



## NSW MULTICULTURAL HEALTH SERVICES DIRECTORY

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NSW Multicultural Communication Service

[www.mhcs.health.nsw.gov.au](http://www.mhcs.health.nsw.gov.au)

Phone 02 9816 0347

[www.multiculturalhealthweek.com](http://www.multiculturalhealthweek.com)

September 2011

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## **INTRODUCTION**

The NSW Government, NSW Health, many Non Government Organisations (NGOs) and Local Government are committed to ensuring services meet the needs of all NSW residents, regardless of their cultural origins or their English language skills.

### **WHO IS THIS RESOURCE FOR?**

This resource was produced primarily for health, community services and Non Government Organisations working with culturally and linguistically diverse (CALD) communities in New South Wales. It is also for individuals and communities who want to better understand the various health and community services available for individuals whose first language is not English. 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 NSW Health are committed to ensuring public health services meet the needs of all NSW residents, regardless of their cultural origins or their English skills. This includes:

- Commitment to equal opportunities which reflect the cultural diversity of NSW
- Policies and procedures to allow equal access for all people to health services
- Programs and health services which recognise the cultural diversity of the people of NSW

## **HOW THE PUBLIC HEALTH SYSTEM WORKS**

The NSW Health System is comprised of the NSW Department of Health. There are 15 Local Health Districts that are responsible for providing health services in a wide range of settings, from primary care posts in the remote outback to metropolitan tertiary health centres.

In addition, two specialist networks will focus on Children's and Paediatric Services, and Forensic Mental Health.

A third network will operate across the public health services provided by three Sydney facilities operated by St Vincent's Health: these include St Vincent's Hospital and the Sacred Heart Hospice at Darlinghurst and St Joseph's at Auburn.

Other public health organisations provide state-wide or specialist health services:

- Justice Health
- Children's Hospital at Westmead
- Clinical Excellence Commission

The Cancer Institute is a statutory body charged with substantially improving cancer control in NSW.

(Source from NSW Department of Health website: <http://www.health.nsw.gov.au/aboutus/index.asp>)

## Local Health Districts

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

Metropolitan NSW Local Health Districts	Central Coast	Tel: (02) 4320 2333 Fax: (02) 4320 2477
	Illawarra Shoalhaven	Tel: (02) 4253 4888 Fax: (02) 4253 4878
	Nepean Blue Mountains	Tel: (02) 4734 2000 Fax: (02) 4734 3737
	Northern Sydney	Tel: (02) 4320 2333 Fax: (02) 4320 2477
	South Eastern Sydney	Tel: (02) 9540 7756 Fax: (02) 9540 8757
	South Western Sydney	Tel: (02) 9828 6000 Fax: (02) 9828 0001
	Sydney	Tel: (02) 9515 9600 Fax: (02) 9515 9610
	Western Sydney	Tel: (02) 9845 5555 Fax: (02) 9689 2041
	Far West	Tel: (08) 8080 1333
Rural and Regional NSW Local Health Districts	Hunter New England	Tel: (02) 4921 4960 Fax: (02) 4921 4969
	Mid North Coast	Tel: (02) 6588 2946 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) 6128 9777 Fax: (02) 6299 6363
	Western NSW	Tel: (02) 6841 2222 Fax: (02) 6841 2225

## **Community Services**

The NSW Department 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 Department 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 Department 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.

## **What are the program's policy principles?**

The multicultural health program is based on section 3 of the Principles of Multiculturalism Act 2000. The Multicultural Health Program's principles are:

- that all people have equal access to health care services
- that the health system has a responsibility to respond appropriately to its target population which includes people of CALD background. This responsibility includes modifying existing health services so that they reflect the needs of consumers. It also involves developing and providing bridging programs and services that provide appropriate and effective health care.

To implement these principles the health system must ensure that, irrespective of their cultural or linguistic background or English skills, all people:

- be informed about their health and the health of their communities. This includes being informed of areas in which their health is below Australian or international standards
- know about services that are available to them and how to access these services
- be consulted about and contribute to the development of policies, the planning of health services and the delivery of prevention and treatment services
- have their health services delivered by health professionals with the knowledge and skills to respond to the needs of a culturally diverse community.

# POLICY GUIDELINES

The Health Department has developed policies to make sure health services meet the needs of all people of CALD communities. All public health system employees are required to follow these guidelines which are explained in the following documents available on the NSW Department of Health website:

1. Health Services for a Culturally Diverse Society: An Implementation Plan (1995) (under review)
2. Interpreters - Standard Procedures for Working with Health Care Interpreters (PD2006\_053)
3. Strategic Directions in Refugee Health Care in NSW (1999) (under review)
4. Multilingual Mental Health Plan 2008 - 2012 (PD 2008\_067)
5. Multilingual Health Resources by AHS, DoH and NGOs Funded by NSW Health (Guidelines for Production) GL2005\_032
6. Culturally & Linguistically Diverse (CALD) Carer Framework: Strategies to Meet the Needs of Carers (GL2009\_018)
7. Asylum Seekers - Medicare Ineligible - Provision of Specified Public Health Services

## **How are resources allocated?**

Allocation of resources is based on a Resource Distribution Formula. This formula takes into account regional differences between areas such as socio-economic status, levels of education, rurality and gender.

## **What about monitoring and reporting?**

All areas are required to give details of their multicultural health activities to the NSW Health Department's Central Administration each year. Central Administration then reports these details to the NSW Parliament via the Community Relations Commission and the Annual Report.

# 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 District Based Services and Programs*

#### **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 HCIS provides professional interpreting services, free of charge in more than 50 languages (including Sign language), to people using public health services around the State. In metropolitan areas, services are available 24 hours a day, seven days a week, depending on urgency. In some areas, interpreters are also able to provide services for Telemedicine consultations.

## Health Care Interpreter Service Phone Contacts

*What if my client does not speak English?*

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 here 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.

Like other professionals, interpreters must keep everything confidential.

## Health Care Interpreter Service Phone Contacts

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.

<b>Area Health District</b>	<b>Telephone</b>
Sydney South West North & Central Network of South East Sydney	02 9828 6088
Illawarra Shoalhaven	02 4223 8540
Murrumbidgee & Southern NSW	1800 247 272
Sydney West & Northern Sydney	02 9912 3800
Hunter New England	02 4924 6285
Central Coast North Coast Greater Western	1800 674 994 (outside Hunter & New England)

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.

**Local Health District Contact in Multicultural Health**

Local Health Districts employ staff to co-ordinate multicultural health services and to implement multicultural health service policies including Multicultural Policies and Services Program. The multicultural health workers have a very broad role which includes developing and evaluating services at local level.

The multicultural health worker can be contacted for information about multicultural health services in a particular district.

*Contact numbers of the Local Health District Multicultural Health Office*

<b>Local Health District</b>	<b>Telephone</b>	<b>Fax</b>
Sydney South West	02 9562 0499	02 9562 0501
Sydney Eastern Sydney Illawarra	02 9382 3309	02 9382 3353
Sydney West	02 9840 2767	02 9840 4100
Northern Sydney Central Coast Health	02 8877 5312	02 8877 5320
Hunter & New England	02 4924 6284	02 4924 6287

The following groups of multicultural health workers can be found in the NSW health system. However, not all of the workers are available in each district. For more information on services available in your area, please contact your Local Health District office.

### **Multicultural Health Workers**

Multicultural Health Workers assist people of CALD background to access health services. They also work with mainstream services to build the capacity of these services to provide accessible and appropriate services to CALD clients.

In some Local Health Districts, Multicultural Health Workers also provide specific services that are appropriate to their clients' culture and language. These services include referral, group work, health education (promotion) and community development.

### **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.

## STATEWIDE 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)**

This service works to improve the quality of communication between the health system and CALD communities. It does this by undertaking translations and producing multilingual resources on health issues, managing a multilingual website, mounting campaigns in languages other than English, and advising the health system on how to communicate effectively with non-English speaking communities.

Its website hosts over 450 health resources in up to 45 languages, all available to download for free. It also acts as a central point for the collection and exchange of knowledge about multicultural communication and health. A wide range of multilingual health resources is available on the MHCS website. For translation projects and advice on developing multilingual resources or social marketing campaign, please call Multicultural Communication on:

***Tel: 02 9816 0347 Fax: 02 9816 0302***

***Email: [mhcs@sesiahs.health.nsw.gov.au](mailto:mhcs@sesiahs.health.nsw.gov.au)***

***Website: [www.mhcs.health.nsw.gov.au](http://www.mhcs.health.nsw.gov.au)***

### **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](mailto:mpgs@wsahs.nsw.gov.au)***

***Website: [www.dhi.gov.au](http://www.dhi.gov.au)***

## **Transcultural Mental Health Centre (TMHC)**

The Transcultural Mental Health Centre (TMHC) is a free statewide service that promotes access to mental health services for culturally and linguistically diverse (CALD) communities.

The Transcultural Mental Health Centre provides:

- Access to 135 bilingual mental health workers speaking over 65 languages
- A free mental health clinical consultation and assessment service to individuals, families, children, young people, adults and older people living in NSW
- Mental health publications and multimedia resources in English and other languages
- Support for people with a mental illness and their carers
- Information and consultation about mental health and cultural issues, services available, and referral pathways
- Mental health promotion, education and training for communities, service providers and organisations

### ***Contact details:***

***Main switch: 02 9840 3800***

***Direct clinical consultation and assessment line: 02 9840 3767***

***Toll free: 1800 648 911***

***Email: [tmhc@swahs.health.nsw.gov.au](mailto:tmhc@swahs.health.nsw.gov.au)***

***Website: [www.dhi.gov.au/tmhc](http://www.dhi.gov.au/tmhc)***

## **NSW Refugee Health Service**

The aim of this service is to protect and promote the health of refugees and people of refugee-like backgrounds living in NSW.

The Service's roles include providing consultation, support and training for health care workers on refugee health and related issues, and liaising between agencies working with refugees and health services.

The Refugee Health Service provides certain direct services to refugees, including health information and education, and health assessments. The Service also facilitates research into refugee health, and collaborates with other services to produce resources for health professionals, students and others.

***Tel: 02 8778 0770 Fax: 02 8778 0790***

***Email: [refugeehealth@sswahs.nsw.gov.au](mailto:refugeehealth@sswahs.nsw.gov.au)***

***Website: [www.refugeehealth.org.au](http://www.refugeehealth.org.au)***

## **Multicultural HIV/AIDS and Hepatitis C Service**

This service works in the areas of HIV/AIDS and hepatitis C to help mainstream services respond appropriately and equitably to people from non-English speaking background, and also to empower individuals and people from Culturally and Linguistically Diverse (CALD) backgrounds to access better health.

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/AIDS 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](mailto:info@multiculturalhivhepc.net.au)***

***Website: [www.multiculturalhivhepc.net.au](http://www.multiculturalhivhepc.net.au)***

## **Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)**

STARTTS is a specialised expert service that provides consultancy, training and education to enhance the capacity of other services to work effectively with people who have survived traumatic experience in the context of organised violence. It provides direct services for people who have been tortured or traumatised, either in their country of origin, or while fleeing those countries to Australia. These services, provided by a multidisciplinary staff from a wide range of cultural backgrounds, include: culturally appropriate counselling and therapy for adults, young people and children; psychological assessments; early intervention; complementary therapies; group work; community development and education; case management; training of mainstream service-providers; referrals. These services are provided from a variety of locations across NSW.

***Tel: 02 9794 1900 Fax: 02 9794 1910***

***Email: [startts@swsahs.nsw.gov.au](mailto:startts@swsahs.nsw.gov.au)***

***Website: [www.startts.org](http://www.startts.org)***

## **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:

- Provision of education and training to health, allied health and other professionals
- Education and community development presented within a holistic framework resource and information development and dissemination and advocacy towards the prevention of FGM.

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](mailto:vivienne_strong@wsahs.nsw.gov.au)***

***Website: [www.dhi.gov.au/fgm](http://www.dhi.gov.au/fgm)***

## 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](mailto:admin@damec.org.au)*

*Website: [www.damec.org.au](http://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](mailto:jholland@redcross.org.au)*

*Website: [www.redcross.org.au](http://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](http://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@swsahs.nsw.gov.au](mailto:emansharobeem@swsahs.nsw.gov.au) or  
[emansharobeem@hotmail.com](mailto:emansharobeem@hotmail.com)***

### **Cabramatta:**

***Tel: (02) 9726 1016 Fax: (02) 9728 7312***

***Email: [iwahs@swsahs.nsw.gov.au](mailto:iwahs@swsahs.nsw.gov.au)***

***Website: [www.immigrantwomenshealth.org.au](http://www.immigrantwomenshealth.org.au)***

## **Sydney Indo-Chinese Community Refugee Youth Support Group Inc**

Develops therapeutic and preventive programs for Indo-Chinese youth, and provides support networks for personnel working with young Indo-Chinese people in the areas of education, health and welfare. Based at Rivendell Child, Adolescent and Family Unit, Concord.

***Tel: 02 9736 9818 Fax: 02 9743 6264***

## 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](http://www.dlg.nsw.gov.au).

The following councils have offered a designated contact point for working with CALD communities:

## **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](mailto:gerardh@ashfield.nsw.gov.au)***

***Website: [www.ashfield.nsw.gov.au](http://www.ashfield.nsw.gov.au)***

### **Ashfield Library**

***Ms Frances Riva***

***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](mailto:ashlib@ashfield.nsw.gov.au)***

***Website: [www.ashfield@nsw.gov.au](http://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.

***Brooke Endycott***

***Manager – Community Development***

***Tel: 02 9735 1222 Fax: 02 9643 1120***

***Email: [Brooke.Endycott@auburn.nsw.gov.au](mailto:Brooke.Endycott@auburn.nsw.gov.au)***

***Website: [www.auburn.nsw.gov.au](http://www.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.

***Tony Smith***

***Team Leader, Community Planning and Development***

***Tel: 02 9707 9464 Fax: 02 9707 9554***

***Email: [tony.smith@bankstown.nsw.gov.au](mailto:tony.smith@bankstown.nsw.gov.au)***

***Website: [www.bankstown.nsw.gov.au](http://www.bankstown.nsw.gov.au)***

## **Bankstown City Library**

***Mr Garry Starr***

***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](mailto:garry.starr@bankstown.nsw.gov.au)***

***Website: [www.bankstown.nsw.gov.au](http://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](mailto:janelle.middleton@bathurst.nsw.gov.au)*

*Website: [www.bathurst.nsw.gov.au](http://www.bathurst.nsw.gov.au)*

## **Bathurst Library**

*Mr John Cumberland*

*Manager of Library Services and Australian Mineral and Fossil Museum*

*Tel: 02 6333 6281 Fax: 02 6332 2991*

*Email: [library@bathurst.nsw.gov.au](mailto: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 98311961*

*Email: [susan.edwards@blacktown.nsw.gov.au](mailto:susan.edwards@blacktown.nsw.gov.au)*

*Website: [www.blacktown.nsw.gov.au](http://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](mailto:jennifer.burrell@blacktown.nsw.gov.au)*

*Website: [www.libraries.blacktown.nsw.gov.au](http://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](mailto:noelene.rudolph@camden.nsw.gov.au)*

*Website: [www.camden.nsw.gov.au](http://www.camden.nsw.gov.au)*

## **Camden Council Library Service**

*Ms Kathryn Baget-Juleff*

*Library Manager*

*Add: Corner Queen and Elyard Streets, NARELLAN 2567*

*Tel: 02 4645 5039 Fax: 02 4645 5040*

*Email: [nlnlibrary@camden.nsw.gov.au](mailto:nlnlibrary@camden.nsw.gov.au)*

*Website: [www.library.camden.nsw.gov.au](http://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.

***Bruce McCausland***

***Manager Community Resources and Development***

***Tel: 02 4645 4578 Fax: 02 46454349***

***Mobile: 0408 978 651***

***Email: [bruce.mccausland@campbelltown.nsw.gov.au](mailto:bruce.mccausland@campbelltown.nsw.gov.au)***

***Website: [www.campbelltown.nsw.gov.au](http://www.campbelltown.nsw.gov.au)***

## **Campbelltown City Library**

***Mr Grant White***

***Manager of Library Services***

***Add: HJ Daley Central Library, Hurley Street, CAMPBELLTOWN  
2560***

***Tel: 02 4645 4444***

***Tel: 02 4845 4557 (Reference)***

***Fax: 02 4645 4558***

***Email: [library@campbelltown.nsw.gov.au](mailto:library@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.

#### ***Customer Services***

##### ***Community Project Officer***

***Tel: 02 9911 6555 Fax: 02 9911 6550***

***Email: [council@canadabay.nsw.gov.au](mailto:council@canadabay.nsw.gov.au)***

***Website: [www.canadabay.nsw.gov.au](http://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](mailto:library@canadabay.nsw.gov.au)***

***Website [www.canadabay.nsw.gov.au](http://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](mailto:joannas@canterbury.nsw.gov.au)***

***Website: [www.canterbury.nsw.gov.au](http://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](mailto:library@canterbury.nsw.gov.au)***

***Website: [www.canterbury.nsw.gov.au](http://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](mailto:avandyke@fairfieldcity.nsw.gov.au)***

***Website: [www.fairfieldcity.nsw.gov.au](http://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: [ill@fairfieldcity.nsw.gov.au](mailto:ill@fairfieldcity.nsw.gov.au)***

***Website: [www.fairfieldcity.nsw.gov.au](http://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](mailto:web2@holroyd.nsw.gov.au)***

***Website: [www.holroyd.nsw.gov.au](http://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](mailto:margaret.sim@holroyd.nsw.gov.au)***

***Website: [www.holroyd.nsw.gov.au](http://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](mailto:jbassam@hurstville.nsw.gov.au)***

***Website: [www.hurstville.nsw.gov.au](http://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](mailto:hcclibrary@hurstville.nsw.gov.au)*

*Website: [www.hurstville.nsw.gov.au/lmg](http://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](mailto:lynw@leeton.nsw.gov.au)*

*Website: [www.leeton.nsw.gov.au](http://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](mailto: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 Fax: 02 6746 3255***

***Mobile: 0447 462 335***

***Email: belinda.eykamp@lpsc.nsw.gov.au***

***Website: www.lpsc.nsw.gov.au***

## **Quirindi Library**

*Add: 191 George Street, Quirindi 2343*

*Fax: 02 6746 2350*

*Email: [qsclib@northnet.com.au](mailto: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 3218 Fax: 02 6752 3934***

***Mobile: 0429 842 076***

***Email: [tony.baxter-tomkins@mpsc.nsw.gov.au](mailto:tony.baxter-tomkins@mpsc.nsw.gov.au)***

***Website: [www.lpsc.nsw.gov.au](http://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](http://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](mailto: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

*James Marshall*

*Social Planner*

*Tel: 02 9936 8193 Fax: 02 9936 8177*

*Email: [james.marshall@northsydney.nsw.gov.au](mailto:james.marshall@northsydney.nsw.gov.au)*

*Website: [www.northsydney.nsw.gov.au](http://www.northsydney.nsw.gov.au)*

**Stanton Library**

*Ms Helen Sutherland*

*Library Manager*

*Add: 234 Miller Street, NORTH SYDNEY 2060*

*Tel: 02 9936 8400 Fax: 02 9936 8440*

*Email: [infodesk@northsydney.nsw.gov.au](mailto:infodesk@northsydney.nsw.gov.au)*

*Website: [www.northsydney.nsw.gov.au](http://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 Fax: 02 6393 8604***

***Mobile: 0409 458 156***

***Email: [agallagher@orange.nsw.gov.au](mailto:agallagher@orange.nsw.gov.au)***

Appointment: Tuesday, Wednesday and Thursday

***Tel: 02 6393 8600***

***Website: [www.orange.nsw.gov.au](http://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](mailto:library@orange.nsw.gov.au)***

***Website: [www.cwl.nsw.gov.au](http://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 Dephoff*

*Manager Social Outcomes*

*Tel: 02 9806 500 Fax: 02 9806 5929*

*Email: [mdephoff@parracity.nsw.gov.au](mailto:mdephoff@parracity.nsw.gov.au)*

*Website: [www.parracity.nsw.gov.au](http://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](mailto:dbest@parracity.nsw.gov.au)*

*Website: [www.parracity.nsw.gov.au](http://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 47328096 Fax: 02 47327958*

*Mobile: 0419 219 990*

*Email: [rsmith@penrithcity.nsw.gov.au](mailto:rsmith@penrithcity.nsw.gov.au)*

*Website: [www.penrithcity.nsw.gov.au](http://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](mailto:slee@rockdale.nsw.gov.au)*

*Website: [www.rockdale.nsw.gov.au](http://www.rockdale.nsw.gov.au)*

### **Rockdale City Library**

*Ms Susanna Waller*

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

*Website: [www.rockdale.nsw.gov.au](http://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](mailto:jnanlohy@ryde.nsw.gov.au)*

*Direct: (02) 9952 8300 Fax: (02) 9952 8309*

*Website: [www.ryde.nsw.gov.au](http://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 Fax: 02 4221 6016*

*Mobile: 0421 059 127*

*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 Fax: 02 4429 3166*

*Mobile: 0423 606 100*

*Email: [hedger@shoalhaven.nsw.gov.au](mailto:hedger@shoalhaven.nsw.gov.au)*

*Website: [www.shoalhaven.nsw.gov.au](http://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 3705 Fax: 02 4429 3727*

*Email: [library@shoalhaven.nsw.gov.au](mailto:library@shoalhaven.nsw.gov.au)*

*Website: [www.shoalhaven.nsw.gov.au](http://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](mailto:Lisa.Gibb@snowyriver.nsw.gov.au)*

*Website: [www.snowyriver.nsw.gov.au](http://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](mailto: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 Communities Officer*

*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 and Information Service**

*Ms Lyn Barakat*

*Manager of Library and Information Service Unit*

*Add: 30-36 Belmont Street, SUTHERLAND 2232*

*Tel: 02 9710 0351 Fax: 02 9710 0236 or 02 9710 0591*

*Fax: 02 9710 0227 (Evenings / Weekends)*

*Email: [library@ssc.nsw.gov.au](mailto: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 Social Planning, Access and Community Development*

*Tel: 02 9246 7874*

*Mobile: 0414 616995*

*Email: [sng@cityofsydney.nsw.gov.au](mailto:sng@cityofsydney.nsw.gov.au)*

*Website: [www.cityofsydney.nsw.gov.au](http://www.cityofsydney.nsw.gov.au)*

**City of Sydney Library**

*Mr David Sharman*

*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](mailto:library@cityofsydney.nsw.gov.au)*

*Website: [www.cityofsydney.nsw.gov.au/library/](http://www.cityofsydney.nsw.gov.au/library/)*

**The Hills Shire Council**

*Community Services*

*Banu Ranganadhan*

*Multicultural Project Officer*

*Tel: 02 9843 0192 Fax: 02 9843 0409*

*Email: [branganadhan@thehills.nsw.gov.au](mailto:branganadhan@thehills.nsw.gov.au)*

*Website: [www.thehills.nsw.gov.au](http://www.thehills.nsw.gov.au)*

## **The Hills Shire Library Service**

***Mrs Brenda Barrett***

***Senior Coordinator of Library and Customer Services***

***Add: Corner Castle and Pennant Streets, CASTLE HILL 2154***

***Tel: 02 9761 4510 Fax: 02 9761 4592***

***Email: council-library@thehills.nsw.gov.au***

***Website: www.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 Mauris, Germans, Dutch, Philipinos and Indians. There is a distinct local Sikh community. Within these groups, only the NZ-born Mauris 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***

## **Richmond-Tweed Regional Library**

***Add: 2-6 Centenary Drive, GOONELLABAH 2480***

***Tel: 02 6625 1415 Fax: 02 6625 1479***

***Email: rtrl@rtrl.nsw.gov.au***

***Website: rtrl.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](mailto:waver@waverley.nsw.gov.au)*

*Website: [www.waverley.nsw.gov.au](http://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](mailto:library_enquiries@waverley.nsw.gov.au)*

*Website: [www.waverley.nsw.gov.au/library](http://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 e.g. 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: 02 422 772 39 Fax: 02 4227 2 641***

***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](mailto:library@wollongong.nsw.gov.au)**

**Website: [www.wollongong.nsw.gov.au/library](http://www.wollongong.nsw.gov.au/library)**

**Wyang Shire Council**

**Julie Vaughan**

**Manager of Community & Cultural Development**

**Tel: 02 4350 5120**

**Email: [JLVaughan@wyong.nsw.gov.au](mailto:JLVaughan@wyong.nsw.gov.au)**

**Website: [www.wyong.nsw.gov.au](http://www.wyong.nsw.gov.au)**

**Wyang Shire Library Service**

**Ms Jean McBride**

**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 4352 2667**

**Email: [library@wyong.nsw.gov.au](mailto: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](http://www.lgsa.org.au)
- Healthy Community: <http://healthycommunities.lgsa.org.au/>