2744
Coolah 02 6377 1910
Coonabarabran 02 6842 1093
Coonamble 02 6822 3442
Dubbo 02 6801 4510
Dunedoo 02 6375 1468
Gilgandra 02 6817 8877
Gulgong 02 6374 1201
Lightning Ridge 02 6829 0005
Mendooran 02 6886 1657
Mudgee 02 6378 2740
Narromine 02 6889 1088
Trangie 02 6888 7501
Walgett 02 6828 6103
Warren 02 6847 6656
Wellington 02 6845 2156

CALD/Indigenous Websites - Resources, Teaching Aides

Oxfam – Music and CDs
www.oxfam.org.au/shop

Magabala books (Indigenous books)
www.magabala.com

Serendib Craftlink – Multicultural craft/educational aides
www.serendibcrafts.com.au

Free Kindergarten Association (FKA)
www.fka.com.au

Australian Children’s Education and Care Quality Authority (ACECQA)
www.acecqa.gov.au

Inclusive Directions South Australia
www.directions.org.au

On-line books
www.gowrievictoria.org.au

Modern Teaching Aides
www.teaching.com.au

The Book Garden
www.thebookgarden.com.au

Indigenous Services at State Library NSW
02 9273 1577 www.sl.nsw.gov.au/indigenous

Gowrie Resource Centre at Erskenville
02 8594 4212 www.gowriensw.com.au

Education Service Australia (ESA)
www.esa.edu.au

Community Language Collection Directory

Indij Readers – Indigenous Books
www.indijreaders.com.au

Dust Echoes
Online indigenous dreamtime stories.
www.abc.net.au/dustechoes

Gadi Mirrabooka – Australian tales from the Dream Time
A story collection for educators, parents and children.
www.gadimirrabooka.com

Our community
Australia’s Online Centre for the not-for-profits services and schools, providing directories of resources to groups including Indigenous, multicultural, special needs and families.
www.ourcommunity.com.au/directories/directories_article.jsp?articleId=3487

IPSP Online Library
www.ipsplibrary.net.au

Department of Education
Transition to school for children with disability.
www.schools.nsw.edu.au/gotoschool/primary/transition

1800 Respect
National sexual assault, domestic and family violence hotline counselling and website. Information and support 24/7.
1800 737 732 www.1800respect.org.au
Government Organisations

Department of Social Services
www.dss.nsw.gov.au

Family and Community Services (FACS)
www.community.nsw.gov.au

Department of Immigration & Border Protection
131 881 www.immi.gov.au

Centrelink – Multilingual Service
131 202

CALD Services

Community Migrant Resource Centre (CMRC)
Co-ordinates the development and provision of a range of services for newly arrived migrants, refugees and humanitarian entrants.
www.cmrc.com.au

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

Refugee Council of Australia
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
02 9211 9333 www.refugeecouncil.org.au/index.php

Baha’i Multicultural Group
Provides support and assistance to people from the Baha’i community. Also assists in organising cultural events.
Dubbo 02 6884 2536

Australian Baha’is
The official website of the Australian Baha’i community.
www.bahai.org.au

Translated Material

NSW Multicultural Health Communication Service
www.mhcs.health.nsw.gov.au

Diversity Health Institute
Free mental health advice in 50 languages.
www.dhi.health.nsw.gov.au

Mental Health in Multicultural Australia
www.mhima.org.au

Allergy & Anaphylaxis Australia
www.allergyfacts.org.au

Drug and Alcohol Multicultural Education Centre
02 9699 3552 www.damec.org.au

Royal Life Saving
www.nsw.royallifesaving.com.au

Kidsafe New South Wales
Information in English, Chinese, Vietnamese, Arabic, Turkish.
02 9845 0890 www.kidsafensw.org/road-safety
www.kidsafensw.org/downloadable-resources

Kids and Traffic
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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.
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My Language
Allows access to over 6 million information links on the internet in your language.
www.mylanguage.gov.au

Settlement and Family Services “Parenting in a New Culture”
Free download information.
1800 770 712 www.spectrumvic.org.au

Family and Community Services (FACS)
Family Wellbeing Program
The program has been created to foster family and community environments that promote family wellbeing and holistic care within the aboriginal community in Coonamble.
0488 213 241 or 0447 711 494

Our Languages
Supports the 250 plus Aboriginal languages with resources including learning an Aboriginal language.
www.ourlanguages.net.au

Australian Indigenous Health Info Net
An Internet resource with relevant information and knowledge on improving the health of Australia’s Indigenous people.
www.healthinfonet.ecu.edu.au

Family and Community Services (FACS)
Resources for Aboriginal parents and carers.

Families NSW
This easy to read and colourful series of booklets help Aboriginal families, parents and carers with parenting tips and family information to help grow up strong healthy kids.

Koomurri Management
Entertainment and Education in Aboriginal Culture.
www.koomurri.com

Aboriginal Australia Resources
Find good books, movies, music and other resources like newsletters, postings or newspapers.
www.creativespirits.info/resources/?/resources

NITV (National Indigenous Television)
www.nitv.org.au

AIATSIS
The national research and collecting institution for information and research about the cultures and lifestyles of Aboriginal and Torres Strait Islander peoples, past and present.

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Virtual Books: traditional Aboriginal & Torres Strait Island stories.
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Yolnu Radio www.ards.com.au

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www.abc.net.au/indigenous

Bringing them home: National Inquiry into the Separation of Aboriginal and Torres Strait Islander Children from Their Families
Human rights education resource kit to use in the classroom or community.
www.humanrights.gov.au/sites/default/files/content/education/bringing_them_home/rightsED_Bringing_them_home.pdf

Secretariat of National Aboriginal and Islander Child Care
Encouraging services to work and build relationships with Aboriginal and Torres Strait Islander families.

Yulunga Traditional Indigenous Games
Implementation of Indigenous Australian games through resources in the education curriculum.

Early Years Learning Framework (EYLF) Fact Sheets – SNAICC
Aboriginal services from across of Australia sharing how they have implemented EYLF using the outcomes, principles and practices. Linked to resources.

NAIDOC
Sourcing information about planned events for NAIDOC week in your local community.
www.naidoc.org.au

Websites which promote inclusion
www.raisingchildren.net.au
www.resourcingparents.nsw.gov.au
Dubbo Neighbourhood Centre
Provides information, referrals, support, and advocacy services to Migrants and Refugees and administers the Community Settlement Scheme for people from CALD backgrounds (Dubbo, Wellington and Mudgee LGAs). Runs Dubbo Multicultural Women’s Group (monthly). It also provides generalist services to residents in the local community. Migrant Worker available.
☎ 02 6882 2100  🌐 www.dnc.org.au/index.html

Lightening Ridge Neighbourhood Centre
Provides support, information, advocacy and a referral service to disadvantaged people. Lightning Ridge and Regional Transcultural Community Council provides Migrant information and assistance and Yawarra Meamei Women’s Group provides support for Aboriginal people.
☎ 02 6829 0294

Coonamble Information & Neighbourhood Centre
Provides information, assistance, support and referral service to the Coonamble community and disadvantaged people such as Migrant and ATSIs, elderly etc.
☎ 02 6822 1872

Muda Aboriginal Corporation
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. Located at Bourke.
☎ 02 6872 1869

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

Regional Migrant Support Services
Provides information, support and assistance via the Settlement Grants Programme (SGP) in the following locations:
- Dubbo with outreach to Mudgee and Wellington ☎ 02 6882 2100
- Lightning Ridge with outreach to Walgett ☎ 02 6829 2014

HIPPY - Home Interaction Program for Parents & Youngsters
A home-based early learning and parenting program for families with young children.
☎ 02 6884 5889

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

TAFE NSW Western
Broken Hill Campus
☎ 08 8082 6888

Coonamble Campus
☎ 02 6827 1600

Dubbo Campus
☎ 02 6883 3444

TAFE NSW Western - Aboriginal Programs
Dubbo Campus
☎ 02 6883 3418

Walgett Campus
☎ 02 6828 1205

TAFE NSW Western – Forbes Campus
Outreach Co-ordinators
☎ 02 6853 9123

TAFE NSW Western

Adult Migrant English Program (AMEP)
Classes, distance Learning, on-line courses.
☎ 1300 823 393
Recreational

Toy Libraries

Gilgandra Toy Library
☎ 02 6817 8877

Bogan Bush Mobile Toy Library
☎ 02 6832 1932

Orana Toy Library (Dubbo)
☎ 02 68014510

Resource Toy Library
Operating under Macquarie Regional Library.
(Central West)
86 Piper Street
Broken Hill 2880
☎ 02 8088 5724
REGION 15 – NSW North

Armidale-Dumaresq, Barraba, Bingara, Glenn Innes, Gunnedah, Guyra, Inverell, Manilla, Moree Plains, Narrabri, Numdle, Parry, Quirindi, Severn, Tamworth, Tenterfield, Uralla, Walcha, Yallaroi

Children’s Services

Ethnic Community Services Co-operative (ECSC)
Formerly known as Ethnic Child Care, Family and Community Services Co-operative.
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. Located at Marrickville.
☎ 02 9569 1288   www.ecsc.org.au

Bicultural Support
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. Located at Marrickville.
☎ 02 9569 1288   biculturalsupport@ecsc.org.au

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

The Northcott Society Inclusion Support Agency
The NSW North Region Inclusion Support Agency (ISA) works directly with children's services in their region. The ISA provides practical advice and facilitates access to a range of supports, designed to build services’ capacity to create a quality care environment inclusive of all children. Located at Tamworth.
☎ 02 6762 4902

Network of Community Activities
The peak body for Out Of School Hours Care Services in NSW. Provides information, advocacy, resources training and support. Located at Surry Hills.
☎ 02 9212 3244   www.networkofcommunityactivities.org.au

Community Childcare Co-operative Ltd (NSW)
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. Located at Marrickville.
☎ 02 8922 6444   www.ccccnsw.org.au

Playgroup NSW
Works with relevant stakeholders to provide a voice, support and opportunity for children and their carers to interact and learn through play. Located at Granville.
☎ 02 9684 9500 or 1800 171 882
☎ www.playgroupnsw.com.au

NSW Family Day Care (FDC) Association
The peak body for FDC schemes and In-Home Care providers in NSW. Promotes and supports all aspects of Family Day Care in communities. Located at Summer Hill.
☎ 02 9779 9999   www.nswfdc.org.au

Interpreting Service Agencies

TIS – Translating and Interpreting Service
☎ 131 450

Community Relations Commission Language Services (translating & interpreting)
☎ 1300 651 500

Multicultural Health Care Interpreter Service
☎ 1800 674 994
Multicultural Resources

Various library branches hold a collection of CALD books, DVDs, CDs, magazines and newspapers. Story time sessions also available.

- Armidale: 02 6770 3636
- Barraba: 02 6782 1606
- Bingara: 08 6724 2064
- Glen Innes: 02 6730 2600
- Gunnedah: 02 6740 2190
- Guyra: 02 6770 7123
- Inverell: 02 6728 8130
- Moree Plains: 02 6757 3374
- Manilla: 02 6761 0210
- Narrabri: 02 6792 3336
- Nundle: 02 6769 3109
- Quirindi: 02 6744 2056
- Tamworth: 02 6767 5228
- Uralla: 02 6778 6470
- Wailalda: 02 6729 1105
- Walcha: 02 6774 2550
- Werris Creek: 02 6768 7340

CALD/Indigenous Websites – Resources, Teaching Aides

- Oxfam – Music and CDs
- Magabala books (Indigenous books)
  [www.magabala.com](http://www.magabala.com)
- Serendib Craftlink – Multicultural craft/educational aids
- Free Kindergarten Association (FKA)
- Australian Children’s Education and Care Quality Authority (ACECQA)
- Inclusive Directions South Australia
  [www.directions.org.au](http://www.directions.org.au)

On-line books
[www.gowrievictoria.org.au](http://www.gowrievictoria.org.au)

Modern Teaching Aides

The Book Garden

Indigenous Services at State Library NSW

Gowrie Resource Centre
Located at Erskenville.

Education Service Australia (ESA)
[www.esa.edu.au](http://www.esa.edu.au)

Community Language Collection Directory

Indij Readers – Indigenous Books

Spectrum Migrant Resource Centre
A one-stop-shop catering for the needs of newly arrived and established migrants and refugees.
1800 770 712 [www.spectrumvic.org.au](http://www.spectrumvic.org.au)

Dust Echoes
Online indigenous dreamtime stories.
[www.abc.net.au/dustechoes](http://www.abc.net.au/dustechoes)

Our community
Australia’s Online Centre for the not-for-profits services and schools, providing directories of resources to groups including Indigenous, multicultural, special needs and families.

IPSP Online Library
[www.ipsplibrary.net.au](http://www.ipsplibrary.net.au)

Department of Education
Transition to school for children with disability.

1800 Respect
National sexual assault, domestic and family violence hotline counselling and website. Information and support 24/7.
1800 737 732 [www.1800respect.org.au](http://www.1800respect.org.au)
CALD Services

Community Migrant Resource Centre (CMRC)
Co-ordinates the development and provision of a range of services for newly arrived migrants, refugees and humanitarian entrants.

www.cmrc.com.au

Ethnic Communities Council of NSW
Peak community-based, non-government body in NSW representing ethnic communities. Provides information and assistance for a language or cultural group.

02 9319 0288 www.eccnsw.org.au

Refugee Council of Australia
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

02 9211 9333 www.refugeecouncil.org.au/index.php

Government Organisations

Department of Social Services
www.dss.nsw.gov.au

Family and Community Services (FACS)
www.community.nsw.gov.au

Department of Immigration & Border Protection
131 881 www.immi.gov.au

Centrelink – Multilingual Service
131 202

Translated Material

NSW Multicultural Health Communication Service
www.mhcs.health.nsw.gov.au

Diversity Health Institute
Free mental health advice in 50 languages.
www.dhi.health.nsw.gov.au

Mental Health in Multicultural Australia
www.mhima.org.au

Allergy & Anaphylaxis Australia
www.allergyfacts.org.au

Drug and Alcohol Multicultural Education Centre
02 9699 3552 www.damec.org.au

Royal Life Saving
www.nsw.royallifesaving.com.au

Kidsafe New South Wales
Information in English, Chinese, Vietnamese, Arabic, Turkish.
02 9845 0890 www.kidsafensw.org/road-safety
www.kidsafensw.org/downloadable-resources

Kids and Traffic
02 9805 3200 www.kidsandtraffic.mq.edu.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.
02 9286 1000 www.ombo.nsw.gov.au

My Language
Allows access to over 6 million information links on the internet in your language.
www.mylanguage.gov.au

Settlement and Family Services “Parenting in a New Culture”
Free download information.
1800 770 712 www.spectrumvic.org.au

Family and Community Services (FACS)
Aboriginal Support

Our Languages
Supports the 250 plus Aboriginal languages with resources including learning an Aboriginal language.

www.ourlanguages.net.au

Australian Indigenous Health Info Net
An Internet resource with relevant information and knowledge on improving the health of Australia’s Indigenous people.

www.healthinfonet.ecu.edu.au

Family and Community Services (FACS)
Resources for Aboriginal parents and carers.


Families NSW
This easy to read and colourful series of booklets help Aboriginal families, parents and carers with parenting tips and family information to help grow up strong healthy kids.


Koomurri Management
Entertainment and Education in Aboriginal Culture.

www.koomurri.com

Aboriginal Australia Resources
Find good books, movies, music and other resources like newsletters, postings or newspapers.

www.creativespirits.info/resources/?/resources

NITV (National Indigenous Television)

www.nitv.org.au

AIATSIS
The national research and collecting institution for information and research about the cultures and lifestyles of Aboriginal and Torres Strait Islander peoples, past and present.


State Library of Queensland
Virtual Books: traditional Aboriginal & Torres Strait Island stories.

www.slq.qld.gov.au

ARDS: Aboriginal Resource and Development Services Inc.
Provides education and information in languages. Produces audio, DVD and print resources.

Yolŋu Radio www.ards.com.au

State Library NSW: Australian Indigenous Services
The role of Indigenous Services team at the State Library of New South Wales is to work with Indigenous communities across NSW concerning the preservation and management of Indigenous documentary heritage resources. The team promotes Library services and collections to Indigenous communities, and provides advice on Indigenous matters.


ABC Indigenous
Provides news, programs, video, radio and other special topics relevant to the Indigenous Community.

www.abc.net.au/indigenous

Bringing them home: National Inquiry into the Separation of Aboriginal and Torres Strait Islander Children from Their Families
Human rights education resource kit to use in the classroom or community.

www.humanrights.gov.au/sites/default/files/content/education/bringing_them_home/rightsED_Bringing_them_home.pdf

Secretariat of National Aboriginal and Islander Child Care
Encouraging services to work and build relationships with Aboriginal and Torres Strait Islander families.


Yulunga Traditional Indigenous Games
Implementation of Indigenous Australian games through resources in the education curriculum.


Local Aboriginal Land Council
Contact details for locals

www.alc.org.au

Armidale Dumaresq Council Aboriginal Liaison Officer
02 6770 3865

Tamworth Aboriginal Medical Service
02 6760 2500

Guyra Aboriginal Land Council
02 6779 1803

Websites which promote inclusion

www.raisingchildren.net.au

www.resourcingparents.nsw.gov.au
Community Organisations

Armidale Neighbourhood Centre
Provides information, referrals, support, and advocacy services to Aboriginal and Torres Strait Islanders, Migrants, Refugees and the general community.

☎ 02 6772 4373  🗺️ www.armidalenc.org.au/index.html

Yapadhurra Women’s Group
Provides support, information, advocacy for Aboriginal women in the community and supporting their general empowerment. Located at Armidale.

☎ 02 6772 5352

Narrabri Neighbourhood Centre
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.

☎ 02 6792 4900  🗺️ www.ndcas.com/introduction

Uralla Neighbourhood Centre
Provides a service to the local community including disadvantaged individuals and groups. Provides information, advice, support and a referral service.


Northern Settlement Services
Provides culturally sensitive information, referrals, advice, support and generalist welfare casework to migrants, new arrivals and humanitarian entrants in the Armidale area.

☎ 02 4969 3399  🗺️ www.nsservices.com.au

Education

Open Training & Education Network (OTEN)
Programs, courses, services specifically for people from CALD backgrounds.

☎ 02 9715 8676  🗺️ www.oten.tafensw.edu.au

TAFE NSW – New England Institute
Armidale, Glenn Innes, Inverell, Tenterfield Campuses
Aboriginal Student Support  ☎ 02 6773 7786
Moree, Narrabri, Boggabilla Campuses
Aboriginal Student Support  ☎ 02 6792 8860
Coonabarabran, Gunnedah, Quirindi, Tamworth Campuses
Aboriginal Student Support  ☎ 02 6768 2411

TAFE NSW
Armidale, Glen Innes, Gunnedah, Inverell, Moree, Narrabri, Quirindi, Tamworth, Tenterfield Campuses
Adult Migrant English Program (AMEP)
Provides classes, Distance Learning, on-line courses to eligible migrants/refugees free of charge.
Rural  ☎ 1800 114 707  🗺️ www.ames.edu.au
Recreational

Toy Libraries

Armidale Toy Library
Railway Station
Brown Street
Armidale 2350
☎ 02 6772 8838

Bingara Toy Library
24 Finch Street
Bingara 2404
☎ 0407 831 313

Tamworth Toy Library
☎ 02 6762 6692
REGION 16 – Richmond Tweed

Ballina, Byron, Kyogle, Lismore, Richmond Valley, Tweed

Children’s Services

Ethnic Community Services Co-operative (ECSC)
Formerly known as Ethnic Child Care, Family and Community Services Co-operative.
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. Located at Marrickville.
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Bicultural Support
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. Located at Marrickville.
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☎ 1800 157 818  www.cscentral.org.au

FSG Australia (Formerly Ballina District Community Services Association)
The Richmond Tweed Inclusion Support Agency (ISA) works directly with children’s services in their region. The ISA provides practical advice and facilitates access to a range of supports, designed to build services’ capacity to create a quality care environment inclusive of all children. Located at Ballina.
☎ 02 6686 7776

Network of Community Activities
The peak body for Out Of School Hours Care Services in NSW. Provides information, advocacy, resources training and support. Located at Surry Hills.
☎ 02 9212 3244  www.networkofcommunityactivities.org.au

Community Childcare Co-operative Ltd (NSW)
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. Located at Marrickville.
☎ 02 8922 6444  www.cccnsw.org.au

Playgroup NSW
Works with relevant stakeholders to provide a voice, support and opportunity for children and their carers to interact and learn through play. Located at Granville.
☎ 02 9684 9500 or 1800 171 882  www.playgroupnsw.com.au

NSW Family Day Care (FDC) Association
The peak body for FDC schemes and In-Home Care providers in NSW. Promotes and supports all aspects of Family Day Care in communities. Located at Summer Hill.
☎ 02 9779 9999  www.nswfdc.org.au

Interpreting Service Agencies

TIS – Translating and Interpreting Service
☎ 131 450

Community Relations Commission Language Services (translating & interpreting)
☎ 1300 651 500

Multicultural Health Care Interpreter Service
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Multicultural Resources

Various library branches hold a collection of CALD books, DVDs, CDs, magazines and newspapers. Story time sessions also available.

<table>
<thead>
<tr>
<th>Branch</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alstonville</td>
<td>02 6628 5527</td>
</tr>
<tr>
<td>Ballina</td>
<td>02 6686 2831</td>
</tr>
<tr>
<td>Brunswick Heads</td>
<td>02 6685 1816</td>
</tr>
<tr>
<td>Byron Bay</td>
<td>02 6685 8540</td>
</tr>
<tr>
<td>Casino</td>
<td>02 6660 0250</td>
</tr>
<tr>
<td>Evans Heads</td>
<td>02 6682 4122</td>
</tr>
<tr>
<td>Goonellabah</td>
<td>02 6625 1235</td>
</tr>
<tr>
<td>Kingscliff</td>
<td>02 6674 1607</td>
</tr>
<tr>
<td>Kyogle</td>
<td>02 6632 1134</td>
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<tr>
<td>Lismore</td>
<td>02 6621 2464</td>
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<tr>
<td>Mullumbimby</td>
<td>02 6684 2992</td>
</tr>
<tr>
<td>Murwillumbah</td>
<td>02 6670 2427</td>
</tr>
<tr>
<td>Tweed Heads</td>
<td>07 5569 3150</td>
</tr>
</tbody>
</table>

CALD/Indigenous Websites - Resources, Teaching Aides

Oxfam - Music and CDs
www.oxfam.org.au/shop

Magabala books (Indigenous books)
www.magabala.com

Serendib Craftlink - Multicultural craft/educational aides
www.serendibcrafts.com.au

Free Kindergarten Association (FKA)
www.fka.com.au

Australian Children’s Education and Care Quality Authority (ACECQA)
www.acecqa.gov.au

Inclusive Directions South Australia
www.directions.org.au

On-line books
www.gowrie.victoria.org.au

Modern Teaching Aides
www.teaching.com.au

The Book Garden
www.thebookgarden.com.au

Indigenous Services at State Library NSW
02 9273 1577 www.sl.nsw.gov.au/indigenous

Gowrie Resource Centre at Erskenville
02 8594 4212 www.gowrie.nsw.com.au

Education Service Australia (ESA)
www.esa.edu.au

Community Language Collection Directory

Indij Readers – Indigenous Books
www.indijreaders.com.au

Spectrum Migrant Resource Centre
A one-stop-shop catering for the needs of newly arrived and established migrants and refugees.
1800 770 712 www.spectrumvic.org.au

Dust Echoes
Online indigenous dreamtime stories.
www.abc.net.au/dustechoes

Our community
Australia’s Online Centre for the not-for-profits services and schools, providing directories of resources to groups including Indigenous, multicultural, special needs and families.
www.ourcommunity.com.au/directories/directories_article.jsp?articleId=3487

IPSP Online Library
www.ipsplibrary.net.au

Department of Education
Transition to school for children with disability.
www.schools.nsw.edu.au/gotoschool/primary/transition

1800 Respect
National sexual assault, domestic and family violence hotline counselling and website. Information and support 24/7.
1800 737 732 www.1800respect.org.au
Community Migrant Resource Centre (CMRC)
Co-ordinates the development and provision of a range of services for newly arrived migrants, refugees and humanitarian entrants.
www.cmrc.com.au

Ethnic Communities Council of NSW
Peak community-based, non-government body in NSW representing ethnic communities. Provides information and assistance for a language or cultural group.
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Refugee Council of Australia
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
02 9211 9333

NSW Multicultural Health Communication Service
www.mhcs.health.nsw.gov.au

Diversity Health Institute
Free mental health advice in 50 languages.
www.dhi.health.nsw.gov.au

Mental Health in Multicultural Australia
www.mhima.org.au

Allergy & Anaphylaxis Australia
www.allergyfacts.org.au

Drug and Alcohol Multicultural Education Centre
02 9699 3552 www.damec.org.au

Royal Life Saving
www.nsw.royallifesaving.com.au

Kidsafe New South Wales
Information in English, Chinese, Vietnamese, Arabic, Turkish.
02 9845 0890 www.kidsafensw.org/road-safety www.kidsafensw.org/downloadable-resources

Kids and Traffic
02 9805 3200 www.kidsandtraffic.mq.edu.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.
02 9286 1000 www.ombo.nsw.gov.au

My Language
Allows access to over 6 million information links on the internet in your language.
www.mylanguage.gov.au

Settlement and Family Services “Parenting in a New Culture”
Free download information.
1800 770 712 www.spectrumvic.org.au

Family and Community Services (FACS)
Aboriginal Support

Our Languages
Supports the 250 plus Aboriginal languages with resources including learning an Aboriginal language.

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Australian Indigenous Health Info Net
An Internet resource with relevant information and knowledge on improving the health of Australia’s Indigenous people.

www.healthinfonet.ecu.edu.au

Family and Community Services (FACS)
Resources for Aboriginal parents and carers.


Families NSW
This easy to read and colourful series of booklets help Aboriginal families, parents and carers with parenting tips and family information to help grow up strong healthy kids.


Koomurri Management
Entertainment and Education in Aboriginal Culture.

www.koomurri.com

Aboriginal Australia Resources
Find good books, movies, music and other resources like newsletters, postings or newspapers.

www.creativespirits.info/resources/?/resources

NITV (National Indigenous Television)

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AIATSIS
The national research and collecting institution for information and research about the cultures and lifestyles of Aboriginal and Torres Strait Islander peoples, past and present.


State Library of Queensland
Virtual Books: traditional Aboriginal & Torres Strait Islander stories.

www.slq.qld.gov.au

ARDS: Aboriginal Resource and Development Services Inc.
Provides education and information in languages. Produces audio, DVD and print resources.

Yolŋu Radio www.ards.com.au

State Library NSW: Australian Indigenous Services
The role of Indigenous Services team at the State Library of New South Wales is to work with Indigenous communities across NSW concerning the preservation and management of Indigenous documentary heritage resources. The team promotes Library services and collections to Indigenous communities, and provides advice on Indigenous matters.


ABC Indigenous
Provides news, programs, video, radio and other special topics relevant to the Indigenous Community.

www.abc.net.au/indigenous

 Bringing them home: National Inquiry into the Separation of Aboriginal and Torres Strait Islander Children from Their Families
Human rights education resource kit to use in the classroom or community.

www.humanrights.gov.au/sites/default/files/content/education/bringing_them_home/rightsED_Bringing_them_home.pdf

Secretariat of National Aboriginal and Islander Child Care
Encouraging services to work and build relationships with Aboriginal and Torres Strait Islander families.


Yulunga Traditional Indigenous Games
Implementation of Indigenous Australian games through resources in the education curriculum.


Yarn up - At Lismore Workers Club
Project offering support and recognition to Aboriginal and Torres Strait Islander people.


Websites which promote inclusion

www.raisingchildren.net.au
www.resourcingparents.nsw.gov.au
Women’s Resource Service
Provides information, referrals, support, advocacy and counseling services for Indigenous women and children in need. Located at Mullumbimby.
📞 02 6684 4299 🏞️ www.wrs.org.au

Byron Community & Cultural Centre
Provides information, advocacy, advice, family support counseling and referral services to migrants and the general community. Offers community activities, outreach services etc. Located at Byron Bay.
📞 02 6685 6807 🏞️ www.byroncentre.com.au

Mid Richmond Neighbourhood Centre
Provides information, support and assistance to the general community including migrants, Aboriginal and Torres Strait Islanders. Located at Evans Head.
📞 02 6682 4334 🏞️ www.mrnc.com.au

Sanctuary Northern Rivers
Provides support, advocacy and assessment services. Ensures new migrants, refugees and humanitarian entrants are supported whilst settling into the country/community and are able to get access to mainstream services.
📞 02 6622 3143

Northern Rivers Community Gateway
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. Located at Lismore.
📞 02 6621 7397

Casino Neighbourhood Centre
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. Located at Casino.
📞 02 6662 2898 🏞️ www.cncl.org.au

Koori Community Caring for Women
Provides outreach, assistance, information, education, referrals and support for Aboriginal and Torres Strait Islander women and children. Located at Goonellabah.
📞 02 6625 0111

Ballina District Community Services Association
Provides support, information, assistance and advice to the local community including migrants, Aboriginal and Torres Strait Islander people. Located at Ballina.
📞 02 6686 7776 🏞️ www.bdcsa.org

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

TAFE NSW North Coast Institute
Ballina, Casino, Kingscliff, Lismore, Murwillumbah, Wollongbar Campuses.
📞 1300 628 233

Adult Migrant English Program (AMEP)
Provides classes, distance Learning, on-line courses to eligible migrants/refugees free of charge.
📞 Rural 1300 628 233 🏞️ www.ames.edu.au

Recreational

Toy Libraries
Ballina
📞 0411 719 074 02 6686 0275

Byron Shire
📞 0424 729 942
REGION 17 – NSW Mid North Coast

Bellingen, Clarence Valley, Coffs Harbour, Greater Taree, Hastings, Kempsey, Nambucca, Unincorporated NSW, Lord Howe Island

Children’s Services

Ethnic Community Services Co-operative (ECSC)
Formerly known as Ethnic Child Care, Family and Community Services Co-operative.
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Bicultural Support
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. Located at Marrickville.
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Children’s Services Central (CSCentral)
Promotes and maintains high quality care and inclusion for all children in eligible childcare services in NSW. CSCentral provides children’s services in NSW with access to timely, appropriate, relevant, quality professional support and training. Located at Marrickville.
☎ 1800 157 818  ▶ www.cscentral.org.au

St Joseph’s Family Services Inclusion Support Agency
The NSW Mid North Coast Inclusion Support Agency (ISA) works directly with children’s services in their region. The ISA provides practical advice and facilitates access to a range of supports, designed to build services’ capacity to create a quality care environment inclusive of all children. Located at Port Macquarie.
☎ 02 6584 3865

Network of Community Activities
The peak body for Out Of School Hours Care Services in NSW. Provides information, advocacy, resources training and support. Located at Surry Hills.
☎ 02 9212 3244  ▶ www.networkofcommunityactivities.org.au

Community Childcare Co-operative Ltd (NSW)
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. Located at Marrickville.
☎ 02 8922 6444  ▶ www.ccccnsw.org.au

Playgroup NSW
Works with relevant stakeholders to provide a voice, support and opportunity for children and their carers to interact and learn through play. Located at Granville.
☎ 02 9684 9500 or 1800 171 882  ▶ www.playgroups.com.au

NSW Family Day Care (FDC) Association
The peak body for FDC schemes and In-Home Care providers in NSW. Promotes and supports all aspects of Family Day Care in communities. Located at Summer Hill.
☎ 02 9779 9999  ▶ www.nswfdc.org.au

Interpreting Service Agencies

TIS – Translating and Interpreting Service

Community Relations Commission Language Services (translating & interpreting)
☎ 1300 651 500

Multicultural Health Care Interpreter Service
☎ 1800 674 994
Multicultural Resources

Various library branches hold a collection of CALD books, DVDs, CDs, magazines and newspapers. Story time sessions also available.

Bellingen (02 6655 1744)
Coffs Harbour (02 6648 4900)
Dorrigo (02 6657 2234)
Grafton (02 6641 0100)
Great Lakes Library (02 6591 7256)
Hallidays Point (02 6559 3066)
Kempsey (02 6566 3210)
Laurieton (02 6581 8177)
Macksville (02 6568 1422)
Maclean (02 6645 3611)
Nambucca Heads (02 6568 6906)
Old Bar (02 6553 6535)
Port Macquarie (02 6581 8755)
Taree (02 6592 5290)
Toormina (02 6653 1526)
Urunga (02 6655 6444)
Wauchope (02 6581 8162)
Wingham (02 6553 4555)
Woolgoolga (02 6654 0010)

CALD/Indigenous Websites - Resources, Teaching Aides

Oxfam - Music and CDs
www.oxfam.org.au/shop

Magabala books (Indigenous books)
www.magabala.com

Serendib Craftlink - Multicultural craft/educational aides
www.serendibcrafts.com.au

Free Kindergarten Association (FKA)
www.fka.com.au

Australian Children's Education and Care Quality Authority (ACECQA)
www.acecqa.gov.au

Inclusive Directions South Australia
www.directions.org.au

On-line books
www.gowrievictoria.org.au

Modern Teaching Aides
www.teaching.com.au

The Book Garden
www.thebookgarden.com.au

Indigenous Services at State Library NSW
(02 9273 1577) www.sl.nsw.gov.au/indigenous

Gowrie Resource Centre
(02 8594 4212) www.gowriensw.com.au

Education Service Australia (ESA)
www.esa.edu.au

Community Language Collection Directory

Indij Readers – Indigenous Books
www.indijreaders.com.au

Spectrum Migrant Resource Centre
A one-stop-shop catering for the needs of newly arrived and established migrants and refugees.
(1800 770 712) www.spectrumvic.org.au

Dust Echoes
Online indigenous dreamtime stories.
www.abc.net.au/dustechoes

Our community
Australia’s Online Centre for the not-for-profits services and schools, providing directories of resources to groups including Indigenous, multicultural, special needs and families.
www.ourcommunity.com.au/directories/directories_article.jsp?articleId=3487

Kempsey Community Directory
Includes indigenous services, disability, employment and emergency numbers.

IPSP Online Library
www.ipsplibrary.net.au

Department of Education
Transition to school for children with disability.
www.schools.nsw.edu.au/gotoschool/primary/transition

1800 Respect
National sexual assault, domestic and family violence hotline Counselling and website. Information and support 24/7.
(1800 737 732) www.1800respect.org.au
**CALD Services**

**Community Migrant Resource Centre (CMRC)**
Co-ordinates the development and provision of a range of services for newly arrived migrants, refugees and humanitarian entrants.


**Ethnic Communities Council of NSW**
Peak community-based, non-government body in NSW representing ethnic communities. Provides information and assistance for a language or cultural group.

[02 9319 0288](tel:0293190288)  [www.eccnsw.org.au](http://www.eccnsw.org.au)

**Nortec Employment and Training**
Located at Nambucca.

[02 6659 4200](tel:0266594200)

**STARTTS**
NSW Service For The Treatment And Rehabilitation Of Torture And Trauma Survivors.

[02 6650 9135 or 02 6650 9195](tel:0266509135or0266509195)

**North Coast Settlement Services - St Vincent De Paul**
Support the needs of emerging communities from migrant, refugee and humanitarian entrant backgrounds, with information, advice, advocacy and referral services.

[02 5612 1370](tel:0256121370)

[02 6698 0505](tel:0266980505)

**Red Cross Refugee Parenting Program and Playgroup**
Kimberley House, 204/45 Little Street, Coffs Harbour
Contact: Rebecca Graham
[0439 041 115](tel:0439041115)  [rgraham@redcross.org.au](mailto:rgraham@redcross.org.au)

[www.redcross.org.au](http://www.redcross.org.au)

**Anglicare North Coast Migrant Services**
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.

[02 6651 8764](tel:0266518764)

[www.anglicarenorthcoast.org.au](http://www.anglicarenorthcoast.org.au)

**Northern Settlement Services – Community Settlement Services (CSS) Project**
Is the rural contact for migrant issues and supports Community Settlement Projects across the NSW Mid North Coast Region. Provides information, advice, resources, direct support and mentoring assistance to migrants.

[02 4969 3399](tel:0249693399)


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**Government Organisations**

**Department of Social Services**

**Family and Community Services (FACS)**

**Department of Immigration & Border Protection**
[131 881](tel:131881)  [www.immi.gov.au](http://www.immi.gov.au)

**Centrelink – Multilingual Service**
[131 202](tel:131202)

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**Translated Material**

**NSW Multicultural Health Communication Service**

**Diversity Health Institute**
Free mental health advice in 50 languages.

**Mental Health in Multicultural Australia**
[www.mhima.org.au](http://www.mhima.org.au)

**Allergy & Anaphylaxis Australia**
[www.allergyfacts.org.au](http://www.allergyfacts.org.au)

**Drug and Alcohol Multicultural Education Centre**
[02 9699 3552](tel:0296993552)  [www.damec.org.au](http://www.damec.org.au)

**Royal Life Saving**
**Kidsafe New South Wales**
Information in English, Chinese, Vietnamese, Arabic, Turkish.

- 02 9845 0890  www.kidsafensw.org/road-safety
- www.kidsafensw.org/downloadable-resources

**Kids and Traffic**

- 02 9805 3200  www.kidsandtraffic.mq.edu.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.

- 02 9286 1000  www.ombo.nsw.gov.au

**My Language**
Allows access to over 6 million information links on the internet in your language.

- www.mylanguage.gov.au

**Settlement and Family Services “Parenting in a New Culture”**
Free download information.

- 1800 770 712  www.spectrumvic.org.au

**Family and Community Services (FACS)**


**Aboriginal Support**

**ABCARE – Coffs Harbour Aboriginal Family Community Care Centre**
Provide four programs to the Aboriginal Community: Family Preservation and Restoration Program, Foster Care Support Project, Social Support and Food Services.

- 02 6648 3680  www.abcare.org.au

**Galambila: Aboriginal Health Service**

- www.galambila.org

**Coffs Harbour Support Services Inc.**
Provides a range of services to people with disabilities and services for Aboriginal people.

- www.coffssupport.com

**Kempsey Shire Council**
Aboriginal Information and links to Aboriginal organisations.


**Our Languages**
Supports the 250 plus Aboriginal languages with resources including learning an Aboriginal language.

- www.ourlanguages.net.au

**Australian Indigenous Health Info Net**
An Internet resource with relevant information and knowledge on improving the health of Australia’s Indigenous people.

- www.healthinfonet.ecu.edu.au

**Family and Community Services (FACS)**
Resources for Aboriginal parents and carers.


**Families NSW**
This easy to read and colourful series of booklets help Aboriginal families, parents and carers with parenting tips and family information to help grow up strong healthy kids.


**Koomurri Management**
Entertainment and education in Aboriginal culture.

- www.koomurri.com

**Aboriginal Australia Resources**
Find good books, movies, music and other resources like newsletters, postings or newspapers.

- www.creativespirits.info/resources/?/resources

**NITV (National Indigenous Television)**

- www.nitv.org.au

**AIATSIS**
The national research and collecting institution for information and research about the cultures and lifestyles of Aboriginal and Torres Strait Islander peoples, past and present.


**State Library of Queensland**
Virtual Books: traditional Aboriginal & Torres Strait Island stories.

- www.slq.qld.gov.au

**ARDS: Aboriginal Resource and Development Services Inc.**
Provides education and information in languages. Produces audio, DVD and print resources.

- www.ards.com.au

**ABC Indigenous**
Provides news, programs, video, radio and other special topics relevant to the Indigenous Community.

- www.abc.net.au/aboriginal
Community Organisations

State Library NSW: Australian Indigenous Services
The role of Indigenous Services team at the State Library of New South Wales is to work with Indigenous communities across NSW concerning the preservation and management of Indigenous documentary heritage resources. The team promotes Library services and collections to Indigenous communities, and provides advice on Indigenous matters.


Bringing them home: National Inquiry into the Separation of Aboriginal and Torres Strait Islander Children from Their Families
Human rights education resource kit to use in the classroom or community.
www.humanrights.gov.au/sites/default/files/content/education/bringing_them_home/rightsED_Bringing_them_home.pdf

Secretariat of National Aboriginal and Islander Child Care
Encouraging services to work and build relationships with Aboriginal and Torres Strait Islander families.

Yulunga Traditional Indigenous Games
Implementation of Indigenous Australian games through resources in the education curriculum.

Muurrbay Aboriginal Language and Culture Co-operative
This service has four main activities: supporting the revival of the Gumbaynggirr Language, auspicing Many Rivers Aboriginal Language Centre, publishing Aboriginal language materials and providing a community center for all language and cultural activities. Located at Nambucca Heads.
02 6569 4294 www.muurrbay.org.au

Saltwater Freshwater Arts Alliance Aboriginal Corporation
Strengthens culture by creating culturally based training and employment opportunities for the Aboriginal communities on the Mid North Coast of NSW.
02 6658 1315 www.saltwaterfreshwater.com.au

Coffs Harbour Aboriginal Family Wellbeing Service
02 6651 1117 www.gurehlgam.com.au

Warrina Women’s Refugee
Located at Coffs Harbour.
02 6652 4000

Aboriginal Home Care & Disability Services
Located at Coffs Harbour.
02 6659 1361

Bellingen Neighbourhood Centre
Provides information, referrals, support, advocacy, community development and counseling service for migrants, Indigenous people and the general community.
02 6655 1239 www.bnc.org.au

Port Macquarie Neighbourhood Centre
Provides information, support, and assistance and referral service to the general community including migrants, Aboriginal and Torres Strait Islander people.
02 6583 8044 www.pmncinfo.org.au

Women’s Resource and Information Centre
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. Located at Coffs Harbour.
02 6652 9944

Family and Community Information
Provides support, information, advocacy and referral services to disadvantaged groups (migrants, ATSI), individuals and families in the Nambucca Valley Shire. Located at Macksville.
02 6568 2305

Nambucca Valley Community Services Council Inc.
Resources and empowers individuals, groups and the community in the Nambucca Valley, Bellingen Valley and Coffs Harbour LGAs, to address issues that affect them.
www.nvcsc.org.au

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.
1300134130 www.wire.org.au

Websites which promote inclusion
www.raisingchildren.net.au
www.resourcingparents.nsw.gov.au

Community Organisations cont. ▶
Recreational

Toy Libraries

Coffs Coast Apex Toy Library

Kempsey Toy Library

Hastings Valley Toy Library

Education

Open Training & Education Network (OTEN)

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

TAFE NSW North Coast

Coffs Harbour, Grafton, Kempsey, Macksville Maclean, Port Macquarie, Taree, Trenayr, Wauchope Campuses.

Adult Migrant English Program (AMEP)

Provides classes, Distance Learning, on-line courses to eligible migrants/refugees free of charge.

NORTEC

The Skills for Education and Employment (SEE) program provides English assistance to support people from a CALD background entering the workforce.
REGION 18 – Hunter

Cessnock, Dungog, Gloucester, Great Lakes, Lake Macquarie, Maitland, Merriwa, Mururundi, Muswellbrook, Newcastle, Port Stephens, Scone, Singleton

Children's Services

Ethnic Community Services Co-operative (ECSC)
Formerly known as Ethnic Child Care, Family and Community Services Co-operative.
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. Located at Marrickville.
☎ 02 9569 1288  ❯ www.ecsc.org.au

Bicultural Support
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. Located at Marrickville.
☎ 02 9569 1288  ❯ biculturalsupport@ecsc.org.au

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

Hunter ISA
Managed by KU Children's Services, Hunter ISA is a team of Inclusion Support Facilitators (ISFs). ISFs work directly with all early childhood education and care services in the Hunter region to provide practical support and facilitate access to a range of supports designed to build the capacity of services to create quality care environments inclusive of all children. Located at Lambton.
☎ 02 4952 2788

Network of Community Activities
The peak body for Out Of School Hours Care Services in NSW. Provides information, advocacy, resources training and support. Located at Surry Hills.
☎ 02 9212 3244
❯ www.networkofcommunityactivities.org.au

Community Childcare Co-operative Ltd (NSW)
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. Located at Marrickville.
☎ 02 8922 6444  ❯ www.ccccnsw.org.au

Playgroup NSW
Works with relevant stakeholders to provide a voice, support and opportunity for children and their carers to interact and learn through play. Located at Granville.
☎ 02 9684 9500 or 1800 171 882
❯ www.playgroupnsw.com.au

NSW Family Day Care (FDC) Association
The peak body for FDC schemes and In-Home Care providers in NSW. Promotes and supports all aspects of Family Day Care in communities. Located at Summer Hill.
☎ 02 9779 9999  ❯ www.nswfdc.org.au

Interpreting Service Agencies

TIS – Translating and Interpreting Service
☎ 131 450

Community Relations Commission Language Services (translating & interpreting)
☎ 1300 651 500

Multicultural Health Care Interpreter Service
☎ 1800 674 994
Various library branches hold a collection of CALD books, DVDs, CDs, magazines and newspapers. Story time sessions also available.

Adamstown  02 4904 3320
Beresfield  02 4978 0470
Cessnock  02 4993 4399
Hamilton  02 4904 1340
Lambton  02 4974 5400
Mayfield  02 4974 6630
Newcastle  02 4974 5342
Raymond Terrace  02 4987 2221
Stockton  02 4920 1137
 Wallsend  02 4985 6680

CALD/Indigenous Websites - Resources, Teaching Aides

Oxfam - Music and CDs
www.oxfam.org.au/shop

Magabala books (Indigenous books)
www.magabala.com

Serendib Craftlink - Multicultural craft/educational aides
www.serendibcrafts.com.au

Free Kindergarten Association (FKA)
www.fka.com.au

Australian Children's Education and Care Quality Authority (ACECQA)
www.acecqa.gov.au

Inclusive Directions South Australia
www.directions.org.au

On-line books
www.gowrievictoria.org.au

Modern Teaching Aides
www.teaching.com.au

The Book Garden
www.thebookgarden.com.au

Indigenous Services at State Library NSW
02 9273 1577  www.sl.nsw.gov.au/indigenous

Gowrie Resource Centre
02 8594 4212  www.gowriensw.com.au

Education Service Australia (ESA)
www.esa.edu.au

Community Language Collection Directory

Indij Readers - Indigenous Books
www.indijreaders.com.au

Spectrum Migrant Resource Centre
A one-stop-shop catering for the needs of newly arrived and established migrants and refugees.
1800 770 712  www.spectrumvic.org.au

Dust Echoes
Online indigenous dreamtime stories.
www.abc.net.au/dustechoes

Our community
Australia’s Online Centre for the not-for-profits services and schools, providing directories of resources to groups including Indigenous, multicultural, special needs and families.
www.ourcommunity.com.au/directories/directories_article.jsp?articleId=3487

IPSP Online Library
www.ipsplibrary.net.au

Department of Education
Transition to school for children with disability.
www.schools.nsw.edu.au/gotoschool/primary/transition

1800 Respect
National sexual assault, domestic and family violence hotline counselling and website. Information and support 24/7.
1800 737 732  www.1800respect.org.au
Community Migrant Resource Centre (CMRC)
Co-ordinates the development and provision of a range of services for newly arrived migrants, refugees and humanitarian entrants.

www.cmrc.com.au

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.

02 4960 8248  www.eccnewcastle.org.au

Ethnic Communities Council Diversity Learning Centre (DLC) (Multicultural Library)
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

Greek Welfare Centre
Provide support, information, advocacy, referrals, welfare and assistance to the Greek community. Located at Newcastle.

02 4961 2333  www.greekorthodox.org.au/general

Polish Association
Provides assistance and support to people from the Polish community. Located at Newcastle.

02 4961 5249

Greek Cypriot Community Organisation
Provides assistance and is a support group to the Greek Cypriot community. Located at Hamilton.

02 4969 2449

Italian Welfare Organisation (Italian Community Worker)
Provides support, assistance, referral service to people from the Italian community. Located at Broadmeadow.

02 4965 3717

政府机构

Department of Social Services
www.dss.nsw.gov.au

Family and Community Services (FACS)
www.community.nsw.gov.au

Department of Immigration & Border Protection
131 881  www.immi.gov.au

Centrelink – Multilingual Service
131 202

NSW Multicultural Health Communication Service
www.mhcs.health.nsw.gov.au

Diversity Health Institute
Free mental health advice in 50 languages.
www.dhi.health.nsw.gov.au

Mental Health in Multicultural Australia
www.mhima.org.au

Allergy & Anaphylaxis Australia
www.allergyfacts.org.au

Drug and Alcohol Multicultural Education Centre
02 9699 3552  www.damec.org.au

Royal Life Saving
www.nsw.royallifesaving.com.au

Kidsafe New South Wales
Information in English, Chinese, Vietnamese, Arabic, Turkish.
02 9845 0890  www.kidsafensw.org/road-safety
www.kidsafensw.org/downloadable-resources

Kids and Traffic
02 9805 3200  www.kidsandtraffic.mq.edu.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.
☎ 02 9286 1000  🌐 www.ombo.nsw.gov.au

My Language
Allows access to over 6 million information links on the internet in your language.
🌐 www.mylanguage.gov.au

Settlement and Family Services “Parenting in a New Culture”
Free download information.
☎ 1800 770 712  🌐 www.spectrumvic.org.au

Family and Community Services (FACS)

Aboriginal Australia Resources
Find good books, movies, music and other resources like newsletters, postings or newspapers.
🌐 www.creativespirits.info/resources/?/resources

NITV (National Indigenous Television)
🌐 www.nitv.org.au

AIATSIS
The national research and collecting institution for information and research about the cultures and lifestyles of Aboriginal and Torres Strait Islander peoples, past and present.

State Library of Queensland
Virtual Books: traditional Aboriginal & Torres Strait Island stories.
🌐 www.slq.qld.gov.au

ARS: Aboriginal Resource and Development Services Inc.
Provides education and information in languages. Produces audio, DVD and print resources.
🌐 www.ards.com.au

ABC Indigenous
Provides news, programs, video, radio and other special topics relevant to the Indigenous Community.
🌐 www.abc.net.au/indigenous

State Library NSW: Australian Indigenous Services
The role of Indigenous Services team at the State Library of New South Wales is to work with Indigenous communities across NSW concerning the preservation and management of Indigenous documentary heritage resources. The team promotes Library services and collections to Indigenous communities, and provides advice on Indigenous matters.

Bringing them home: National Inquiry into the Separation of Aboriginal and Torres Strait Islander Children from Their Families
Human rights education resource kit to use in the classroom or community.
🌐 www.humanrights.gov.au/sites/default/files/content/education/bringing_them_home/rightsED_Bringing_them_home.pdf

Secretariat of National Aboriginal and Islander Child Care
Encouraging services to work and build relationships with Aboriginal and Torres Strait Islander families.

Yulunga Traditional Indigenous Games
Implementation of Indigenous Australian games through resources in the education curriculum.
**Community Organisations**

**Barkuma Neighbourhood Centre**
Provides services and a place of identity and belonging to the Indigenous community. Along with social support through friendly culturally appropriate services to all Aboriginal people including the Elders and young people with challenged abilities and financial crisis/emergency support. Located at Kurri Kurri.

☎ 02 4937 1094  🌐 www.barkuma.org.au

**Awabakal Newcastle Aboriginal Co-operative Ltd.**
Managed by staff, sensitive to needs of the Aboriginal community by providing various culturally appropriate programs.

☎ 02 4962 2822  🌐 www.awabakal.org

**Arwarbukarl Cultural Resource Association Inc. (ACRA)**
ACRA raises awareness on Aboriginal language, culture and heritage through Awabakal language reclamation, revitalization and development of resources.

☎ 02 4927 8222

**Singleton Family Support Scheme**
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. Located at Singleton.

☎ 02 6572 4288  🌐 www.singletonfs.org.au

**Samaritans Information and Neighbourhood Centre**
Provides support, assistance, settlement and referral services to newly arrived migrants and ethnic groups. Located at Warabrook.

☎ 02 4960 7100  🌐 www2.samaritans.org.au

**Northern Settlement Services**
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, and Scone. Interpreting services available. Located at Hamilton.

☎ 02 4969 3399 or Free Call 1800 913 205  🌐 www.nsservices.com.au

**Upper Hunter Community Services**
Provides counseling, assistance and support to families who are experiencing difficulties, in stress or crisis. Interpreter services are available. Located at Muswellbrook.

☎ 02 6542 3555  🌐 www.uhcs.org.au

**Education**

**Open Training & Education Network (OTEN)**
Programs, courses, services specifically for people from CALD backgrounds.

☎ 02 9715 8676  🌐 www.oten.tafensw.edu.au

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

**Aboriginal Co-ordinator**  ☎ 02 4923 7466
**Multicultural Education Co-ordinator**  ☎ 02 4923 7463

**Rural**  ☎ 1800 114 707  🌐 www.ames.edu.au

**Wollotuka Institute – The University of Newcastle**
Provides tertiary education and support for Indigenous students.

☎ 02 4921 6963

**Yarnteen College**
Yarnteen College aims to increase access and quality participation in vocational education and training for Indigenous Australians by providing accredited and non-accredited training which recognises the needs of the Indigenous community in line with industry needs and growth with emphasis on employment. Located at Newcastle.

☎ 02 4940 8422
Recreational

Toy Libraries

New Lambton

New Lambton
02 4904 3340

Forster Tuncurry Toy Library

Forster Tuncurry Toy Library
Shop 5, 64 Manning Street
Tuncurry 2428
02 6557 2012

Happy Hippo Toy Library

Happy Hippo Toy Library
Morisset Multi Purpose Centre
143 Dora Street
Morisset 2264
02 4973 7000

Newcastle and Hunter Toy Library

Newcastle and Hunter Toy Library
New Lambton Library
93 Regent Street
New Lambton 2305
02 4904 3340