



# NSW Multicultural Health Services Directory

## Contents

Who is the resource for?	1	Health Care Interpreter Service	7	NSW Service for the Treatment & Rehabilitation of Torture and Trauma Survivors (STARTTS)	12
Multicultural Health Services & Programs	1	Phone Contact	7	Multicultural HIV/AIDS & Hepatitis C Service	13
How the Public Health System works	1	Translating & Interpreting Service (TIS)	8	Diversity Health Coordinators	13
Local Health Districts	1	Local Health District Contacts in Multicultural Health	8	Diversity Health Institute (DHI)	14
Local Health Districts Contact Numbers	2	Contact Numbers of the LHDMHS	9	Transcultural Mental Health Centre (TMHC)	14
Community Services	3	Some LHD's also employ the following	10	Multicultural Problem Gambling Service	14
Multicultural Health Program	3	Multicultural Staff Development Officers	10	NSW Education Program on Female Genital Mutilation (NSWFGM)	15
Multicultural Health Principles	4	Bilingual Counsellors	10	Women's Health at Work	15
What are the program's policy principles?	4	Multicultural Health Promotion Officers	10	Primary Health Networks (PHN)	16
Policy Guidelines	5	Multicultural Aged Advisors/Workers	10	Non-Government Organisations	17
Who's Who in Multicultural Health	6	Ethnic Obstetric Liaison Officers	10	Drug and Alcohol Multicultural Education Centre (DAMEC)	17
The services and the people who work in them	6	Multicultural Health Liaison Officers	11	Red Cross	17
Local Health District Based Services and Programs	6	Bilingual Community Educators (BCEs)	11	Family Planning NSW Health Multicultural Services	18
Health Care Interpreting and Translating Services	6	Sessional Bilingual Health Workers	11	Immigrant Women's Health Service	18
		Statewide Services and Programs	12	Cancer Council NSW	18
		NSW Multicultural Health Communication Service (MHCS)	12		
		NSW Refugee Health Service	12		

Multicultural Disability Advocacy Association of NSW	19	Liverpool City Council	26	Wollongong City Council	33
Multilingual Quitline	19	Liverpool Plains Shire Council	26	Wyong Shire Council	33
Community Relations Commission	19	Marrickville Council	26		
Ethnic Communities' Council of NSW	20	Moree Plains Shire	27		
National Prescribing Service	20	Mosman Council	27		
Medicines Line	20	North Sydney Council	27		
Local Government	21	Orange City Council	28		
Ashfield Council	22	Parramatta City Council	28		
Auburn City Council	22	Penrith City Council	28		
Bankstown City Council	22	Randwick City Council	29		
Bathurst Regional Council	23	Rockdale City Council	29		
Blacktown City Council	23	Ryde City Council	29		
Camden Council	23	Shellharbour City Council	30		
Campbelltown City Council	24	Shoalhaven City Council	30		
City of Canada Bay Council	24	Snowy River Shire Council	30		
City of Canterbury Council	24	Strathfield Municipal Council	31		
Fairfield City Council	25	Sutherland Shire Council	31		
Holroyd City Council	25	City of Sydney Council	31		
Hurstville City Council	25	The Hills Shire Council	32		
Leeton Shire Council	26	Tweed Shire Council	32		
		Waverley Council	32		
		Willoughby City Council	33		

## 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.

## 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 website: [health.nsw.gov.au/aboutus](http://health.nsw.gov.au/aboutus)

## Local Health Districts

There are 15 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.

Contact Numbers for these LHDs are listed on the next page.

If you need to find which LHD you live in and what services may be available in your LHD click onto:

[health.nsw.gov.au/lhd/pages/default.aspx](http://health.nsw.gov.au/lhd/pages/default.aspx)

### Contact Numbers of the Local Health District

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.

The Sydney Children’s Hospitals Network	Tel: (02) 9845 0000 Fax: (02) 9845 3489
St.Vincent’s/Mater Health - Sydney	Tel: (02) 8382 1111
Justice and Forensic Mental Health	Tel: (02) 9700 3000 Fax: (02) 9700 3493

Metropolitan NSW Local Health Districts	Central Coast	Tel: (02) 4320 2111 Fax: (02) 4320 2477
	Illawarra Shoalhaven	Tel: (02) 4222 5000 Fax: (02) 4253 4878
	Nepean Blue Mountains	Tel: (02) 4734 2000 Fax: (02) 4734 3737
	Northern Sydney	Tel: (02) 9462 9955 Fax: (02) 9926 6025
	South Eastern Sydney	Tel: (02) 9540 7756 Fax: (02) 9540 8757
	South Western Sydney	Tel: (02) 8738 6000 Fax: (02) 8738 6001
	Sydney	Tel: (02) 9515 9600 Fax: (02) 9515 9610
	Western Sydney	Tel: (02) 9845 5555 Fax: (02) 9845 9901
Rural and Regional NSW Local Health Districts	Far West	Tel: (08) 8080 1333
	Hunter New England	Tel: (02) 4921 4922 Fax: (02) 4921 4959
	Mid North Coast	Tel: 1800 726 997 Fax: (02) 6588 2947
	Murrumbidgee	Tel: (02) 6933 9100 Fax: (02) 6933 9188
	Northern NSW	Tel: (02) 6620 2100 Fax: (02) 6621 7088
	Southern NSW	Tel: (02) 6213 8336 Fax: (02) 6299 6363
Western NSW	Tel: (02) 6841 2222 Fax: (02) 6841 2225	

## Community Services

The NSW Ministry of Health strives to ensure that our culturally and linguistically diverse (CALD) 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 (CALD) backgrounds, 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 NSW Health Policy & Implementation Plan for Culturally Diverse Communities 2012-2016 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:

1. Policy and Implementation Plan for Health Culturally Diverse Communities: 2012-2016  
[http://www0.health.nsw.gov.au/policies/pd/2012/pdf/PD2012\\_020.pdf](http://www0.health.nsw.gov.au/policies/pd/2012/pdf/PD2012_020.pdf)
2. Interpreters - Standard Procedures for Working with Health Care Interpreters  
[http://www0.health.nsw.gov.au/policies/pd/2006/pdf/PD2006\\_053.pdf](http://www0.health.nsw.gov.au/policies/pd/2006/pdf/PD2006_053.pdf)
3. Refugee Health Plan 2011-2016  
[http://www0.health.nsw.gov.au/policies/pd/2011/pdf/PD2011\\_014.pdf](http://www0.health.nsw.gov.au/policies/pd/2011/pdf/PD2011_014.pdf)
4. Multilingual Mental Health Plan 2008 - 2012 (PD 2008\_067)  
[http://www0.health.nsw.gov.au/policies/pd/2008/pdf/pd2008\\_067.pdf](http://www0.health.nsw.gov.au/policies/pd/2008/pdf/pd2008_067.pdf)
5. Multilingual Health Resources by AHS, DoH and NGOs Funded by NSW Health (Guidelines for Production) GL2005\_032  
[http://www0.health.nsw.gov.au/policies/GL/2005/pdf/GL2005\\_032.pdf](http://www0.health.nsw.gov.au/policies/GL/2005/pdf/GL2005_032.pdf)
6. Culturally & Linguistically Diverse (CALD) Carer Framework: Strategies to Meet the Needs of Carers (GL2009\_018)  
<http://www.health.nsw.gov.au/carers/Publications/cald-carers-framework.pdf>
7. Asylum Seekers - Medicare Ineligible - Provision of Specified Public Health Services  
[http://www0.health.nsw.gov.au/policies/pd/2009/pdf/PD2009\\_068.pdf](http://www0.health.nsw.gov.au/policies/pd/2009/pdf/PD2009_068.pdf)



## 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

#### Health Care Interpreting and Translating Services

Patients, their families and carers who do not speak English as a first language or who are Deaf have the right to free, confidential and professional interpreters when they use public health services.

Professional interpreters must be used in all patient care settings to promote effective communication, ensure quality and safety in patient care and to minimise potential adverse events.

There are five Health Care Interpreter Service (HCIS) centres across NSW. 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.

All interpreting services are free of charge to the patient, carers and family members.

It is NSW Health Policy that health care interpreters must be used in all health care situations where communication is essential including, admission, consent, assessment, counselling, discharge, explanation of treatment, associated risks and side effects, health education and medical research and day only surgery. Professional interpreters enable patients to ask questions about their condition, the proposed treatment or procedure and risks associated with it.

The need for an interpreter should be recorded in a prominent place on the patient's/client's medical record.

## Health Care Interpreter Service Phone Contacts

Local Health District	Telephone
Sydney LHD	(02) 9515 0030
Illawarra - Shoalhaven LHD	(02) 4223 8540
Murrumbidgee & Southern NSW LHD	1800 247 272
Northern Sydney	(02) 9912 3800
Hunter & New England	Business Hours: (02) 4924 6285 After Hours: (02) 4921 3000
Central Coast Northern NSW & Mid North Coast Greater Western NSW	1800 674 (outside Hunter & New England)
South Western Sydney LHD	(02) 8738 6088
Western Sydney Local Health District (WSLHD)	(02) 9912 3800

## Translating and Interpreting Service (TIS) - 131 450

The Translating and Interpreting Service (TIS National) is an interpreting service provided by the Department of Immigration and Border Protection to provide interpreting services for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients. If your client does not speak English they can still contact services. To do that they need to call the 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.

For more information about the TIS service in multiple languages, please visit: [tisnational.gov.au/en/Non-English-speakers/Frequently-Asked-Questions?](http://tisnational.gov.au/en/Non-English-speakers/Frequently-Asked-Questions?)

## 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.

## Contact numbers of the Local Health District Multicultural Health Service

Local Health District	Telephone & Fax
Sydney	T: (02) 9562 0500 F: (02) 9562 0501
Western Sydney	T: (02) 9845 5555 F: (02) 9845 9901
South Eastern Sydney	T: Direct: (02) 9382 8676, Main: (02) 9382 8670 F: (02) 9382 8651
Illawarra-Shoalhaven	T: (02) 4221 6770 F: (02) 4221 6722
South Western Sydney	T: (02) 9840 3768 F: (02) 9840 4100
Northern Sydney	T: (02) 8968 3406 F: (02) 8877 5320
Central Coast	T: (02) 4320 3048 F: (02) 4320 2562
Hunter & New England	T: (02) 4924 6284 F: (02) 4924 6287
Nepean Blue Mountains	T: (02) 4734 1600 F: (02) 4734 1601
Western NSW	T: (02) 6363 8030
Far West	T: (08) 8080 1333
Murrumbidgee	T: (08) 8080 1212
Southern NSW	T: (02) 4475 1690
Northern NSW	T: (02) 6656 7676
Mid North Coast	T: (02) 6656 7676
St. Vincent's Hospital Network	T: (02) 9367 1100 F: (02) 9367 1199
Sydney Children's Hospital	T: (02) 9382 1111
Westmead Children's Hospital	T: (02) 9845 0000 F: (02) 9845 3489

## 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 (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.

T: (02) 8753 5047  
 F: (02) 8753 5002  
 E: [seslhd-mhcs@health.nsw.gov.au](mailto:seslhd-mhcs@health.nsw.gov.au)  
 F: [facebook.com/mhcsnsw](https://www.facebook.com/mhcsnsw)  
 W: [mhcs.health.nsw.gov.au](http://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

T: (02) 8778 0770  
 F: (02) 8778 0790  
 E: [refugeehealth@swsahs.nsw.gov.au](mailto:refugeehealth@swsahs.nsw.gov.au)  
 W: [swslhd.nsw.gov.au/refugee](http://swslhd.nsw.gov.au/refugee)

### 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

T: (02) 9794 1900  
 F: (02) 9794 1910  
 E: [startts@sswahs.nsw.gov.au](mailto:startts@sswahs.nsw.gov.au)  
 W: [startts.org](http://startts.org)

### Multicultural HIV/AIDS and Hepatitis 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.

T: (02) 9515 1234

1800 108 098

F: (02) 9550 6815

E: [info@mhahs.org.au](mailto:info@mhahs.org.au)

W: [mhahs.org.au](http://mhahs.org.au)

### 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

Hospital	Telephone
Calvary Hospital	(02) 9553 3000
Sydney Children's Hospital	(02) 9382 3343
Sydney Hospital/ Sydney Eye Hospital	(02) 9382 7547
St George Hospital	(02) 9113 2419
St Vincent's Hospital	(02) 8382 3093
Sutherland Hospital	(02) 9540 7013
Prince of Wales Hospital	(02) 9382 3306
Royal Hospital for Women	(02) 9382 6111
Wollongong Hospital	(02) 4223 8592
Port Kembla District Hospital Illawarra Shoalhaven Local Health District	(02) 4223 8592 (02) 4223 8593



### 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 TMHC 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

Main switch: (02) 9912 3850

Information & clinical consultation line:  
(02) 9912 3851

Toll free: 1800 648 911

F: (02) 9840 4180

E: [tmhc@health.nsw.gov.au](mailto:tmhc@health.nsw.gov.au)

W: [dhi.health.nsw.gov.au/tmhc](http://dhi.health.nsw.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.

T: (02) 9912 3850

F: (02) 8838 2165

E: [wslhd-mpgs@health.nsw.gov.au](mailto:wslhd-mpgs@health.nsw.gov.au)

W: [dhi.health.nsw.gov.au](http://dhi.health.nsw.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.

Denise Maguire  
 Management & Project Support Officer  
 T: (02) 9840 3877  
 F: (02) 9840 3004  
 E: [denise.maguire@health.nsw.gov.au](mailto:denise.maguire@health.nsw.gov.au)  
 W: [dhi.health.nsw.gov.au](http://dhi.health.nsw.gov.au)

### 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  
 T: (02) 9840 4182  
 F: (02) 9840 4100  
 E: [vivienne.strong@health.nsw.gov.au](mailto:vivienne.strong@health.nsw.gov.au)  
 W: [dhi.health.nsw.gov.au](http://dhi.health.nsw.gov.au)

### Primary Health Networks (PHN)

The Australian Government is committed to delivering an efficient and effective primary health care system through the establishment of PHNs. Evidence indicates that health systems with strong integrated primary health care at their core are both effective in improving patient outcomes and experiences and efficient at delivering appropriate services where they are needed most.

On 1 July 2015, 31 PHNs were established to increase the efficiency and effectiveness of medical services for patients, particularly those at risk of poor health outcomes, and to improve coordination of care to ensure patients receive the right care in the right place at the right time. PHNs will achieve these objectives by working directly with general practitioners, other primary health care providers, secondary care providers and hospitals to facilitate improved outcomes for patients.

The Government has agreed to six key priorities for targeted work by PHNs. These are mental health, Aboriginal and Torres Strait Islander health, population health, health workforce, eHealth and aged care.

Primary Health Network	PHN Operator	PHN CEO Name	PHN Contact Phone Number	PHN Contact Email Address
Central and Eastern Sydney	EIS Health Limited	Dr Michael Moore	(02) 9799 0933	info@cesphn.com.au
Northern Sydney	Northern Sydney Medicare Local Ltd	Ms Lynelle Hales	(02) 9432 8250	info@snhn.org.au
Western Sydney	Wentwest Limited	Mr Walter Kmet	(02) 8811 7100	wentwest@wentwest.com.au
Nepean Blue Mountains	Wentworth Healthcare Limited	Ms Lizz Reay	(02) 4708 8100	admin@nbmphn.com.au
South Western Sydney	South Western Sydney Medicare Local Ltd	Mr Rene Pennock	1300 179 765	enquiries@swsphn.com.au
South Eastern NSW	Coordinare Limited	Ms Dianne Kitcher	1300 069 002	info@coordinare.org.au
Hunter New England and Central Coast	HNECC Ltd	Mr Richard Nankervis	(02) 4302 0205	info@hneccphn.com.au
North Coast	North Coast Medicare Local (NSW) Ltd	Mr Vahid Saberi	(02) 6618 5400	enquiries@ncphn.org.au
Western NSW	Western Health Alliance Ltd	Mr Andrew Harvey	1300 699 167	admin@wnswphn.org.au
Murrumbidgee	Murrumbidgee Medicare Local Ltd	Mr James Lamerton	(02) 6923 3100	ceo@mphn.org.au

## 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.

Admin Manager

T: (02) 8706 0150

F: (02) 8706 0154

E: [satheesj@damec.org.au](mailto:satheesj@damec.org.au)

W: [damec.org.au](http://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.

Veronica Ross

General Manager, Operations NSW

A: Level 4, 464 Kent St, Sydney NSW 2000

T: (02) 9290 8941

F: (02) 9229 4244

M: 0418 698 094

E: [vrross@redcross.org.au](mailto:vrross@redcross.org.au)

W: [redcross.org.au](http://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.

Talkline: 1300 658 886  
(8.30am-5pm, Mon-Fri)  
TTY (for Deaf): (02) 8752 4360  
T: (02) 9754 1322  
F: (02) 9754 1676  
W: [fpnsw.org.au](http://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.

E: [admin@immigrantwomenshealth.org.au](mailto:admin@immigrantwomenshealth.org.au)  
W: [immigrantwomenshealth.org.au](http://immigrantwomenshealth.org.au)

Fairfield  
T: (02) 9726 4044  
F: (02) 9726 4928

Cabramatta  
T: (02) 9726 1016  
F: (02) 9728 7312

### Cancer Council NSW

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 Manager, Cultural Diversity, Ms Georgia Zogalis.

Cancer Council NSW  
Cancer Helpline: 13 11 20  
(9am-5pm, Mon-Fri)  
T: (02) 9334 1900  
W: [cancer council.com.au](http://cancer council.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.

T: (02) 9891 6400  
1800 629 072  
F: (02) 9897 9402  
E: [mdaa@mdaa.org.au](mailto:mdaa@mdaa.org.au)  
W: [mdaa.org.au](http://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

NSW Multicultural Health  
Communication Service  
T: (02) 8753 5047  
F: (02) 8753 5002  
E: [seslhd@health.nsw.gov.au](mailto:seslhd@health.nsw.gov.au)  
W: [mhcs.health.nsw.gov.au](http://mhcs.health.nsw.gov.au)

### Multicultural NSW

Multicultural NSW promotes community harmony and social cohesion. It is the lead agency for implementing the policy and legislative framework to support multicultural principles in NSW.

T: (02) 8255 6767  
1300 651 500 (Interpreting & Translation)  
F: (02) 8255 6868  
W: [multicultural.nsw.gov.au](http://multicultural.nsw.gov.au)

### Ethnic Communities' Council of NSW

The Ethnic Communities' Council of NSW (ECC) is the peak body for all culturally and linguistically diverse communities in New South Wales.

Their mission is to promote principles of multiculturalism and work vigorously towards further development of a multicultural society.

T: (02) 9319 0288

E: [admin@eccnsw.org.au](mailto:admin@eccnsw.org.au)

W: [eccnsw.org.au](http://eccnsw.org.au)

### NPS Medicinewise

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

T: (02) 8217 8700

F: (02) 9211 7578

E: [info@nps.org.au](mailto:info@nps.org.au)

W: [nps.org.au](http://nps.org.au)

### 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.

T: (02) 8217 8700

F: (02) 9211 7578

E: [info@nps.org.au](mailto:info@nps.org.au)

W: [nps.org.au](http://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 [dlg.nsw.gov.au](http://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 June 2014:

### 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.

T: (02) 9716 1800  
(8.30am-5pm, Mon-Fri)  
F: (02) 9716 1911  
E: [info@ashfield.nsw.gov.au](mailto:info@ashfield.nsw.gov.au)  
W: [ashfield.nsw.gov.au](http://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.

T: (02) 9735 1222  
(8.30am-4pm, Mon-Fri)  
F: (02) 9643 1120  
E: [auburncouncil@auburn.nsw.gov.au](mailto:auburncouncil@auburn.nsw.gov.au)  
W: [auburn.nsw.gov.au](http://auburn.nsw.gov.au)

### 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.

T: (02) 9707 9000  
(8.30am-5pm, Mon-Fri)  
F: (02) 9707 9700  
E: [council@bankstown.nsw.gov.au](mailto:council@bankstown.nsw.gov.au)  
W: [bankstown.nsw.gov.au](http://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.

T: (02) 6333 6218  
(8.30am-4.45pm, Mon-Fri)  
F: (02) 6331 7211  
E: [council@bathurst.nsw.gov.au](mailto:council@bathurst.nsw.gov.au)  
W: [bathurst.nsw.gov.au](http://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.

T: (02) 9839 6067  
F: (02) 9831 1961  
E: [council@blacktown.nsw.gov.au](mailto:council@blacktown.nsw.gov.au)  
W: [blacktown.nsw.gov.au](http://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.

T: (02) 4645 7777  
F: (02) 4645 7829  
E: [mail@camden.nsw.gov.au](mailto:mail@camden.nsw.gov.au)  
W: [camden.nsw.gov.au](http://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.

T: (02) 4645 4000  
F: (02) 4645 4111  
E: [council@campbelltown.nsw.gov.au](mailto:council@campbelltown.nsw.gov.au)  
W: [campbelltown.nsw.gov.au](http://campbelltown.nsw.gov.au)

### 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.

Community Project Officer  
T: (02) 9911 6555  
(24 hours, 7 days a week)  
F: (02) 9911 6550  
E: [council@canadabay.nsw.gov.au](mailto:council@canadabay.nsw.gov.au)  
W: [canadabay.nsw.gov.au](http://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.

T: (02) 9707 9000  
F: (02) 9707 9700  
E: [council@canterbury.nsw.gov.au](mailto:council@canterbury.nsw.gov.au)  
W: [canterbury.nsw.gov.au](http://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.

T: (02) 9725 0222  
F: (02) 9725 4249  
E: [mail@fairfieldcity.nsw.gov.au](mailto:mail@fairfieldcity.nsw.gov.au)  
W: [fairfieldcity.nsw.gov.au](http://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.

T: (02) 9840 9840  
(24 hour service, including  
after hours emergencies)  
F: (02) 9840 9734  
E: [hcc@holroyd.nsw.gov.au](mailto:hcc@holroyd.nsw.gov.au)  
W: [holroyd.nsw.gov.au](http://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.

T: (02) 9330 6222  
(24 hours, 7 days a week)  
F: (02) 9330 6223  
E: [hccmail@hurstville.nsw.gov.au](mailto:hccmail@hurstville.nsw.gov.au)  
W: [hurstville.nsw.gov.au](http://hurstville.nsw.gov.au)

### 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.

T: (02) 6953 0911  
F: (02) 6953 3337  
E: council@leeton.nsw.gov.au  
W: 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.

T: (02) 9821 9222  
1300 36 2170  
(24 hours, 7 days a week)  
F: (02) 9821 9333  
E: lcc@liverpool.nsw.gov.au  
W: 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.

T: (02) 6746 1755  
F: (02) 6746 3255  
E: lpssc@lpssc.nsw.gov.au  
W: lpssc.nsw.gov.au

### Marrickville Council

Council's Community Service provides a Community Development program including consultative committees and interagencies supporting CALD, Aboriginal, Access and Inclusion, Aged, Youth and Children and Families. Strategies and activities include Strengthening Marrickville's Migrant Communities, arts initiatives, cultural events, grants, social planning, food services (including centre based meals for CALD groups) and Social Support (CHSP), Active and Connected seniors programs and the Marrickville South Breakfast Club. Library programs include English classes, movie clubs, talks, craft and resources in community languages.

T: (02) 9335 222  
F: (02) 9335 2029  
E: council@marrickville.nsw.gov.au  
W: marrickville.nsw.gov.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.

T: (02) 6757 3222

F: (02) 6752 3934

E: council@mpsc.nsw.gov.au

W: mpsc.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.

T: (02) 9978 4000

F: (02) 9978 4132

E: council@mosman.nsw.gov.au

W: 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

T: (02) 9936 8100

F: (02) 9936 8177

E: council@northsydney.nsw.gov.au

W: 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.

T: (02) 6393 8000  
1300 650 511  
F: (02) 6393 8199  
E: [council@orange.nsw.gov.au](mailto:council@orange.nsw.gov.au)

Appointment: Tue, Wed & Thu  
T: (02) 6393 8600  
W: [orange.nsw.gov.au](http://orange.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.

T: (02) 9806 5050  
F: (02) 9806 5917  
E: [council@parracity.nsw.gov.au](mailto:council@parracity.nsw.gov.au)  
W: [parracity.nsw.gov.au](http://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.

T: (02) 4732 7777  
F: (02) 4732 7958  
E: [council@penrithcity.nsw.gov.au](mailto:council@penrithcity.nsw.gov.au)  
W: [penrithcity.nsw.gov.au](http://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.

Community Project Officer of Community Programs and Partnerships

T: (02) 9399 0972

1300 722 542

(8.30am-5pm, Mon-Fri)

1800 429 041

(After hours)

F: (02) 9319 1510

E: [council@randwick.nsw.gov.au](mailto:council@randwick.nsw.gov.au)

W: [randwick.nsw.gov.au](http://randwick.nsw.gov.au)

### Rockdale City Council

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

T: (02) 9562 1666

F: (02) 9562 1777

E: [enquiry@rockdale.nsw.gov.au](mailto:enquiry@rockdale.nsw.gov.au)

W: [rockdale.nsw.gov.au](http://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.

T: (02) 9952 8222

F: (02) 9952 8070

E: [cityofryde@ryde.nsw.gov.au](mailto:cityofryde@ryde.nsw.gov.au)

W: [ryde.nsw.gov.au](http://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.

T: (02) 4221 6111

F: (02) 4221 6016

E: [records@shellharbour.nsw.gov.au](mailto:records@shellharbour.nsw.gov.au)

W: [shellharbour.nsw.gov.au](http://shellharbour.nsw.gov.au)

### Shoalhaven City Council

Council provides community development, information and referrals.

T: (02) 4429 3111

(9am-5pm, Mon-Fri)

(02) 4421 3100

(After hours)

F: (02) 4429 3166

E: [council@shoalhaven.nsw.gov.au](mailto:council@shoalhaven.nsw.gov.au)

W: [shoalhaven.nsw.gov.au](http://shoalhaven.nsw.gov.au)

### Snowy River Shire Council

Council provides community and cultural development for Snowy River Shire.

T: (02) 6451 1195

F: (02) 6456 3337

E: [records@snowyriver.nsw.gov.au](mailto:records@snowyriver.nsw.gov.au)

W: [snowyriver.nsw.gov.au](http://snowyriver.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.

T: (02) 9748 9999  
F: (02) 9764 1034  
E: [council@strathfield.nsw.gov.au](mailto:council@strathfield.nsw.gov.au)  
W: [strathfield.nsw.gov.au](http://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.

T: (02) 9710 0159  
(8am-5pm, Mon-Fri)  
F: (02) 9710 0594  
E: [ssc@ssc.nsw.gov.au](mailto:ssc@ssc.nsw.gov.au)  
W: [sutherland.nsw.gov.au](http://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.

T: (02) 9265 9333  
F: (02) 9265 9222  
E: [council@cityofsydney.nsw.gov.au](mailto:council@cityofsydney.nsw.gov.au)  
W: [cityofsydney.nsw.gov.au](http://cityofsydney.nsw.gov.au)

### The Hills Shire Council

The official population of The Hills Shire as of 30 June 2014, is 183,500.

The languages most frequently spoken (after English) are Cantonese, Mandarin, Korean, Arabic, Hindi and Italian. (2001 Census)

T: (02) 9843 0555  
(8.30am-4.30pm, Mon-Fri)  
F: (02) 9843 0409  
E: council@thehills.nsw.gov.au  
W: thehills.nsw.gov.au

### 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, Philipinos 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, supportsthe homeless welfare program run by a Murwillumbah Community Centre.

T: (02) 6670 2400  
1300 292 872  
(8.30am-4.30pm, Mon-Fri)  
1800 818 326  
(After hours)  
F: (02) 6672 4770  
E: tsc@tweed.nsw.gov.au  
W: 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.

T: (02) 9083 8000  
(8.30am-5pm, Mon-Fri)  
F: (02) 9387 1820  
E: info@waverley.nsw.gov.au  
W: waverley.nsw.gov.au

### 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.

T: (02) 9777 1000  
(9am-5pm, Mon-Fri)  
F: (02) 9777 1038  
E: [email@willoughby.nsw.gov.au](mailto:email@willoughby.nsw.gov.au)  
W: [willoughby.nsw.gov.au](http://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.

T: (02) 4227 7111  
F: (02) 4227 7277  
E: [council@wollongong.nsw.gov.au](mailto:council@wollongong.nsw.gov.au)  
W: [wollongong.nsw.gov.au](http://wollongong.nsw.gov.au)

### Wyong Shire Council

T: (02) 4350 5555  
F: (02) 4351 2098  
E: [wsc@wyong.nsw.gov.au](mailto:wsc@wyong.nsw.gov.au)  
W: [wyong.nsw.gov.au](http://wyong.nsw.gov.au)

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

Senior Policy Officer of Public Health Local Government and Shires Associations of NSW

T: (02) 9242 4014  
(02) 9242 4000  
F: (02) 9242 4111  
E: [lgsw@lgsw.org.au](mailto:lgsw@lgsw.org.au)  
W: [lgsw.org.au](http://lgsw.org.au)

## NSW Multicultural Health Communication Service

🏠 Building 41, Gladesville Hospital, Punt Road, Gladesville

✉ Locked Mail Bag No. 5003, Gladesville NSW 2111

☎ +61 (0)2 8753 5047

🖨 +61 (0)2 8753 5002

@ SESLHD-MHCS@health.nsw.gov.au

🖱 mhcs.health.nsw.gov.au

📘 facebook.com/mhcsnsw

Updated June 2016

