NSW MULTICULTURAL HEALTH SERVICES DIRECTORY

Informations sur la santé
Informeции за здравјето
Thông Tin Y Tế
Informeación sobre la salud
اطلاعات بهداشتی
Плηροφορίες Υγείας
Informacije o zdravlju
健康信息
Informazioni sulla salute
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WHO IS THIS RESOURCE FOR?

This resource is produced primarily for health, community services and Non Government Organisations working with culturally and linguistically diverse (CALD) communities in New South Wales. This edition includes a section on Local Government which outlines how councils respond to the needs of CALD communities and how to contact them.
MULTICULTURAL HEALTH SERVICES AND PROGRAMS

The NSW Government and the NSW Ministry of Health are committed to ensuring an equitable health system that ensures that cultural and linguistic diversity is at the heart of service planning, service delivery and policy development.

HOW THE PUBLIC HEALTH SYSTEM WORKS

For a description of the organization and structure of the NSW Ministry of Health, see the websites:

http://www.health.nsw.gov.au/aboutus/ and
Local Health Districts
There are 18 Local Health Districts in NSW as of 1 January 2011.

Eight Local Health Districts (LHDs) cover the Sydney metropolitan region, and seven cover rural and regional NSW.

<table>
<thead>
<tr>
<th>Metropolitan NSW Local Health Districts</th>
<th>Central Coast</th>
<th>Tel: (02) 4320 2333 Fax: (02) 4320 2477</th>
</tr>
</thead>
<tbody>
<tr>
<td>Illawarra Shoalhaven</td>
<td>Tel: (02) 4253 4888 Fax: (02) 4253 4878</td>
<td></td>
</tr>
<tr>
<td>Nepean Blue Mountains</td>
<td>Tel: (02) 4734 2000 Fax: (02) 4734 3737</td>
<td></td>
</tr>
<tr>
<td>Northern Sydney</td>
<td>Tel: (02) 4320 2333 Fax: (02) 4320 2477</td>
<td></td>
</tr>
<tr>
<td>South Eastern Sydney</td>
<td>Tel: (02) 9540 7756 Fax: (02) 9540 8757</td>
<td></td>
</tr>
<tr>
<td>South Western Sydney</td>
<td>Tel: (02) 9828 6000 Fax: (02) 9828 0001</td>
<td></td>
</tr>
<tr>
<td>Sydney</td>
<td>Tel: (02) 9562 0500 Fax: (02) 9562 0501</td>
<td></td>
</tr>
<tr>
<td>Western Sydney</td>
<td>Tel: (02) 9845 5555 Fax: (02) 9689 2041</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rural and Regional NSW Local Health Districts</th>
<th>Far West</th>
<th>Tel: (08) 8080 1333</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hunter New England</td>
<td>Tel: (02) 4921 4960 Fax: (02) 4921 4969</td>
<td></td>
</tr>
<tr>
<td>Mid North Coast</td>
<td>Tel: (02) 6588 2946 Fax: (02) 6588 2947</td>
<td></td>
</tr>
<tr>
<td>Murrumbidgee</td>
<td>Tel: (02) 6933 9100 Fax: (02) 6933 9188</td>
<td></td>
</tr>
<tr>
<td>Northern NSW</td>
<td>Tel: (02) 6620 2100 Fax: (02) 6621 7088</td>
<td></td>
</tr>
<tr>
<td>Southern NSW</td>
<td>Tel: (02) 6128 9777 Fax: (02) 6299 6363</td>
<td></td>
</tr>
<tr>
<td>Western NSW</td>
<td>Tel: (02) 6841 2222 Fax: (02) 6841 2225</td>
<td></td>
</tr>
</tbody>
</table>

In addition to the eight metropolitan and seven rural and regional LHDs, there are two specialist networks focusing on Children’s Paediatric Services another on Justice Health & Forensic Mental Health and a third will operate across the public health services provided by the three facilities operated by St. Vincent’s Health including St Vincent’s Hospital Darlinghurst, the Sacred Heart Hospice and St Joseph’s at Auburn.

<table>
<thead>
<tr>
<th>The Sydney Children’s Hospitals Network</th>
<th>Tel:02 9845 0000</th>
</tr>
</thead>
<tbody>
<tr>
<td>St.Vincent’s/Mater Health - Sydney</td>
<td>Tel:02 8382 1111</td>
</tr>
<tr>
<td></td>
<td>Fax:02 9332 4142</td>
</tr>
<tr>
<td>Justice Health and Forensic Mental Health Network</td>
<td>Tel:02 9700 3000</td>
</tr>
<tr>
<td></td>
<td>Fax:02 9700 3493</td>
</tr>
</tbody>
</table>

**Community Services**
The NSW Ministry of Health strives to ensure that our culturally and linguistically diverse communities have the same access to health services and information and the same quality of care as their fellow residents.

The NSW Ministry of Health works with communities to identify their health needs, set up support groups, provide information on a range of health topics in different languages, and assist refugees with their health needs. NSW Ministry of Health also assists health staff to work with ethnic communities and to develop cultural competence in the delivery of services.
MULTICULTURAL HEALTH PROGRAM

This program aims to improve the health and health care of people from culturally and linguistically diverse backgrounds (CALD), using effective and appropriate public health services, as well as prevention and health promotion programs.

MULTICULTURAL HEALTH PRINCIPLES

What are the program’s policy principles?

1. People from culturally, religiously and linguistically diverse backgrounds will have access to appropriate health information.
2. People from culturally, religiously and linguistically diverse backgrounds will have access to quality health services that recognise and respect their linguistic, cultural and religious needs.
3. Health policies, programs and services will respond in an appropriate way to the health needs of people from culturally, religiously and linguistically diverse backgrounds.
4. People from culturally, religiously and linguistically diverse backgrounds will have an opportunity to contribute to decisions about health services that affect them.
5. Multicultural health programs and services will be evidence-based and / or support best practice in the provision of health services in a culturally, religiously and linguistically diverse society.

The Multicultural health principles are found in the “Policy and Implementation Plan for Healthy Culturally Diverse Communities 2012 – 2016”, page 3.
POLICY GUIDELINES

The NSW Ministry of Health has developed the above Plan to make sure health services meet the needs of all people of CALD communities. All public health system employees are required to follow this Plan which follows on from:

4. Strategic Directions in Refugee Health Care in NSW (1999) (under review)
5. Multilingual Mental Health Plan 2008 - 2012 (PD 2008_067)
6. Multilingual Health Resources by AHS, DoH and NGOs Funded by NSW Health (Guidelines for Production) GL2005_032
8. Asylum Seekers - Medicare Ineligible - Provision of Specified Public Health Services
WHO’S WHO IN MULTICULTURAL HEALTH?

The services and the people who work in them

Central Administration

Responsibility for multicultural health rests with the Primary Health and Community Care Branch.

Local Health District Based Services and Programs

What if my client does not speak English?

Health Care Interpreter Service
There are five Health Care Interpreter Service (HCIS) centres across NSW, they are:

1. Central Sydney covering the Sydney South West - including North & Central Network of South East Sydney
2. Hunter New England Local Health Network covering the Hunter / New England Health – including Central Coast, Northern NSW, Greater Western
3. Illawarra Shoalhaven Local Health Network
4. Murrumbidgee and Southern NSW Local Health Networks
5. Sydney West & Northern Sydney

The Health Care Interpreter Services operates across NSW, 24 hours a day, 7 days a week to ensure that non-English-speaking patients / clients are able to communicate effectively with any health provider of the NSW health service.

Like other professionals, interpreters must keep everything confidential.

For appointments with health services, however, it is important to use health care interpreters as they are professionally trained in medical terminology and are bound by strict confidentiality.
Some Health Care Interpreting Services are able to do translations of up to 50 words at no cost. The cost of longer translations can sometimes be negotiated. Local Health Districts which do not have the capacity to do long translations often use the translation services provided by another Local Health Districts Service or the NSW Multicultural Health Communication Service.

Translating and Interpreting Service (TIS)

If your client does not speak English they can still contact services. To do that they need to call the Translating and Interpreting Service (TIS) on 13 14 50, say where they are from and what language they speak. If they can say that in English it is easier, but if they can’t the interpreter will work it out.

Depending on what language they speak, they may have to wait on the phone until they find an interpreter. The interpreter and your client - together will then phone the service. The interpreter and the service will talk together with your client on the same Phone line.

Local Health District Contacts in Multicultural Health

Multicultural Health Units in Local Health Districts implement and monitor a range of programs to facilitate equitable access to health care for individuals from culturally and linguistically and linguistically diverse communities. The role and functions of Multicultural Health Units may vary and will respond to local needs and population demographics. These Multicultural Health Workers
can also work with mainstream services to build the capacity of these services to provide accessible and appropriate services to CALD clients.

The Multicultural Health Officers perform Local Health District-wide roles where appropriate, and are guided by the Policy and Implementation Plan and their LHD Multicultural Health Plan under the direction of the Local Health Network Director for Multicultural Health.

The ranges of services provided by Multicultural Health Officers include: Research, planning, consultancy, community development and capacity building, health education, health promotion and training. In some LHDs these officers are also designated bilingual health staff providing direct health care to patients of the NSW health system.

You should contact your LHD multicultural health worker to determine what services may be available in your LHD.
<table>
<thead>
<tr>
<th>Local Health District</th>
<th>Telephone &amp; Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sydney</td>
<td>Tel: 02 9562 0500</td>
</tr>
<tr>
<td></td>
<td>Fax: 02 9562 0501</td>
</tr>
<tr>
<td>Western Sydney</td>
<td>Tel: 02 8717 4000</td>
</tr>
<tr>
<td></td>
<td>Fax: 02 8717 4030</td>
</tr>
<tr>
<td>South Eastern Sydney</td>
<td>Tel: 02 9382 3309</td>
</tr>
<tr>
<td></td>
<td>Fax: 02 9382 3353</td>
</tr>
<tr>
<td>Illawarra-Shoalhaven</td>
<td>Tel: 02 4221 6770</td>
</tr>
<tr>
<td></td>
<td>Fax: 02 4221 6722</td>
</tr>
<tr>
<td>South Western Sydney</td>
<td>Tel: 02 9840 3768</td>
</tr>
<tr>
<td></td>
<td>Fax: 02 9840 4100</td>
</tr>
<tr>
<td>Northern Sydney</td>
<td>Tel: 02 8877 5317</td>
</tr>
<tr>
<td></td>
<td>Fax: 02 8877 5320</td>
</tr>
<tr>
<td>Central Coast</td>
<td>Tel: 02 4320 3791</td>
</tr>
<tr>
<td></td>
<td>Fax: 02 4320 2562</td>
</tr>
<tr>
<td>Hunter &amp; New England</td>
<td>Tel: 02 4924 6284</td>
</tr>
<tr>
<td></td>
<td>Fax: 02 4924 6287</td>
</tr>
<tr>
<td>Nepean Blue Mountains</td>
<td>Tel: 02 4734 1600</td>
</tr>
<tr>
<td></td>
<td>Fax: 02 4734 1601</td>
</tr>
<tr>
<td>Western NSW</td>
<td>Not Allocated</td>
</tr>
<tr>
<td>Far West</td>
<td>Tel: 08 8080 1333</td>
</tr>
<tr>
<td>Murrumbidgee</td>
<td>Tel: 02 6495 8300</td>
</tr>
<tr>
<td>Southern NSW</td>
<td>Not Allocated</td>
</tr>
<tr>
<td>Northern NSW</td>
<td>Tel: 02 6656 7676</td>
</tr>
<tr>
<td>Mid North Coast</td>
<td>Tel: 02 6656 7676</td>
</tr>
<tr>
<td>St. Vincent’s Hospital Network</td>
<td>Not Allocated</td>
</tr>
<tr>
<td>Sydney Children’s Hospital</td>
<td>Tel: 02 9382 3343</td>
</tr>
<tr>
<td>Westmead Children’s Hospital</td>
<td>Not Allocated</td>
</tr>
</tbody>
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Some Local Health Districts also employ the following:

**Multicultural Staff Development Officers**
The role of these officers is to train health care providers and public contact staff within the health system to develop cultural competency skills. Part of this training involves teaching health care providers and other staff to work effectively with interpreters when caring for clients of non-English speaking background. Multicultural Staff Development Officers also help health service managers develop skills to work with a culturally diverse workforce.

These officers are employed in some, but not all, Local Health Districts. In some districts, training to enable staff to work effectively with interpreters can be arranged through the Health Care Interpreter Service.

**Bilingual Counsellors**
Usually based at community health centres, these counsellors provide a variety of prevention and treatment services, including mental health assessment, counselling, consultancy services and referral. They also help develop support groups for people experiencing mental health problems, and for those who care for them.

**Multicultural Health Promotion Officers**
These officers are employed in a number of Local Health District Services to design, implement and evaluate health promotion programs for people from linguistically and culturally diverse backgrounds. They also advise on evidence based health promotion strategies and build the capacity of Multicultural Health workers.

**Multicultural Aged Advisors / Workers**
A number of Local Health Districts employ Multicultural Aged Workers / Advisors whose job is to advise on and improve quality of care for older people of CALD communities and help them access the right services and facilities.

**Ethnic Obstetric Liaison Officers**
These officers provide antenatal and postnatal information, education and support to women of CALD communities. These specialist staff members act as a bridge between existing maternity services and women of CALD backgrounds. A number of Local Health districts employ these specially trained workers (In Sydney South West the workers care called BEPEs and work with the maternity services and home visiting).
**Multicultural Health Liaison Officers**
Based in mainstream services, such as hospitals and community health centres, Multicultural Health Liaison Officers act as a bridge between people from diverse cultural and linguistic backgrounds and health services. They do this by liaising between health consumers of CALD backgrounds and staff based in hospitals and other health services, including community health, mental health, aged and disability services, and women and children’s health. They may provide cultural awareness education and support for health professionals in mainstream services, and provide health information and education to CALD health consumers.

They also carry out research to improve the health of people from diverse cultural backgrounds.

**Bilingual Community Educators (BCEs)**
Bilingual Community Educators work in a number of Local Health Districts where they provide health promotion programs in many community languages for non-English speakers. These programs recruit people from their own communities to provide information on issues such as women’s health, health for older people, health for new arrivals, and health services.

**Sessional Bilingual Health Workers**
Sessional Bilingual Health Workers deliver health information and education on topics relating to Alcohol and Other Drugs, Women’s Health, Health Promotion and Child Protection in languages other than English.
STATE-WIDE SERVICES AND PROGRAMS

Some multicultural health services, although based in a specific Local Health District Service, act as information and service centres for the whole of NSW. These services include:

**NSW Multicultural Health Communication Service**  
(Multicultural Communication / MHCS)  
This service works to ensure that quality health information is readily available for NSW culturally and linguistically diverse communities. It undertakes social research in conjunction with key tertiary institutions develops innovative communication models and provides a translation service. MHCS runs a multilingual website with health information in 50 languages as well as hosting consultations to identify the ongoing health needs and issues of NSW culturally and linguistically diverse communities.

*Tel: 02 9816 0347*  
*Fax: 02 9816 0302*  
*Email: mhcs@sesiahs.health.nsw.gov.au*  
*Website: www.mhcs.health.nsw.gov.au*

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

- Provides support to health workers working with refugees.  
- Trains health service providers and GPs on refugee health.  
- Develops resource materials  
- Delivers health information and health promotion activities to refugees.  
- Provides clinical health assessment and referral via three clinics based in Greater Western Sydney  
- Advocates for the health needs of refugees  
- Facilitates the conduct of research on refugee health needs and service delivery

*Tel: 02 8778 0770*  
*Fax: 02 8778 0790*  
*Email: refugeehealth@sswahs.nsw.gov.au*  
*Website: www.refugeehealth.org.au*
Multicultural HIV/AIDS and Hepatitis C Service
The Multicultural HIV and Hepatitis Service undertakes a range of health promotion and research activities as well as providing bilingual / bicultural support to people living with HIV and / or Hepatitis.

Bilingual / Bicultural workers from 20 language backgrounds are involved in implementing initiatives in community development, health promotion and media advocacy, as well as in a clinical support program for people affected by HIV and Hepatitis C. Community development and health promotion projects may target particular CALD communities or sub-groups within communities (such as gay men, or sex workers).

The service, funded by the AIDS and Infectious Diseases Unit at NSW Health, and based in the Sydney Local Health Network, also manages state-wide and national projects.

Tel: 02 9515 5030 or 1800 108 098
Fax: 02 9550 6815
Email: info@multiculturalhivhepc.net.au
Website: www.multiculturalhivhepc.net.au

NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)
STARTTS is an affiliated health organisation that receives core funding from NSW Health and aims to assist refugees and people from refugee-like backgrounds recover from their experiences of torture and / or trauma and build a new life in Australia.

The service provides:
• Counselling
• Group therapy
• Group activities and outings
• Camps and groups for children and young people
• Community development and health promotion
• Training for health professional working with refugees and conducts research.
Diversity Health Coordinators
The Diversity Health Coordinator model exists in SESLHD, ISLHD, SCHN Randwick Campus and SVH. It is located, managed and funded by each hospital. The fundamental role of the Diversity Health Coordinator position focuses on providing accessible, appropriate and sensitive health care for everyone. It targets population groups experiencing difficulties accessing services, improving their health literacy and access to services with a strong focus on those of culturally and linguistically diverse backgrounds. The work of the Diversity Health Co-ordinators includes educating staff on diversity-friendly practices, improving hospital processes and developing information materials for patients, families and carers.

Diversity Health Coordinators work in partnership with key internal and external stakeholders such as Multicultural Health Units, which provide advice and support in relation to multicultural health.

_The Diversity Health Coordinators listed by Hospital_

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Telephone</th>
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<tbody>
<tr>
<td>Calvary Hospital</td>
<td>02 9553 3037</td>
</tr>
<tr>
<td>Sydney Children’s Hospital</td>
<td>02 9382 3343</td>
</tr>
<tr>
<td>Sydney Hospital /</td>
<td>02 9382 7547</td>
</tr>
<tr>
<td>Sydney Eye Hospital</td>
<td></td>
</tr>
<tr>
<td>St George Hospital</td>
<td>02 9113 2419</td>
</tr>
<tr>
<td>St Vincent’s Hospital</td>
<td>02 8382 2431</td>
</tr>
<tr>
<td>Sutherland Hospital</td>
<td>02 9540 7013</td>
</tr>
<tr>
<td>Prince of Wales Hospital</td>
<td>02 9382 3306</td>
</tr>
<tr>
<td>Royal Hospital for Women</td>
<td>02 9382 6700</td>
</tr>
<tr>
<td>Wollongong Hospital</td>
<td>02 4223 8592</td>
</tr>
<tr>
<td>Port Kembla District Hospital</td>
<td>02 4233 8593</td>
</tr>
</tbody>
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Diversity Health Institute (DHI)
The Diversity Health Institute supports health staff to adopt a diversity-friendly approach to address the challenges and opportunities for health services in NSW. The DHI develops and delivers a range of health promotion, clinical services, research, education and training programs.

The specific units of the Diversity Health Institute are:

Transcultural Mental Health Centre (TMHC)
The Transcultural Mental Health Centre (TMHC) is a free state-wide service that aims to facilitate access to quality mental health services for people of culturally and linguistically diverse backgrounds.

The Transcultural Mental Health Centre provides:

• Providing clinical care and free mental health clinical consultation and assessment service to individuals, families, children, young people, adults and older people living in NSW
• Developing mental health promotion, prevention, and early intervention campaigns.
• Providing leadership in transcultural mental health policy development, planning and research, organisational and workforce development.

Contact details:
Main switch: 02 9912 3850
Direct clinical consultation and assessment line: 02 9912 3851
Fax: 9840 4180
Toll free: 1800 648 911
Email: tmhc@swahs.health.nsw.gov.au
Website: www.dhi.gov.au/tmhc

Multicultural Problem Gambling Service
The Multicultural Problem Gambling Service for NSW (MPGS) is a state wide service offering free face-to-face or Telephone counselling and information in a preferred language to problem gamblers and their families from non-English speaking background. Community education programs are also available.

The MPGS has a panel of qualified counsellors covering a variety of languages and cultural backgrounds. The main office is located at Cumberland Hospital in North Parramatta, however confidential assistance is currently provided in 24
languages at locations across NSW.

**Tel: 1800 856 800**  
**Fax: 02 8838 2165**  
**Email: mpgs@wsahs.nsw.gov.au**  
**Website: www.dhi.gov.au**

**NSW Education Program on Female Genital Mutilation (NSWFGM)**  
The NSW Education Program on Female Genital Mutilation (NSWFGM) is based within the Diversity Health Institute (DHI) Local Health District Western. The Program is a specialist women’s service with a state-wide focus instigated to educate health and allied health professionals, and to work with women, girls and their families from FGM affected communities now resident in NSW, on the complex traditional and cultural issues of FGM.

NSW FGM Model of Service includes:

- Facilitating access to health services for women, girls and their families at risk of the practice
- Strengthening community action to prevent the practice of female genital mutilation through community development, education, information and support.
- Delivering professional education and training for health care professionals

This multidisciplinary model of service delivery combines clinical, education and community development expertise through a small team of staff, which is augmented by the services of Bilingual Community Workers (BCW) from the targeted communities. NSW FGM provides services in the city, metropolitan and regional areas of NSW.

**Vivienne Strong**  
**Program Manager**  
**Tel: 02 9840 4182 or 02 9840 3768**  
**Fax: 02 9840 3004**  
**Email: vivienne_strong@wsahs.nsw.gov.au**  
**Website: www.dhi.gov.au/fgm**

**Women’s Health at Work**  
The Women’s health at Work Program works in partnership with employers and other key stakeholders to improve the health of women in the workplace who
are from culturally and linguistically diverse communities. The program aims to build the capacity of women, employers and service providers to gain better health outcomes and focuses on social and preventative health education, community development and the promotion of workplace rights and occupational health and safety.

Vivienne Strong  
Program Manager  
Tel: 02 9840 4182 or 02 9840 3768  
Fax: 02 9840 3004  
Email: vivienne_strong@wsahs.nsw.gov.au

Medicare Locals
Medicare Locals are a network of primary health care organisations that will help improve delivery of services and improve access to after hours care. They will have strong links to local hospital networks, local communities, health professionals and service providers including GPs, allied health professionals and Aboriginal Medical Services.
## Medicare Locals contact numbers

<table>
<thead>
<tr>
<th>Name of Medicare Local</th>
<th>Phone Contact</th>
<th>Fax Number</th>
<th>Email Address/Web Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Coast NSW</td>
<td>02 4365 2294</td>
<td>02 4365 3836</td>
<td><a href="mailto:ccnswml@ccnswml.com.au">ccnswml@ccnswml.com.au</a>, <a href="http://www.ccnswml.com.au">www.ccnswml.com.au</a></td>
</tr>
<tr>
<td>Eastern Sydney</td>
<td>02 9663 5958</td>
<td>02 9663 5817</td>
<td><a href="mailto:admin@esml.org.au">admin@esml.org.au</a>, <a href="http://www.esml.org.au">www.esml.org.au</a></td>
</tr>
<tr>
<td>Far West</td>
<td>02 6872 4777</td>
<td>02 6872 4888</td>
<td><a href="mailto:admin@fwml.com.au">admin@fwml.com.au</a>, <a href="http://www.fwml.org.au">www.fwml.org.au</a></td>
</tr>
<tr>
<td>Hunter</td>
<td>02 4925 2259</td>
<td>02 4925 2268</td>
<td><a href="mailto:info@huml.com.au">info@huml.com.au</a>, <a href="http://www.hunterml.com.au">www.hunterml.com.au</a></td>
</tr>
<tr>
<td>Illawarra-Shoalhaven</td>
<td>02 4220 7600</td>
<td>02 4226 9485</td>
<td><a href="mailto:isml@isml.org.au">isml@isml.org.au</a>, <a href="http://www.isml.org.au">www.isml.org.au</a></td>
</tr>
<tr>
<td>Inner West</td>
<td>02 9799 0933</td>
<td>02 9799 0944</td>
<td><a href="mailto:office@iwsml.com.au">office@iwsml.com.au</a>, <a href="http://www.iwsml.org.au">www.iwsml.org.au</a></td>
</tr>
<tr>
<td>Murrumbidgee</td>
<td>02 6923 3100</td>
<td>02 6931 7822</td>
<td><a href="mailto:ceo@mmll.or.au">ceo@mmll.or.au</a>, <a href="http://www.mmll.or.au">www.mmll.or.au</a></td>
</tr>
<tr>
<td>Nepean-Blue Mountains</td>
<td>02 4721 1150</td>
<td>02 4721 1176</td>
<td><a href="mailto:info@nbmml.com.au">info@nbmml.com.au</a>, <a href="http://www.nbmmml.com.au">www.nbmmml.com.au</a></td>
</tr>
<tr>
<td>New England</td>
<td>02 6771 1146</td>
<td>02 6771 1170</td>
<td><a href="mailto:Receptionist@neml.org.au">Receptionist@neml.org.au</a>, <a href="http://www.neml.org.au">www.neml.org.au</a></td>
</tr>
<tr>
<td>North Coast</td>
<td>02 6622 4453</td>
<td>02 6622 3185</td>
<td><a href="mailto:Enquiries@ncml.org.au">Enquiries@ncml.org.au</a>, <a href="http://www.ncml.org.au">www.ncml.org.au</a></td>
</tr>
<tr>
<td>Northern Sydney</td>
<td>02 9477 8700</td>
<td>02 9477 8799</td>
<td>(no email as yet) <a href="http://www.nsml.com.au">www.nsml.com.au</a></td>
</tr>
<tr>
<td>South East Sydney</td>
<td>02 9545 3533</td>
<td>02 9545 3522</td>
<td><a href="mailto:info@sesml.org.au">info@sesml.org.au</a>, <a href="http://www.sesml.org.au">www.sesml.org.au</a></td>
</tr>
<tr>
<td>Sydney North Shore and Beaches</td>
<td>1300 798 307</td>
<td>02 9979 7834</td>
<td><a href="mailto:info@snsbml.org.au">info@snsbml.org.au</a>, <a href="http://www.snsbml.org.au">www.snsbml.org.au</a></td>
</tr>
<tr>
<td>Southern NSW</td>
<td>02 4475 0800</td>
<td>02 4474 5111</td>
<td><a href="mailto:info@snswml.com.au">info@snswml.com.au</a>, <a href="http://www.snswml.com.au">www.snswml.com.au</a></td>
</tr>
<tr>
<td>South Western Sydney</td>
<td>1300 179 765</td>
<td>02 4625 9466</td>
<td><a href="mailto:admin@swsml.com.au">admin@swsml.com.au</a>, <a href="http://www.swsml.com.au">www.swsml.com.au</a></td>
</tr>
<tr>
<td>Western NSW</td>
<td>02 6884 0197</td>
<td>02 6884 0198</td>
<td><a href="mailto:admin@wml.org.au">admin@wml.org.au</a>, <a href="http://www.wml.org.au">www.wml.org.au</a></td>
</tr>
<tr>
<td>Western Sydney</td>
<td>02 8811 7100</td>
<td>02 9622 3448</td>
<td><a href="mailto:wentwest@wentwest.com.au">wentwest@wentwest.com.au</a>, <a href="http://www.wentwest.com.au">www.wentwest.com.au</a></td>
</tr>
</tbody>
</table>
NON-GOVERNMENT ORGANISATIONS

NSW Health also provides grants to a range of non-government organisations (NGOs). They are usually charitable or voluntary agencies providing health related services to multicultural communities.

The NGOs targeting non-English speakers are:

**Drug and Alcohol Multicultural Education Centre (DAMEC)**
Funded by NSW Health, DAMEC’s primary role is to assist alcohol, tobacco and other drug services in developing a capacity to provide competent prevention and treatment services to CALD communities.

DAMEC’s services include: training to drug & alcohol and community workers, research into drug and alcohol issues within CALD communities to inform policy and service development, community liaison, consultancy, information provision which includes listing of bilingual D&A professionals and multilingual material.

*Tel: 02 9699 3552  
Fax: 02 9699 3131  
Email: admin@damec.org.au  
Website: www.damec.org.au*

**Red Cross**
Tenant Connect, Telecross, Good Start Breakfast Clubs, Migration Support Programs, Save a Mate peer harm minimisation, Young Parents residential and outreach support program, Talk Out Loud Youth mental health awareness.

*Joyce Holland  
Operations Coordinator  
Level 7, 159 Clarence Street NSW 2000  
Tel: 02 9229 4110  
Fax: 02 9229 4244  
Email: jholland@redcross.org.au  
Website: www.redcross.org.au*
Family Planning NSW Health Multicultural Services
Family Planning NSW Fairfield Multicultural Services provides a range of sexual and reproductive health services for women and men of all ages. We especially cater for people from diverse cultural and linguistic backgrounds. Our team of female doctors, nurses, and health promotion officers can provide information and consultation on sexual and reproductive health issues.

The services offered by Family Planning NSW are friendly and confidential. We also provide education services and information sessions for groups and our facilitators have experience working with interpreters. Health care interpreters can be arranged for clinical appointments when necessary.

**Healthline:** 1300 658 886  
**Tel:** 02 9754 1322  
**Fax:** 02 9754 1676  
**Website:** www.fpnsw.org.au

Immigrant Women’s Health Service
Funded by NSW Health and located in Fairfield and Cabramatta, the role of the service includes health promotion, information provision and referral services as well as free English lessons and free legal advice to women of non-English speaking background. Free childcare is available to women accessing the service’s programs.

**Fairfield:**  
**Tel:** (02) 9726 4044  
**Fax:** (02) 9726 4928  
**Email:** emansharobeem@hotmail.com

**Cabramatta:**  
**Tel:** (02) 9726 1016  
**Fax:** (02) 9728 7312  
**Email:** iwahs@hotmail.com  
**Website:** www.immigrantwomenshealth.org.au

Cancer Council – New South Wales
As a diverse and community-focused organisation, operating in a state that houses approx 40% of Australia’s culturally and linguistically diverse (CALD) population, the Cancer Council of NSW reaches out, connects, engages and works with all communities to understand what their needs are and how we can
support them within our mission, programs and services.

The Cancer Council has maintained a long-term commitment to running suitable programs, events and activities and providing information and resources in other languages besides English to help people from CALD backgrounds prevent and manage cancer in their lives. For more information on Cancer Council services and programs and how to get involved with the work of the Council, please contact the Manage, Cultural Diversity, Ms Georgia Zogalis.

Georgia Zogalis
Manager, Cultural Diversity
Cancer Council NSW
Tel: (02) 9334 1495
Fax: (02) 8203 3570
Website: www.cancercouncil.com.au

Multicultural Disability Advocacy Association of NSW
The Multicultural Disability Advocacy Association of NSW (MDAA) is the peak organisation for people from non-English speaking backgrounds (NESB) with disability, their families and carers in NSW. MDAA is the only advocacy service in NSW available specifically to people from NESB with disability. The aim of MDAA is to promote, protect and secure the rights and interests of people from NESB with disability, their families and carers in NSW.
Tel: 02 9891 6400
Website: www.mdaa.org.au

Multilingual Quitline
Quitline–trained multilingual smoking cessation advisors offer free, confidential and professional advice on all aspects of quitting smoking.

A free follow-up call service is also available.

- Arabic Quitline 1300 7848 03
- Chinese (Cantonese and Mandarin) Quitline 1300 7848 36
- Vietnamese Quitline 1300 7848 65
- Korean speakers can call 1300 7848 23 and leave a message to be called back by a Quitline Advisor with an interpreter.
For further information contact:
Bevan Wilson,
NSW Multicultural Health Communication Service,
Tel: (02) 9816 0300
Email: Bevan.wilson@sesiahs.health.nsw.gov.au

Community Relations Commission
Tel: 02 8255 6767
Tel: 1300 651 500 (Interpreting and Translation)
Website: www.crc.nsw.gov.au/home

Communities’ Council
Tel: 02 9319 0288
Email: admin@eccnsw.org.au

National Prescribing Service
Independent, evidence-based and not-for-profit, NPS MedicineWise enables Australians to make the best decisions about medicines and medical tests. Our work with culturally and linguistically diverse (CALD) communities includes:

- Publication of Medimate, Medicines List and brochures on health conditions in 10 languages (Arabic, Cantonese, Croatian, Greek, Italian, Korean, Macedonian, Mandarin, Spanish, Vietnamese)
- Education sessions on specific health topics through ethnic community groups.

Medicines Line
If you have questions about medicines, how to take them, possible side effects or interactions with other medicines call NPS Medicines Line on 1300 633 424 Monday–Friday, 9am–5pm AEST, for the cost of a local call (calls from mobiles may cost more). If you need an interpreter, call TIS National on 131 450 and ask to speak to the NPS Medicines Line on 1300 633 424.

For more information, visit www.nps.org.au, call +61 02 8217 8700, fax +61 02 9211 7578 or email info@nps.org.au.
LOCAL GOVERNMENT

The health of CALD communities can be significantly worse than the health of the broader population due to the inequities they face. Many councils have a long history of working in partnership with CALD communities on social, economic, environmental and civic issues. In fact, every core function of Local Government contributes to promoting the health and well-being of CALD, refugee and newly arrived migrant communities. The Local Government and Shires Associations of NSW (LGSA) actively encourage councils’ work with CALD communities, especially by addressing their needs in Community Strategic Plans.

Local Government is required, through the Local Government Act, 1993 “to exercise its functions in a manner that is consistent with and actively promotes the principles of multiculturalism”. LGSA supports this role for Local Government with the following policy statement: “Local Government recognises and values the cultural diversity of the people of NSW. All residents have an equal right to participate in the community and to be able to use council services. Local Government aims to assist residents from CALD backgrounds to gain access to services, to be consulted and to fully participate in civic life.”

The LGSA’s policy also recognises the importance of integrated strategic planning for CALD communities, and the need to work with other spheres of government and agencies to meet the needs of CALD communities.

In some Local Government Areas, CALD communities may constitute up to 50% of the population. So for many councils, planning for the needs of CALD residents is integral to their work; for other councils, where CALD communities are smaller, services and programs for CALD communities may be more specifically tailored to needs.

Contact details for councils can be found by using the “Local Council Search” function on the right hand side of the homepage of the NSW Government Division of Local Government at www.dlg.nsw.gov.au.

The following councils have offered a designated contact point for working with CALD communities. In some cases, the position title has been given rather than a person’s name.

The contact details listed for the following are accurate as of 26 July 2012
Ashfield Council
Council provides community development and service provision for a range of population groups including children, youth, CALD communities, people with disabilities, seniors & others. The Council operates a number of community facilities suitable for meetings and gatherings of various interest groups, community arts programs and a youth theatre offer opportunities for creative expression by residents.

Exercise and other recreational programs offer opportunities to participate in healthy lifestyle activities. A Council community harmony worker is involved in building understanding between cultures through seminars and cultural celebrations.

Gerard Howard
Manager Community Services
Tel: 02 9716 1841
Fax: 02 9716 1911
Email: gerardh@ashfield.nsw.gov.au
Website: www.ashfield.nsw.gov.au

Ashfield Library
Manager of Library Services
Address: Level 1, Civic Centre, 260 Liverpool Road, ASHFIELD 2131
Tel: 02 9716 1810
Fax: 02 9716 1833
Email: ashlib@ashfield.nsw.gov.au
Website: www.ashfield.nsw.gov.au

Auburn City Council
Council’s Community Development Team seeks to work in partnership with the community to achieve better outcomes for Auburn. The key focus of the team is to build the capacity of Auburn’s communities to actively engage in a wide variety of social, economic, cultural, recreational, learning and civic activities and to work alongside local not-for-profit organisations and groups to support the valuable work they do.
Bankstown City Council
Bankstown is a very diverse community with almost 1 in 2 people from a non-English speaking background. Council provides health related activities eg information and awareness raising, healthy lifestyle programs, food service, immunisation and recreation programs aim to be accessible for all groups in the community Never Too Old and CALD Meals.

Anthony Smith
Team Leader, Community Planning and Development
Tel: 02 9707 9540
Fax: 02 9707 9554
Email: tony.smith@bankstown.nsw.gov.au
Website: www.bankstown.nsw.gov.au

Manager of Community Development and Services
Address: 62 The Mall (Central Library), BANKSTOWN 2200
Tel: 02 9707 9708
Fax: 02 9707 9734
Email: garry.starr@bankstown.nsw.gov.au
Website: www.bankstown.nsw.gov.au

Bathurst Regional Council
Council supports a Culturally Diverse Working Group, who provide a mechanism for people from CALD backgrounds to consult and work with Council on identifying issues that impact on the local CALD community. The Group also works together on projects such as the annual celebration of Harmony Day, which promotes community participation, inclusiveness, respect and a sense of belonging for everyone.
Janelle Middleton
Manager Community Services
Tel: 02 6333 6218
Fax: 02 6331 7211
Email: janelle.middleton@bathurst.nsw.gov.au
Website: www.bathurst.nsw.gov.au

Bathurst Library
Manager of Library Services and Australian Mineral and Fossil Museum
Tel: 02 6333 6281
Fax: 02 6332 2991
Email: library@bathurst.nsw.gov.au

Blacktown City Council
BECAP is the Blacktown Emerging Communities Action Plan which brings together government and local agencies to promote better services and programs for emerging communities.

Susan Edwards
Community Access Worker
Tel: 02 9839 6067
Mobile: 0412 917 132
Fax: 02 9831 1961
Email: susan.edwards@blacktown.nsw.gov.au
Website: www.blacktown.nsw.gov.au

Blacktown City Library
Ms Jennifer Burrell
Manager of Library Services
Add: Max Webber Library, Civic Plaza, Corner Flushcombe Road and Alpha Street, BLACKTOWN 2148
Tel: 02 9839 6600
Fax: 02 9831 2690
Email: jennifer.burrell@blacktown.nsw.gov.au
Website: www.libraries.blacktown.nsw.gov.au
Camden Council
Council’s Community Planning and Development Unit researches the needs and assets of residents living in the Camden LGA, facilitates the meetings and activities of resident groups such as the Cohesive Communities Advisory Group and the Interfaith Network and works in partnership with community organisations to facilitate activities and events (on Harmony Day, during Refugee Week and NAIDOC week and for an annual Multicultural Street Festival). A Community Development Worker represents Camden Council at CALD and ATSI interagency networks.

Noelene Rudolph
Coordinator, Community Planning and Development
Tel: 02 4645 5050
Fax: 02 4645 5025
Email: noelene.rudolph@camden.nsw.gov.au
Website: www.camden.nsw.gov.au

Camden Council Library Service
Library Manager
Add: Corner Queen and Elyard Streets, NARELLAN 2567
Tel: 02 4645 5039
Fax: 02 4645 5040
Email: nlplibrary@camden.nsw.gov.au
Website: www.library.camden.nsw.gov.au

Campbelltown City Council
Council works closely with local CALD communities, NGOs and government agencies to implement programs across children’s services, libraries, recreational services, community development services and the arts. The support provided by Council includes community grants, access to specific language collections in our libraries, activities in child care centres, a variety of arts programs and access to Council recreational facilities. Council festivals including Ingleburn Alive, Riverfest and the Festival of Fishers’ Ghost also provide opportunities for CALD communities to be recognised and involved in health promoting activities.
City of Canada Bay Council
Council seeks to maintain a healthy and vibrant City through the provision of diverse Community Development programs and services. This includes a range of targeted programs for the CALD Community. These programs seek to address the particular needs of CALD Communities as well as increase access to broader Council services.

Additionally, Council partners with other local service providers and stakeholders in delivering outreach programs as well as providing Community Service information.

Customer Services
Community Project Officer
Tel: 02 9911 6555
Fax: 02 9911 6550
Email: council@canadabay.nsw.gov.au
Website: www.canadabay.nsw.gov.au

City of Canada Bay Library
Mr Philip Edney
Library Manager
Tel: 02 9911 6350
Fax: 02 8765 0714
Email: library@canadabay.nsw.gov.au
Website www.canadabay.nsw.gov.au
City of Canterbury Council
Provides multicultural youth services, counselling for refugee youth, women’s swimming programs, 6 Senior Citizens Centres, 2 Fitness and Aquatic Centres, pamphlets on recreation and leisure and health services in various languages, seminars on mental health targeting specific language groups, free immunisation clinics, community language collections, homework assistance, English conversation classes and other programs.

Joanna Stobinski
Team Leader Community Development
Tel: 02 9789 9472
Fax: 02 9718 7227
Email: joannas@canterbury.nsw.gov.au
Website: www.canterbury.nsw.gov.au

Canterbury City Library
Ms Michelle Mashman
Manager
Add: 14-28 Amy Street, CAMPSIE 2194
Tel: 02 9789 9423
Fax: 02 9787 2726
Email: library@canterbury.nsw.gov.au
Website: www.canterbury.nsw.gov.au

Fairfield City Council
Council recognises the cultural diversity of the LGA, and the benefit of working with health promoting principles. Fairfield City Council integrates this throughout all of its services, including park improvement programs, leisure and library facilities, waste management, childrens services, arts, road safety and many others.

Angela Van Dyke
Community Project Officer Health Development
Tel: 02 9725 0871
Fax: 02 9757 4720
Email: avandyke@fairfieldcity.nsw.gov.au
Website: www.fairfieldcity.nsw.gov.au
Fairfield City Library  
Ms Anne Hall  
Manager of Library and Museum Services  
Add: The Whitlam Library, Railway Parade, CABRAMATTA 2166  
Tel: 02 9725 0365  
TTY 02 9725 0336  
Fax: 02 9728 4617 (Administration)  
Fax: 02 9726 9687 (Reference)  
Email: ahall@fairfieldcity.nsw.gov.au  
Website: www.fairfieldcity.nsw.gov.au

Holroyd City Council  
Council’s Community Services provides a number of services such as - Youth Services (drop in, holiday programs etc), Aged and Disability Services (peer support, information and referral, CALD centre based meals, Arabic Dementia Program, Maltese Seniors Group, meals on wheels, day care / respite, and consultative committees). Community Development programs include CALD and ATSI Consultative committees, grants/funding, social planning, arts initiatives, a Community Education Program and cultural activities and events.

Community Services Staff (all)  
Tel: 02 9840 9908  
Fax: 02 9840 9915  
Email: web2@holroyd.nsw.gov.au  
Website: www.holroyd.nsw.gov.au

Holroyd City Council Library Service  
Ms Margaret Simencic  
Manager of Library Services  
Add: Corner Miller and Newman Streets, MERRYLANDS 2160  
Tel: 02 9840 9960  
Fax: 02 9840 9955  
Email: margaret.sim@holroyd.nsw.gov.au  
Website: www.holroyd.nsw.gov.au

Hurstville City Council  
Council aims to build a diverse and harmonious City with a strong sense of community through community development services and social planning for people from CALD backgrounds.
Jamal Bassam
Community Worker Multicultural and Indigenous Services
Tel: 02 9330 6069
Fax: 02 9330 6223
Email: jbassam@hurstville.nsw.gov.au
Website: www.hurstville.nsw.gov.au

Hurstville City Library
Ms Rebekah Schulz
Manager of Library and Museum and Gallery
Add: 12-22 Dora Street, HURSTVILLE 2220
Tel: 02 9330 6111
Fax: 02 9330 6121 (Administration)
Email: hcclibrary@hurstville.nsw.gov.au
Website: www.hurstville.nsw.gov.au/lmg

Leeton Shire Council
The Community Services Division of Council works with the different groups in the Shire including indigenous and CALD communities to network, provide guidance and assistance in addressing areas of concern. If appropriate, Council will lobby on specific issues to support the work and endeavours of community groups. Council, through the HACC program, provides support to clients of all nationalities and respects and caters, where possible, to the individual needs of each group.

Lyn Williams
Manager of Community Services
Tel: 02 6953 0951
Fax: 02 6953 3337
Email: lynw@leeton.nsw.gov.au
Website: www.leeton.nsw.gov.au

Leeton Shire Major Dooley Library
Mrs Lyn Middleton
Add: Sycamore Street, LEETON 2705
Tel: 02 6953 0945
Fax: 02 6953 5367
Email: library@leeton.nsw.gov.au
Liverpool City Council
Council, through the LEAPS Multicultural Plan, provides information and advice on issues to the community, service providers and Council, and works to raise awareness of CALD issues and develop relevant projects and partnerships locally.

Shabnam Bhana
Community Development Worker (CALD)
Address: 33 Moore St. Liverpool NSW 2170
Tel: 02 9821 7779
Fax: 02 9821 9333
Email: S.Bhana@liverpool.nsw.gov.au
Website: www.liverpool.nsw.gov.au

Liverpool City Library
Mr Paul Scully
Manager of Library Services
Add: Library Plaza, 170 George Street, LIVERPOOL 2170
Tel: 02 9821 9422
Fax: 02 9821 9456
Email: lplmail@liverpool.nsw.gov.au
Website: mylibrary.liverpool.nsw.gov.au

Liverpool Plains Shire Council
Council responds to the health and well-being needs of all residents. Residents have access to interpreters through Community Health and Home and Community Care and there are services provided by State Library that can be accessed at the Shire’s libraries.

Belinda Eykamp
Interpretive Services - Community Services Coordinator
Tel: 02 6746 1755
Mobile: 0447 462 235
Fax: 02 6746 3255
Email: belinda.eykamp@lpsc.nsw.gov.au
Website: www.lpsc.nsw.gov.au
Quirindi Library  
Add: 191 George Street, Quirindi 2343  
Tel: O2 67462350 (*same as fax)  
Fax: 02 6746 2350  
Email: qsclib@northnet.com.au

Moree Plains Shire  
Council provides:  
• Local voluntary based interpreter service involving 17 volunteers who speak 7 different languages to assist with medical issues specifically but who are also used generically  
• Telephone interpreter services  
• Community Services Directory (in large print also)  
• Representation on the Community Relations Commission Regional Advisory Council  
• Developing a web based health information service which will provide local medical facility details and information about mental health and where assistance is available; in partnership with the Barwon Division of General Practice.

Tony Baxter-Tomkins  
Community Development Officer  
Tel: 02 6757 3361  
Fax: 02 6752 3934  
Email: tony.baxter-tomkins@mpsc.nsw.gov.au  
Website: www.lpsc.nsw.gov.au

Mosman Council  
Council provides a variety of Community Services including Children’s, Aged, Youth, Social Support, Counselling and Case Management, Meals on Wheels.

Manager Community Services  
Tel: 02 9978 4000  
Fax: 02 9978 4137  
Website: www.mosman.nsw.gov.au
Mosman Library
Ms Linda Horswell
Manager of Library Services
Add: Library Walk, 605 Military Road, MOSMAN 2088
Tel: 02 9978 4091 or 02 9978 4090
Fax: 02 9978 4134
Email: library@mosman.nsw.gov.au

North Sydney Council
Council provides
• Information about local services (translated brochures, web pages, etc)
• Referrals to local services (e.g. local settlement services)
• Events (e.g. Harmony Day and Northern Sydney Migrant Employment Expo)
• Social groups (e.g. Book club for people learning English as a second language)
• Participation in local networks and strategic planning

Russell Wolfe
Social Planner
Tel: 02 9936 8193
Fax: 02 9936 8177
Email: Russell.wolfe@northsydney.nsw.gov.au
Website: www.northsydney.nsw.gov.au

Stanton Library
Library Manager
Ms Helen Perry
Add: 234 Miller Street, NORTH SYDNEY 2060
Tel: 02 9936 8400
Fax: 02 9936 8440
Email:library@northsydney.nsw.gov.au
Website: www.northsydney.nsw.gov.au

Orange City Council
Council’s Migrant Support Services offers information and referral to newly arrived migrant and refugee families to Orange with outreach to Parkes, Forbes and Cabonne. The Migrant Support Worker liaises closely with other relevant service providers and offers capacity building through a series of information workshops, events and activities.
Anni Gallagher  
Migrant Support Worker  
Tel: 02 6393 8625  
Mobile: 0409 458 156  
Fax: 02 6393 8604  
Email: agallagher@orange.nsw.gov.au

Appointment: Tuesday, Wednesday and Thursday  
Tel: 02 6393 8600  
Website: www.orange.nsw.gov.au

Central West Libraries  
Ms Jan Richards  
Manager of Library Services  
Add: Civic Square, Byng Street, ORANGE 2800  
Tel: 02 6393 8120 (Administration)  
Tel: 02 6393 8132 (City Library)  
Fax: 02 6393 8100  
Email: library@orange.nsw.gov.au  
Website: www.cwl.nsw.gov.au

Parramatta City Council  
Council’s Community Services provides a range of services for CALD communities. Council’s Library Service provides: resources in 10 community languages; newspapers in English, Chinese and Arabic; English Conversation Classes; bilingual computer classes (Mandarin & Cantonese); health talks in Mandarin, Cantonese & Korean; plus life skills talks in a variety of community languages. Our website offers information in different languages.

Megan Whittaker  
Manager Social Outcomes  
Tel: 02 9806 5000  
Fax: 02 9806 5929  
Email: mwhittaker@parracity.nsw.gov.au  
Website: www.parracity.nsw.gov.au
Parramatta City Library  
*Ms Debbie Best*  
**Service Manager**  
*Add: 1A Civic Place, PARRAMATTA 2150*  
*Tel: 02 9806 5159 (General Enquiries)*  
*Fax: 02 9806 5919*  
*Email: dbest@parracity.nsw.gov.au*  
*Website: www.parracity.nsw.gov.au*

Penrith City Council  
The Multicultural Access Officer provides advice and support within Council to improve service access to people from culturally and linguistically diverse communities, advice and support to community organisations, service providers and local interagency forums, conducts research, consultations and community development projects.

*Rosie Smith*  
**Multicultural Access Officer**  
*Tel: 02 4732 8096*  
*Mobile: 0419 219 990*  
*Fax: 02 47327958*  
*Email: rsmith@penrithcity.nsw.gov.au*  
*Website: www.penrithcity.nsw.gov.au*

Penrith City Library  
*Mr Colin Stevenson*  
**Library Services Manager**  
*Add: 601 High Street, PENRITH 2750*  
*Tel: 02 4732 7891*  
*Fax: 02 4732 7540*  
*Email: colins@penrithcity.nsw.gov.au*  
*Website: www.penrithcity.nsw.gov.au*

Randwick City Council  
Council supports local organisations and groups to run health related programs and services for CALD residents of the Randwick LGA from time to time.
Colin Rosenfeld or Frida Kitas
Community Project Officers, Community Programs and Partnerships
Tel: 02 9399 0678 or 02 9399 0972
Fax: 02 9319 1510
Email: colin.rosenfeld@randwick.nsw.gov.au or frida.kitas@randwick.nsw.gov.au
Website: www.randwick.nsw.gov.au

Randwick City Library
Ms Barbara Todes
Manager of Library and Community Services
Add: The Bowen Library, 669-673 Anzac Parade, MAROUBRA 2035
Tel: 02 9314 4888
Fax: 02 9314 4780 (Administration)
Fax: 02 9314 4808 (Public Access)
Email: contactus@randwick.nsw.gov.au
Website: www.randwick.nsw.gov.au/library/

Rockdale City Council
Council provides community planning and services for CALD communities. Council also supports a range of local health & fitness programs and events.

Stephanie Lee
CALD Services Specialist
Tel: 02 9562 1824
Fax: 02 9562 1777
Email: slee@rockdale.nsw.gov.au
Website: www.rockdale.nsw.gov.au

Rockdale City Library
Mark Norman
Co-ordinator Library and Community Information Service
Add: 448 Princes Highway, ROCKDALE 2216
Tel: 02 9562 1821
Fax: 02 9562 1822
Email: enquiry@rockdale.nsw.gov.au
Website: www.rockdale.nsw.gov.au
Ryde City Council
Council is committed to ensuring that all its services are accessible to community members from Culturally and Linguistically Diverse (CALD) backgrounds. Council prints a range of information in community languages as well as convenes the local Multicultural Network comprised of a range of local ethno-specific, multicultural organisations and other service providers in the local government area.

Jonathan Nanlohy
Social Policy and Planning Coordinator
City of Ryde
Email: jnanlohy@ryde.nsw.gov.au
Direct: 02 9952 8300
Fax: 02 9952 8309
Website: www.ryde.nsw.gov.au

Ryde Library Service
Ms Jill Webb
Manager of Library Services
Add: Civic Centre, Devlin Street, RYDE 2112
Tel: 02 9952 8352
TTY 02 9952 8366
Fax: 02 9952 8355
Email: rydelibrary@ryde.nsw.gov.au
Website: www.ryde.nsw.gov.au

Shellharbour City Council
Council is committed to ensuring information and service provision to our Multicultural Community, as well as opportunities to promote and celebrate the City’s cultural diversity.

Community Development Officer
Tel: 02 4221 6170
Mobile: 0421 059 127
Fax: 02 4221 6016
Website: www.shellharbour.nsw.gov.au
Shellharbour City Libraries
Ms Diane Cranson
Manager of Library and Customer Services
Add: Corner Shellharbour and Lake Entrance Roads, WARILLA 2528
Tel: 02 4297 2522
Fax: 02 4296 7733
Email: diane.cranson@shellharbour.nsw.gov.au
Website: www.shellharbour.nsw.gov.au/library

Shoalhaven City Council
Council provides community development, information and referrals.

Melissa Hedger
Community Worker - Generalist
Tel: 02 4429 3128
Mobile: 0423 606 100
Fax: 02 4429 3166
Email: hedger@shoalhaven.nsw.gov.au
Website: www.shoalhaven.nsw.gov.au

Shoalhaven Libraries
Ms Noela Lim
Manager of Library and Community Services
Add: 10 Berry Street, NOWRA 2541
Tel: 02 4429 3702
Fax: 02 4429 3727
Email: library@shoalhaven.nsw.gov.au
Website: www.shoalhaven.nsw.gov.au

Snowy River Shire Council
Council provides community and cultural development for Snowy River Shire.

Lisa Gibb
Community Development
Tel: 02 6451 1501
Fax: 02 6456 3337
Email: Lisa.Gibb@snowyriver.nsw.gov.au
Website: www.snowyriver.nsw.gov.au
Monaro Regional Libraries  
*Ms Lyn Goucher*  
**Library Manager**  
**Add:** 61 Vale Street, COOMA 2630  
**Tel:** 02 6455 1730  
**Fax:** 02 6455 1739  
**Email:** library@monaro.nsw.gov.au  
**Website:** http://www.monaro.nsw.gov.au

Strathfield Municipal Council  
Municipal Council offers many services and events for people from CALD backgrounds. It provides residents with information in community languages (including library services), translation/interpreting and referral services. Some current services include a multicultural computer class and English conversation classes.

Multicultural Services Strathfield Council  
*Email:* Council@strathfield.nsw.gov.au  
**Tel:** 9748 9999  
**Fax:** 9764 1034  
**Website:** www.strathfield.nsw.gov.au

Strathfield Library and Information Centre  
*Ms Lorraine Janson*  
**Library Manager**  
**Add:** 65–67 Rochester Street, HOMEBUSH 2140  
**Tel:** 02 8762 0222  
**Fax:** 02 8762 0299  
**Email:** library@strathfield.nsw.gov.au  
**Website:** www.strathfield.nsw.gov.au

Sutherland Shire Council  
Council supports diverse communities through all its strategies and services. Council also works in partnerships with community groups which support emerging populations.
Maree Everitt
Community Development Officer, Planning and Projects
Tel: 02 9710 0159
Fax: 02 9710 0594
Contact Hours: 8am-5pm (Wednesday, Thursday and Friday)
Email: crs@ssc.nsw.gov.au
Website: www.sutherland.nsw.gov.au

Sutherland Shire Libraries: Collection Services Librarian
Address: 30-36 Belmont Street, SUTHERLAND 2232
Tel: 02 9710 0526
Fax: 02 9710 0236 or 02 9710 0591
Fax: 02 9710 0227 (Evenings / Weekends)
Email: library@ssc.nsw.gov.au
Website: http://library.sutherland.nsw.gov.au

City of Sydney Council
Council fosters a vibrant and diverse city community through a variety of multicultural initiatives and programs, encompassed by its Cultural Diversity Strategy.

Susana Ng
Manager Community Development
Tel: 02 9246 7874
Mobile: 0414 616995
Email: sng@cityofsydney.nsw.gov.au
Website: www.cityofsydney.nsw.gov.au

City of Sydney Library
Library Manager
Add: 31 Alfred Street, Circular Quay, SYDNEY 2000
Tel: 02 9242 8555
Tel: 02 9265 9008 (Renewals, 24 hours)
Fax: 02 9242 8561
Email: library@cityofsydney.nsw.gov.au
Website: www.cityofsydney.nsw.gov.au/library/
Tweed Shire Council
At the 2006 Census Tweed Shire had only 4.2% (3,392) of residents from NESB backgrounds, these being largely NZ Maoris, Germans, Dutch, Philippinos and Indians. There is a distinct local Sikh community. Within these groups, only the NZ-born Maoris were increasing in numbers significantly. There are also small groups from the South Sea Islands and Torres Straits Islands, who have historical connections with the early agricultural development of the area. These groups are prominent during local festivals such as Harmony Day and the Unity Festival. Some of the groups are well integrated into the community; the Sikh community, for instance, supports the homeless welfare program run by a Murwillumbah Community Centre.

Robin Spragg
Social Planner
Tel: 02 6670 2407
Fax: 02 6672 4770
Email: robins@tweed.nsw.gov.au
Website: www.tweed.nsw.gov.au
Waverley Council
Council works to support an inclusive and diverse community where all people can “express our essential selves through our traditions, our arts, our cultures and our lifestyles”. CALD services include the Community Worker - Multicultural. This position facilitates Council’s multicultural advisory committee, is a member of the Inner Eastern Sydney Migrant Interagency, oversees the Language Aide Scheme and works in partnership with other divisions in council to assist with needs of our CALD communities. The council-run Waverley Senior Citizens and Community Centre runs a range of recreational and educational programs for our older CALD residents. The Waverley Pavilion runs a diverse program of events and activities including the South American Festival and Ocean Care Day.

Joanne Harney
Community Worker Multicultural (3 days)
Tel: 02 9386 7900
Fax: 02 9389 2612
Email: waver@waverley.nsw.gov.au
Website: www.waverley.nsw.gov.au

Waverley Library
Ms Linda Bathur
Divisional Manager
Add: Ron Lander Centre, 32-48 Denison Street, BONDI JUNCTION 2022
Tel: 9386 7777
Fax: 9386 7700
Email: library_enquiries@waverley.nsw.gov.au
Website: www.waverley.nsw.gov.au/library
Willoughby City Council
Council operates the MOSAIC Multicultural Centre promoting harmony, participation, health and well being to our multicultural community. The Centre delivers a wide range of programs including Information and Referral Services, information talks in community languages, English Learning, Community Language classes, social groups, festival celebrations and leisure activities eg dance, exercise, art and craft.

Rita Leung
*Ethnic Services Co-ordinator*

Tel: 02 9777 7992
Fax: 02 9777 1038
Email: rita.leung@willoughby.nsw.gov.au
Website: www.willoughby.nsw.gov.au

Willoughby City Library
*Ms Michele Burton*

*Manager of Library and Community Learning Services*

Add: Level 1, Mandarin Shopping Centre,
65 Albert Avenue, CHATSWOOD 2067
Tel: 02 9777 7900
Fax: 02 9413 2038
Email: library@willoughby.nsw.gov.au

Wollongong City Council
Council provides community development work with diverse communities, often in partnership with local CALD specific NGOs, and facilitates a Multicultural Reference Group of which Multicultural Health is a member. Council also provides an on site, face to face interpreter service to community & private sector agencies for case work / client assessment / community consultation / information sessions, a Language Aide Service and a Community Transport Service are available to CALD Day care Groups.

Darinka Radinovic and Vimala Colless
*Community Development Officers*

Tel: 02 4227 7239
Fax: 02 4227 2641
Email: dradinovic@wollongong.nsw.gov.au, or vcolless@wollongong.nsw.gov.au
Website: www.wollongong.nsw.gov.au
Wollongong City Library
Ms Jennifer Thompson
Manager of Community, Cultural and Library Services
Add: 41 Burelli Street, WOLLONGONG 2500
Tel: 02 4227 7414
Fax: 02 4227 7551 (Administration/ILL)
Fax: 02 4227 7552 (Support Services)
Email: library@wollongong.nsw.gov.au
Website: www.wollongong.nsw.gov.au/library

Wyong Shire Council
Julie Vaughan
Manager of Community & Cultural Development
Tel: 02 4350 5120
Email: julie.vaughan@wyong.nsw.gov.au
Website: www.wyong.nsw.gov.au

Wyong Shire Library Service
Manager of Library Services
Add: Administration and Support Services, Civic Centre,
Hely Street, WYONG 2259
Tel: 02 4350 5230 (Library Services)
Tel: 02 4350 5233 (Support Services)
Fax: 02 4350 1519
Email: library@wyong.nsw.gov.au

For more information about Healthy Multicultural Communities in Local Government, contact:

Senior Policy Officer - Public Health
Local Government and Shires Associations of NSW
Tel: 02 9242 4028 or 02 9242 4000
Website:

• Local Government and Shires Associations of New South Wales: www.lgsa.org.au
• Healthy Community: http://healthycommunities.lgsa.org.au/