

**MIGRANT INFORMATION CENTRE (Eastern Melbourne)
Aged & Disability Services**

Cultural Resources – Useful Internet Links

The selection of information on this list aims to provide a broad overview of services and agencies that can assist in some way with aspects of providing culturally appropriate services. There is a lot of information available and these sites were selected as a starting point. The information on this list was correct at the time of publishing. However due to the nature of the media, Internet links change very quickly. If you have difficulty accessing a specific link, it may be useful to access the website via the home page and search for the relevant document under publications or resources.

Example:

If this website doesn't work:

<http://www.miceastmelb.com.au/documents/pdaproject/Welcome%20in%20different%20languages.pdf>

Then try: <http://www.miceastmelb.com.au> and search through the site for the information you are looking for.

General Services Information - Infoxchange Service Seeker

<http://www.serviceseeker.com.au/>

Australia's most extensive directory of community support services providing access to 250,000 health, welfare and community service records with the ability to search for health practitioners by language spoken.

Aged Care Links

Alzheimer's Australia Vic (Translated)

<http://www.alzheimers.org.au/understanding-dementia/information-in-other-languages.aspx>

This link will take you to fact sheets in 19 different languages (including English) on topics regarding dementia. The information in this section is specific to services and support in Victoria.

<http://www.alzheimers.org.au/understanding-dementia/cultural-diversity.aspx>

Provides information about the National Cross Cultural Dementia Network (NCCDN) and link to culturally appropriate dementia assessment tools.

Australian Department of Health and Ageing (Translated)

<http://www.health.gov.au/internet/main/publishing.nsf/Content/ageing-publicats-multi.htm>

Links to multilingual publications on Ageing produced by the Department of Health and Ageing in 17 different languages.

<http://www.bladderbowel.gov.au/publications/factsheets.htm>

Bladder and Bowel website with range of fact sheets and translated information in 14 languages.

Australian Institute of Health and Welfare

<http://www.aihw.gov.au/publications/age/poi/index.html>

This site contains the report "Projections of Older Immigrants - People from Culturally and Linguistically Diverse Backgrounds, 1996 -2026, Australia". The report contains detailed projections for the 50 most common countries of birth, 34 languages and 30 religions for older immigrants in Australia.

Australian Multicultural Foundation (AMF)

<http://www.amf.net.au/training/providing-culturally-appropriate-and-inclusive-aged-care-manual/>

Links to report - Providing Culturally Appropriate and Inclusive Aged Care.

<http://www.amf.net.au/training/dementia-audiotapes/>

Link to a series of tapes providing information for carers of people from culturally and linguistically diverse backgrounds and are suffering from dementia in English and eight other languages.

Centre for Cultural Diversity in Ageing (Translated)

<http://www.culturaldiversity.com.au/resources/multilingual-resources/options-in-aged-care>

Available in a bilingual format in 38 languages, this resource outlines all government-subsidised aged care services, with information on community care, respite care and residential care. Provides an overview of these services, explains how to access them, and where to go for more information with national telephone numbers for use Australia-wide.

Continence Victoria (Translated)

<http://www.continencevictoria.org.au/node/43>

"Healthy Bladder and Bowel Habits" in 9 languages.

Ethnic Communities Council of Victoria

<http://www.eccv.org.au/aged-care/>

This site provides Aged Care Resources and translated fact sheets.

Home and Community Care (HACC) (Translated)

<http://www.health.vic.gov.au/hacc/language.htm>

Information about the HACC Program and rights and responsibilities of HACC services users available in 20 different languages.

Migrant Information Centre

<http://www.miceastmelb.com.au/agedcare.htm>

Links to range of translated information about aged care, respite and other topics and links.

Office of Senior Victorians

<http://www.seniors.gov.au/internet/seniors/publishing.nsf/Content/Victoria+community+services>

This site includes an extensive list of links to other 'senior' websites and a link to "A guide to Services for Senior Victorians" which can be downloaded in 13 different languages.

<http://www.dpcd.vic.gov.au/seniors>

Provides further links to information for older people living in Victoria.

Personal Alert Victoria (Translated)

<http://www.health.vic.gov.au/agedcare/services/pav/index.htm>

Personal Alert Victoria (PAV) is a personal monitoring service that responds 24 hours to calls for assistance and is funded by the Victorian Government through the Department of Health. Links to information about the service available in 13 languages other than English.

Queensland State Government (Translated)

<http://www.health.qld.gov.au/stayonyourfeet/links/consumer.asp>

This website leads you to a guide called 'Don't fall for it. Falls can be prevented!' which is also available in 5 languages.

Victorian Department of Health

<http://www.health.vic.gov.au/agedcare/publications/resiguide/cultural.htm>

Available in 10 community languages is the handy guide "Residential Care for Older People - A guide for Families and Carers in Culturally and Linguistically Diverse Communities in Victoria". In

addition to information about residential care for older people, this guide lists ethno-specific community organisations and facilities catering for culturally and linguistically diverse people.

Cultural and Religious Profiles Links

Australian Department of Immigration and Citizenship: Calendar of Cultural and Religious Dates

<http://www.immi.gov.au/living-in-australia/a-diverse-australia/calendar-australia/>

Aims to raise awareness of key cultural and religious events, festivals and national days.

Australian Department of Immigration and Citizenship: Community Profiles

<http://www.immi.gov.au/living-in-australia/delivering-assistance/government-programs/settlement-planning/community-profiles.htm>

Provides profiles of 10 communities; Bhutanese, Burmese, Congolese, Eritrean, Ethiopian, Liberian, Sierra Leonean, Sudanese, Togolese and Uzbek. The profiles include information on where communities are settling, demographics, likely settlement needs and cultural and country backgrounds.

Migrant Information Centre (Eastern Melbourne): Cultural Profiles

<http://www.miceastmelb.com.au/culturalresources.htm>

Cultural and Religious Profiles to assist home and personal care workers in providing culturally sensitive care and effective communication.

Migrant Resource Centre Canberra & region Inc: The Cultural Dictionary

http://www.dhcs.act.gov.au/_data/assets/pdf_file/0017/5282/Cultural_Dictionary.pdf

The publication contains basic information on topics such as population, ethnic composition, language, religion, general attitudes, personal appearance, greetings, gestures, visiting and eating habits, lifestyle, family and marriage practices of people from a variety of ethnic and linguistic backgrounds.

LaTrobe Refugee Research Centre: Victorian Seniors from Refugee Backgrounds

<http://www.latrobe.edu.au/larcc/documents-larcc/reports/report-vic-senior-refugees-section-1.pdf>

(Chapter 1 - 8)

<http://www.latrobe.edu.au/larcc/documents-larcc/reports/report-vic-senior-refugees-section-2.pdf>

(Chapter 9 & Appendices)

A 2005 profile of Victorian Seniors from Refugee Backgrounds: Health and wellbeing needs and access to aged care health and support services. This report can be downloaded in two sections.

The Central Intelligence Agency World Factbook

<https://www.cia.gov/library/publications/the-world-factbook/>

The World Factbook provides information on the history, people, government, economy, geography, communications, transportation, military, and transnational issues for 267 world entities. It includes: maps of the major world regions, as well as Flags of the World, a Physical Map of the World, a Political Map of the World, and a Standard Time Zones of the World map.

Victorian Multicultural Commission

<http://www.multicultural.vic.gov.au/population-and-migration/victorias-diversity/community-fact-sheets>

Two page **Community Fact Sheets** are available for the top 74 overseas birthplace groups in Victoria. Each Fact Sheet consists of a brief commentary and summary tables on the population characteristics of the birthplace group.

<http://www.multicultural.vic.gov.au/population-and-migration/victorias-diversity/community-profiles-2006-census>

The Victorian **Community Profiles** 2006 Census Series consists of more detailed reports (approx 40 pages each), which focus on a particular birthplace or community group. Covers the top 74 birthplaces in Victoria.

Victorian Transcultural Psychiatry Unit

<http://www.vtpu.org.au/resources/communityprofiles.html>

This webpage comprises a compilation of links to profiles on more than 160 immigrant and refugee communities in Australia available on various Australian (and some international) websites. Information provided by each profile varies.

Cultural Planning Links

Centre for Culture, Ethnicity and Health: A Practical Guide to CALD Consumer Participation

http://www.ceh.org.au/downloads/CALD_Consumer_Participation.pdf

A useful hints and tips sheet to engage CALD consumers in the planning, implementation and evaluation of services.

Centre for Culture, Ethnicity and Health: Making Focus Groups Culturally and Linguistically Appropriate

http://www.ceh.org.au/downloads/focus_groups.pdf

Outlines an approach to focus groups which involves using bilingual facilitators.

Migrant Information Centre (Eastern Melbourne)

http://www.miceastmelb.com.au/documents/resourcekitupdates/full_cultural_kit04.pdf

The Cultural Planning Framework and Resource Kit provides a guide with practical suggestions and tools for agencies to assist with planning for culturally responsive services.

<http://www.miceastmelb.com.au/culturalresources.htm>

See further links to other cultural planning resources on the MIC website.

Victorian Department of Health

http://www.health.vic.gov.au/data/assets/pdf_file/0008/381068/cultural_responsiveness.pdf

Links to **Cultural Responsiveness Framework**: This framework should be used and reported on by all Health services in Victoria.

<http://www.health.vic.gov.au/pcps/publications/beats.htm>

Better Ethnic Access To Services (BEATS) Resource Kit: designed for use by Primary Care Partnerships (PCP) and individual Primary Care Service Providers. It's purpose is to assist in the provision of responsive services for people from culturally and linguistically diverse backgrounds.

Demographic Links

Australian Bureau of Statistics – www.abs.gov.au/websitedbs/d3310114.nsf/home/Census+data

Provides statistics regarding previous census data.

Department of Immigration and Citizenship: Settlement Data

<http://www.settlement.immi.gov.au/settlement/enterSelectReport.do>

The Department of Immigration and Citizenship collect settlement data based on the residential addresses given by people when they first arrive in Australia. The data can be extracted by state, local government area, statistical division etc and by country of birth, language, gender, migration stream and English language proficiency.

Migrant Information Centre (Eastern Melbourne)

<http://www.miceastmelb.com.au/demographics.htm>

Contains easy to access demographic information by Eastern Region Local Government Areas using ABS Census data and Department of Immigration and Citizenship Settlement Data.

Municipal Association of Victoria (MAV): “Seniors from Culturally and Linguistically Diverse Backgrounds”

<http://www.mav.asn.au/hs/ageing/cegs#Resources>

This publication presents demographic details including countries of birth, languages, English proficiency, language spoken proficiency, living arrangements by language spoken and need for assistance by language spoken.

Victorian Multicultural Commission

<http://www.multicultural.vic.gov.au/population-and-migration/victorias-diversity/community-fact-sheets>

Two page **Community Fact Sheets** are available for the top 74 overseas birthplace groups in Victoria. Each Fact Sheet consists of a brief commentary and summary tables on the population characteristics of the birthplace group.

<http://www.multicultural.vic.gov.au/population-and-migration/victorias-diversity/community-profiles-2006-census>

The Victorian **Community Profiles** 2006 Census Series consists of more detailed reports (approx 40 pages each), which focus on a particular birthplace or community group. Covers the top 74 birthplaces in Victoria.

Victorian Department of Health: “Cultural Diversity, ageing and HACC: trends in Victoria in the next 15 years”

http://www.health.vic.gov.au/hacc/projects/cegs_reports.htm#cultural

The Cultural Diversity, ageing and HACC: trends in Victoria in the next 15 years report provides population projections for the 20 largest culturally and linguistically diverse (CALD) communities in Victoria over the next 15 years and outlines the trends that can be expected into the future.

Disability Links

Advocacy, Disability, Ethnicity, Community (ADEC)

<http://www.adec.org.au>

ADEC is a community based organisation which represents the rights and needs of people of non-English speaking background with a disability and their carers. ADEC provides advocacy, information, referral, education, training and consultancy. This site contains information on ADEC's services, programs and publications. There are several publications available in other languages.

Centrelink

<http://www.centrelink.gov.au/internet/internet.nsf/languages/index.htm>

Links to Centrelink information in other languages.

Disability Act, Complaints Brochure and Residential Information (Translated)

http://www.dhs.vic.gov.au/disability/improving_supports/disability_act_2006/community-language-information/

Brochures about the Disability Act 2006, Complaints procedure and Residential Information available in 16 languages.

Disability Information and Support – how to get assistance (Translated)

http://www.dhs.vic.gov.au/disability/in_your_language

Information about how to get assistance in 10 languages.

http://www.dhs.vic.gov.au/disability/supports_for_people/individualsupportpackages/individual-support-package-handbook/individual-support-package-handbook-in-community-languages

The **Individual Support Package Handbook** is available in 16 community languages, including Easy Read.

Disability Services Commissioner (Translated)

<http://osdc.vic.gov.au/>

Provides complaints brochure "It's o.k. to complain" in 15 languages.

Disability Services, Department of Human Services

http://www.dhs.vic.gov.au/disability/improving_supports/cultural_and_linguistic_diversity/

Links to information and resources to assist agencies to provide culturally responsive care.

Early Childhood Intervention Services (Translated)

<http://www.education.vic.gov.au/ecsmanagement/intervention/translations.htm>

Early Childhood Intervention Services support children with a disability or developmental delay, from birth to school entry, and their families. Information about what these services provide is available in 10 languages.

Ethnic Disability Advocacy Centre (Western Australia)

www.edac.org.au

The Western Australian Ethnic Disability Advocacy Centre (EDAC) was established in 1995 to advocate for and empower people with a disability from non-English speaking backgrounds. EDAC aims to safeguard the rights of ethnic people with disabilities and their families.

Home and Community Care Program, Victorian Department of Health (Translated)

<http://www.health.vic.gov.au/hacc/language.htm>

Translated information including program brochure and rights and responsibilities in 20 languages.

Multicultural Disability Advocacy Association (MDAA) NSW

<http://www.mdaa.org.au>

The MDAA website contains information on the organisation's publications, relevant government policies and main issues facing people from CALD background with disabilities.

National Ethnic Disability Alliance

<http://www.neda.org.au>

The national consumer-based peak body for people from a non-English speaking background (NESB) with disability, their families and carers. The overarching aim of NEDA is to advocate at a federal level, for the rights and interests of people from a NESB with a disability, their families and carers.

Office of the Public Advocate (Translated)

<http://www.publicadvocate.vic.gov.au/>

Provides fact sheets translated about administration, guardianship and enduring power of attorney in 11 languages.

Diversity

Department of Health

http://www.health.vic.gov.au/hacc/projects/diversity_framework.htm

Information and updates about the new diversity framework.

Health Links

Australian Medical Association (Victoria)

http://www.amavic.com.au/dr_search/

This site allows you to search for bilingual General Practitioners (GP) and specialists.

Centre for Culture, Ethnicity and Health

<http://www.ceh.org.au>

The CEH maintains an extensive resource library with a number of videos and resources focusing on specific cultures and general access and equity issues. This site contains links to the CEH library, the training calendar, a centralised register of health promotion projects in Victoria focusing on CALD communities and more.

Cultural Diversity in Health: Postgraduate Medical Council of NSW

<http://www.diversityinhealth.com>

The site has information on factors that shape identity, some diversity tools for the health sector and links to other sites.

Drug Info Clearing House (Translated)

<http://www.druginfo.adf.org.au/multicultural/>

This website includes links to translated information, multicultural resources, research and resources and training.

Foundation House (Translated)

http://www.foundationhouse.org.au/resources/publications_and_resources.htm

This site will take you to publications to assist newly arrived, largely refugee communities to understand and access health care services and to cater for their own nutritional needs in a new environment. Includes reports and translated information.

Health Translations Directory (Translated)

<http://www.healthtranslations.vic.gov.au/bhcv2/bhcht.nsf>

This directory links to online multilingual health resources from government departments, peak health bodies, hospitals, community health centres and welfare agencies. There are links to over 11,000 resources in 60 different community languages. You can search by language and topic.

Medicare Australia (Translated)

<http://www.medicareaustralia.gov.au/public/migrants/language/index.jsp>

The Information kit is for new arrivals to Australia and has information about our main health programs, including Medicare and the Pharmaceutical Benefits Scheme (PBS). The kit is translated into 19 community languages.

NPS – Information and resources regarding use of medicines (Translated)

http://www.nps.org.au/consumers/translated_health_information_about_medicines

Translated information in the 8 languages to learn tips about how to use medicines safely and reduce the risks of experiencing problems with your medicines.

NSW Multicultural Health Communication Service (Translated)

<http://www.mhcs.health.nsw.gov.au/mhcs/languages.html>

This service provides downloadable fact sheets on a wide range of health issues from Asthma to Women's Health in a large selection of community languages.

Parkinson's Victoria (Translated)

<http://www.parkinsonsvic.org.au/languages.htm>

A range of translated information and videos about Parkinsons Disease in 10 languages.

Queensland State Government (Translated)

<http://www.health.qld.gov.au/multicultural/public/language.asp>

Hosts a comprehensive page on Multicultural Health Resources including links, multilingual fact sheets and culturally responsive policies and frameworks.

Stroke Foundation (Translated)

http://www.strokefoundation.com.au/component/option,com_docman/Itemid,39/task,cat_view/gid,84/

Translated information about stroke in 7 languages.

The Cancer Council Victoria (Translated)

http://www.cancervic.org.au/other_languages

The Cancer Council Victoria reaches and serves many culturally and linguistically diverse communities in Victoria. Here you will find a list of resources available in a range of languages.

Victorian Department of Health

<http://www.health.vic.gov.au>

This State Government website includes a list of Health Service Directories, publications and a collection of external links to other health sites.

<http://www.health.vic.gov.au/environment/heatwave/resources/brochure.htm>

Heatwave information translated into 12 languages. The brochure contains some things individuals can do to take care of themselves and look out for family, friends and neighbours who may need help coping with the heat.

Housing Links

Consumer Affairs Victoria (Translated)

<http://www.consumer.vic.gov.au/CA256F2B00224F55/page/Publications+in+other+languages?OpenDocument&1=60-Publications+in+other+languages~&2=~&3=~>

Links to range of fact sheets and information in 23 languages. On the contacts page there are specific contact numbers for Arabic, Russian, Vietnamese, Mandarin and Cantonese speaking consumers.

Office of Housing (Translated)

<http://www.housing.vic.gov.au/about-us/contact-us/help-with-languages>

Pre-recorded information about public housing in 10 languages.

Interpreting and Translating – Language Services Links

Access to interpreters

www.immi.gov.au/living-in-australia/help-with-english

For guidelines about using/accessing interpreters.

AMES (Adult Migrant Education Service)

www.ames.net.au

A not for profit organisation that provides English language training – supports individuals and organizations.

Australian Department of Immigration and Citizenship

http://www.immi.gov.au/living-in-australia/help-with-english/help_with_translating/free-services.htm

Provides information about access to free interpreting services for range of government services including pharmacies.

Centre for Culture Ethnicity and Health -

http://www.ceh.org.au/downloads/comm_clients_low_english.pdf

Help Sheet - **Communicating with clients with low English proficiency**

Eastern Health: Cue Cards

<http://www.easternhealth.org.au/services/cuecards/default.aspx>

'Cue Cards' are a visual resource of over 200 most commonly used words to assist health professionals and clients / carers who primarily have English language difficulties, or problems communicating with each other. Available in over 40 languages.

Health Translations Directory: Find Your Language

http://www.healthtranslations.vic.gov.au/bhcv2/bhcht.nsf/pages/find_your_language?open

Find Your Language allows you to create a poster or flip chart that will assist you to identify the languages that people from culturally and linguistically diverse communities speak.

National Accreditation Authority for Translators and Interpreters (NAATI)

<http://www.naati.com.au/index.asp>

NAATI is a national standards body owned by the Commonwealth, State and Territory Governments of Australia. You can search for a translator and interpreter through the online directory and also have access to various publications.

ONCALL Interpreting

<http://www.oncallinterpreters.com/index.html>

Information about ON CALL Interpreting and Translating service which currently has the HACC contract for language services.

Translating and Interpreting Service (TIS) National

http://www.immi.gov.au/living-in-australia/help-with-english/help_with_translating/

The Department of Immigration and Citizenship (DIAC) provides the TIS National interpreting service for people who do not speak English and for the English speakers who need to communicate with them. TIS National has 1750 contracted interpreters across Australia, speaking more than 170 languages and dialects and is available 24 hours a day, seven days a week for any person or organisation in Australia requiring interpreting services. Fees may apply.

Using Plain English

http://www.dest.gov.au/archive/publications/plain_en/homepage.htm

Provides a useful resource for use of plain English in documents and information to assist with understanding and translation.

VITS Language Link

<http://www.vits.com.au/>

Victoria's leading Language Services provider specialising in Interpreting, Translations, Multilingual and Bi-Cultural services for the legal, medical, corporate, mental health, education and community sectors.

Victorian Multicultural Commission: National Interpreter Symbol

<http://www.multicultural.vic.gov.au/projects-and-initiatives/improving-language-services/interpreter-card-and-symbol>

The National Interpreter symbol provides a simple way of indicating where people with limited English proficiency can ask for language assistance when using government services; order forms or downloadable resources.

Victorian Multicultural Commission: Victorian Interpreter Card

<http://www.multicultural.vic.gov.au/component/content/article/22-improving-language-services/74-victorian-interpreter-card-information-brochure>

The Victorian Interpreter Card is a wallet-sized card that aims to help Victorians with limited English access government services by: helping them request interpreter assistance and making it easier for staff to arrange language assistance in the correct language.

Legal Links

Department of Planning and Community Development (Translated)

<http://www.dpcd.vic.gov.au/seniors/elder-abuse-prevention/translated-fact-sheets>

Range of fact Sheets in different languages about elder abuse – what is it, prevention and financial abuse.

Dispute Resolution (Translated)

<http://www.disputes.vic.gov.au/reachingagreement/translated-video-links>

Translated video links in 7 languages.

Eastern Community Legal Centre

<http://eclc.org.au/about-us>

Eastern Community Legal Centre offers free legal assistance from its offices in Box Hill and Boronia, during the day and at night and also through various outreach locations across the East, with a priority being given to those who are disadvantaged.

NSW Lawlink (Translated)

http://www.lawlink.nsw.gov.au/Lawlink/DiversityServices/II_Diversitysvces.nsf/pages/cald_publications_cald#lote

Links to range of information and factsheets about legal capacity to make decisions and role of interpreter in different languages.

Victoria Legal Aid (Translated)

<http://www.legalaid.vic.gov.au/languages.htm>

The Victorian legal aid services include multilingual telephone information, legal advice, help at court, legal assistance, interpreters, writing letters, and drafting documents. This link will take you to various translated fact sheets in 27 languages ranging from information on intervention orders and family law to child support and fines.

Mental Health Links

Multicultural Mental Health Australia (Translated)

<http://www.dhi.gov.au/Multicultural-Mental-Health-Australia/Resources/Translations/default.aspx>

Multicultural Mental Health Australia (MMHA) is a national program funded by the Australian Government to improve awareness of mental health and suicide prevention in culturally and linguistically diverse (CALD) communities. The website has information for professionals and consumers plus events and resources. There are a range of information sheets available in numerous languages.

SANE Australia (Translated)

<http://www.sane.org/information/factsheets-podcasts>

Factsheets available in community languages to learn more about mental illness.

Transcultural Mental Health Centre (Translated)

<http://www.dhi.gov.au/Transcultural-Mental-Health-Centre/Information-for-Consumers-Carers-and-Community/Consumers/Translations/default.aspx>

This website has range of translated information on schizophrenia, depression, body image, eating disorders and more in various languages. Also links to range of resources for workers/service providers.

Victorian Transcultural Psychiatry Unit

<http://www.vtpu.org.au>

This site contains links to translated mental health instruments, policies and publications on mental health and ethnic communities, community profiles, bilingual mental health professionals directory and more.

Migration, Refugee and Settlement Services Links

Adult Migrant Education Services (AMES)

<http://www.ames.net.au/settlement-services>

Provides information about AMES settlement services.

<http://www.ames.net.au/english-courses>

The Adult Migrant English Program (AMEP) provides English lessons to eligible adult migrants. The AMEP is free for most eligible adult migrants.

Department of Immigration & Citizenship (DIAC)

<http://www.immi.gov.au/living-in-australia/settle-in-australia/>

This area provides **information** for all new arrivals, including skilled migrants, family migrants, refugees and humanitarian entrants.

<http://www.immi.gov.au/living-in-australia/settle-in-australia/beginning-life/index.htm>

The DIAC website has the '**Beginning a Life in Australia**' booklets that welcome newly-arrived migrants to Australia. Information is provided on the types of settlement services available and advice on where to go to for assistance. This information is available in English and is translated into 37 community languages for each state and territory.

Refugee & Immigration Legal Centre (RILC)

<http://www.rilc.org.au>

The RILC is a community legal centre specialising in all aspects of refugee and immigration law, policy and practice. This site outlines the casework and advice undertaken by the RILC and lists information on the training and professional development courses provided on the Australian refugee and immigration program.

The Foundation for Survivors of Torture and Trauma

<http://www.foundationhouse.org.au/home/index.htm>

The Foundation provides direct care to survivors of torture and trauma in the form of counselling, support, advocacy, family support, group work and complimentary therapies. This site contains links to their training programs, projects and publications, some of which are translated into community languages.

SPECIFIC SERVICES IN THE EASTERN REGION:

Chinese Community Social Services Centre - <http://www.ccssci.com.au/Services.htm>

Migrant Information Centre (Eastern Melbourne) - <http://www.miceastmelb.com.au>

New Hope Migrant & Refugee Centre - <http://www.newhope.asn.au/settlement-services>

Multicultural Links

Centre for Culture, Ethnicity and Health

<http://www.ceh.org.au>

The CEH maintains an extensive resource library with a number of videos and resources focusing on specific cultures and general access and equity issues. This website contains links to the CEH library, the training calendar, a centralised register of health promotion projects in Victoria focusing on CALD communities, tips sheets on cultural competence and more.

Ethnic Communities Council of Victoria

<http://www.eccv.org.au>

This site provides information on the Ethnic Communities Council.

Victorian Multicultural Commission

<http://www.multicultural.vic.gov.au>

Information on grants, community consultations and links to other information, events and publications.

Victorian Multicultural Community Directory

<http://www.multicultural.vic.gov.au/resources/community-directory>

The directory was created by the Victorian Multicultural Commission and is intended to be a convenient and useful guide to community associations and organisations in Victoria.

Palliative Care Links

Association of Palliative Care Victoria / Palliative Care Council of South Australia

<http://www.pallcare.asn.au/languages.php>

Link to translated information in 20 different community languages for those who are caring for someone with a terminal illness.

Migrant Information Centre - Palliative Care for Culturally & Linguistically Diverse Communities -

http://www.miceastmelb.com.au/documents/pdaproject/Palliative_care_resource_for_workersAug2009.pdf

Document to assist workers with providing culturally appropriate palliative care. Provides information about Cambodian, Chinese, Indian, Iranian, Sri Lankan and Vietnamese communities.

Palliative Care Australia

<http://www.palliativecare.org.au/Default.aspx?tabid=2116>

Provides information in 21 languages including – “What is Palliative Care?”, “Facts about Morphine”, and “Asking Questions Can Help”.

Primary Care Partnerships Links

Inner East Primary Care Partnership

<http://www.iepcp.org.au/>

The Inner East Primary Care Partnership is a partnership of service providers committed to strengthening the planning, co-ordination and delivery of primary care services by using a range of innovative and collaborative strategies designed to improve outcomes for people using health and support services. This website contains information on the Inner East PCP's activities, projects and publications.

Outer East Primary Care Partnership

<http://www.oehcsa.infoxchange.net.au/>

The Outer East Health and Community Support Alliance (Outer East Alliance) is a voluntary alliance of agencies from the municipalities of Knox, Maroondah and Yarra Ranges, that are committed to collaborative thinking, planning and action, which improves the experiences and outcomes of people who access the primary care system.

Primary Care Partnership

<http://www.pcpnet.infoxchange.net.au/>

The umbrella website for all PCPs. You can access the Service Seeker through this site that is a directory of human services and practitioners, searchable by location, language spoken and gender.

Translated Information on Key Government Services

Centrelink

<http://www.centrelink.gov.au/internet/internet.nsf/languages/index.htm>

Centrelink delivers services, programs and payments for Australian government departments. This site has information in a large number of community languages about these services and benefits.

Consumer Affairs Victoria

<http://www.consumer.vic.gov.au/CA256F2B00224F55/page/Publications+in+other+languages?OpenDocument&1=60-Publications+in+other+languages~&2=~&3=~>

This website lists a number of publications for newly arrived migrants about housing and buying goods and services. There is a list of languages and available information sheets, including rights and responsibilities for consumers, traders, renters and landlords, credit and debt, shopping and services, computer and internet, safety issues and more.

Department of Human Services

http://www.healthtranslations.vic.gov.au/bhcv2/bhcht.nsf/PresentDetail?Open&s=Consumer_privacy_information_brochure

The consumer privacy information brochure 'Your Information - It's Private' has now been translated into a total of forty community languages. The translated brochures can be downloaded on the Primary Health Knowledge Base via the section on Service Coordination. Service providers can use the brochure for information provision to consumers at the time of information collection.

Equal Opportunity & Human Rights Commission Victoria

http://www.humanrightscommission.vic.gov.au/index.php?option=com_k2&view=item&id=1218:is-english-not-your-first-language?&Itemid=688

Information about the Commission in a range of languages.

Volunteering Links

Migrant Information Centre (Eastern Melbourne)

www.miceastmelb.com.au/volunteer.htm

Provides range of resources and links for organizations interested in including volunteers from CALD backgrounds in their programs.

Volunteering Australia

http://www.volunteeringaustralia.org/html/s02_article/article_view.asp?id=2946&nav_cat_id=313&n_av_top_id=57

Links to *Practical Guide for Involving Volunteers from Diverse Cultural and Language Background*. Also look for Start Smart Toolkit.

Volunteering England

<http://www.volunteering.org.uk/resources>

Resources for volunteer managers.

Volunteer Illawarra (Translated)

<http://www.wollongong.nsw.gov.au/services/community/Pages/volunteeringillawarra.aspx>

Links to information about volunteering in 6 languages.

Youth & Family Links

Centre for Multicultural Youth Issues (CMYI)

<http://www.cmyi.net.au>

CMYI advocates for young people from migrant and refugee backgrounds. They provide training to the youth and related sectors on cross-cultural skills, migration and refugee issues and developing culturally responsive organisations. They also coordinate a number of youth projects and programs which are outlined on this site.

Free Kindergarten Association (FKA)

<http://www.fka.com.au>

This organisation, through their Multicultural Resource Centre provides advice, consultancy, training and resources to child care workers and centres, pre-schools, early childhood students and CSRDOs on developing multicultural perspectives in their services and programs.

Victorian Cooperative on Children's Services for Ethnic Groups (VICSEG)

<http://vicseg.com.au/>

VICSEG will open their new website soon.

For further information contact them via email - mail@vicseg.com.au.

VICSEG is an information and resource centre providing advocacy for and on behalf of parents from non-English-speaking backgrounds. Services include a newsletter, workshops, seminars, forums and publications. Information is available in languages other than English. Families are linked with other services via family support and youth workers.