



## Multicultural Aged Care

**A guide to services**  
for older people from  
culturally and linguistically  
diverse backgrounds

**Resource Directory**



## Multicultural Aged Care

**A guide to services for older people from culturally and linguistically diverse backgrounds has been produced by Multicultural Aged Care Inc and is funded by Australian Government Department of Health and Ageing – Partners in Culturally Appropriate Care South Australia (PICAC SA) initiative and Home and Community Care Program.**

**In compiling this directory Multicultural Aged Care Inc has included only those services currently receiving recurrent funding.**



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This guide to services for older people from culturally and linguistically diverse backgrounds is a resource directory with contact details to various services:

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Fourth edition

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# Multicultural Aged Care Inc. (MAC)

**Multicultural Aged Care Inc. (MAC) aims to strengthen the ethnic community's capacity to develop and manage the care of their older people and to support and assist service providers to give older people, from culturally and linguistically diverse backgrounds, the services of their choice.**

In partnership with the Australian Government Department of Health and Ageing, under the PICAC (Partners in Culturally Appropriate Care) initiatives, Multicultural Aged Care Inc. provides:

- Identification of the special needs and barriers for accessing services for older people from diverse cultural backgrounds.
- Information to policy makers, service providers and other stakeholders about the issues affecting aged people from culturally and linguistically diverse backgrounds.
- Support for culturally and linguistically diverse communities and aged care service providers in the development of sustainable partnerships by way of clusters, ethno-specific or multicultural aged care services.
- Assistance to service providers to gain the knowledge, understanding and skills to deliver culturally inclusive services.
- Development of resources on culturally appropriate aged care.

- Promotion and encouragement for the participation of ethnic communities as an essential element in the planning, development and delivery of culturally appropriate services.
- Promotion of high quality care practices within the aged care sector.

The Home and Community Care Program funds Multicultural Aged Care Inc. through the Office for the Ageing to:

- Assist ethnic communities to develop and deliver services for their older people.
- Assist mainstream service providers to improve their responsiveness to the needs of culturally and linguistically diverse communities.

## CONTACT INFORMATION

### Multicultural Aged Care Inc.

94 Henley Beach Road, Mile End  
South Australia 5031

PO Box 488 Torrensville Plaza SA 5031

Phone **(08) 8241 9900**

Fax **(08) 8352 1266**

Email **macsa@mac.org.au**

Website **www.mac.org.au**

# Organisations that can help you access aged care services

## Commonwealth Carelink Centres

Commonwealth Carelink Centres are a single point of contact for older people, people with disabilities, and those who provide care and services, to access information and guidance about residential and community care services in a local area and assistance in how to contact these services.

There are four centres in South Australia and information can be obtained by visiting one of the centres or by calling the free call number. For information on where to find your nearest office call the freecall number below.

### CONTACT INFORMATION

#### Commonwealth Carelink Centres

Phone (Toll free) **1800 052 222**

Website **[www.carelinksa.asn.au](http://www.carelinksa.asn.au)**

## Ethnic Link Services (ELS)

Ethnic Link Services (ELS) is a service funded by HACC. It is based in the four Metro regions as well as the Riverland and Whyalla. Clients are the frail aged, people with disabilities and their carers of CALD background. ELS undertakes the following:

- Employs bilingual/bicultural workers who provide language assistance and advocacy to clients
- Provides advocacy and supports to clients as it links clients to services to assist them to remain living at home.
- Assists with information provision in their own language and arranging appointments.

ELS works in partnership with a range of agencies including ethnic community agencies and mainstream services.

ELS also works with CALD communities and facilitates groups for CALD aged including the Spanish Speaking, Bosnian and African communities - to relieve social isolation.

### CONTACT INFORMATION

#### Ethnic Link Services

PO Box 3032, Port Adelaide SA 5015

Phone **(08) 8241 0201**

Phone (Country toll free) **1800 648 598**

Fax **(08) 8241 0280**

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

# Organisations that can help you access aged care services

## Seniors Information Service (SIS)

SIS aims to provide reliable, up-to-date information to older people, families of older people and their carers living anywhere in South Australia about the following:

- Residential Aged Care Facilities (Nursing Homes & Hostels)
- Home support services
- Housing options
- Consumer rights and other information

### CONTACT INFORMATION

#### Seniors Information Service

76 Waymouth Street, Adelaide  
South Australia 5000

Phone (Adelaide metro) **(08) 8168 8776**

Phone (Toll free SA Country only)

**1800 636 368**

Email **information@seniors.asn.au**

Website **www.seniors.asn.au**

# Peak Multicultural Organisations

## in South Australia

### Migrant Resource Centre of South Australia (MRCSA)

MRCSA is principally a community settlement service agency for migrants and refugees in South Australia.

- **Assists refugees and other migrants** with initial settlement on their arrival: airport reception and welcome, provision of temporary accommodation, information and orientation, referrals to other services etc.
- **Assists new and emerging communities** (specially targeting African, Middle Eastern and Balkan nationalities) with training programs and workshops involving: management training, legal and consumer issues, health and wellbeing.
- **Assists service providers** with training: Cultural awareness, servicing and referral issues, linkages with specialist multicultural agencies.

#### CONTACT INFORMATION

##### Migrant Resource Centre of South Australia

59 King William Street, Adelaide  
South Australia 5000

Phone **(08) 8217 9500**

Fax **(08) 8217 9556**

Email **admin@mrcsa.com.au**

Website **www.mrcsa.com.au**

### Multicultural Advocacy Liaison Services of South Australia Inc. (MALSSA)

MALSSA is an independent advocacy organisation. It aims to promote the rights of people from CALD speaking backgrounds with disabilities and their carers.

#### ■ Individual Advocacy Program

This program aims to safeguard the rights and promote the interests of individuals from CALD backgrounds with disabilities and their carers. The areas in which advocacy is provided include accommodation, early intervention, education, employment, finance, health, independent living, legal, personal care, recreation, respite, etc.

#### ■ Systems Advocacy Program

This program seeks to identify and highlight the global issues that restrict the rights and opportunities of people from CALD backgrounds with disabilities and their carers. Any individual, group or organisation can refer issues of wide concern to MALSSA for investigation and action.

#### CONTACT INFORMATION

##### MALSSA

Shop 4, 80 Henley Beach Road  
Mile End South Australia 5031

Phone **(08) 8351 9500**

Fax **(08) 8152 0396**

Email **malssaadmin@malssa.org.au**

Website **www.malssa.org.au**

# Peak Multicultural Organisations

in South Australia (continued)

## Multicultural Communities Council of SA (MCC)

The Multicultural Communities Council represents, supports and advocates on behalf of culturally and linguistically diverse (CALD) communities. It provides a wide range of services for individuals from CALD backgrounds and organisations:

### ■ Transport Service

The transport service targets communities from CALD backgrounds. The four buses may be used for activities such as: social outings, trips to places of interest and relaxation, daycare centres, meetings, concerts, picnics and visits to places of worship.

### ■ Community Visitors Scheme (CVS)

This service provides bi-lingual and bi-cultural visitors to people in residential aged care facilities who are from CALD backgrounds.

### ■ CALD Carer Retreat Program

MCC coordinates the HACC funded Carer Retreat Program and has funding available for day activities and overnight trips spending up to three nights away.

#### CONTACT INFORMATION

### Multicultural Communities Council of South Australia

Phone **(08) 8410 0300**

Fax **(08) 8410 0311**

Email **mccsa@mccsa.org.au**

Website **www.multiwebsa.org.au**

## Multicultural SA

Multicultural SA is a State Government body responsible for multicultural affairs in South Australia. Multicultural SA consists of a Board (SAMEAC) appointed by the Minister for Multicultural Affairs and staff who support, work and implement functions and programs as stipulated by SAMEAC.

Multicultural SA provides information on multicultural matters in relation to South Australia and many other services as issues and needs arise.

#### CONTACT INFORMATION

### Multicultural SA

24 Flinders Street, Adelaide  
South Australia 5000

Phone **(08) 8226 1944**

Phone (Toll Free) **1800 063 535**

Fax **(08) 8226 1955**

Email

**multicultural@sa.gov.au**

Website **www.multicultural.sa.gov.au**

# Interpreting and Translation Services

## Translating and Interpreting Service (TIS) National

The Department of Immigration and Citizenship provides the TIS National interpreting service for people who do not speak English and for the English speakers who need to communicate with them. These services are mainly free and include:

- Telephone interpreting
- Centrelink Communication
- Extract and summary translation of settlement documents
- On-ste or face-to-face interpreting

TIS National is available 24 hours a day, seven days a week for any person or organisation in Australia requiring interpreting services.

### CONTACT INFORMATION

#### Translating and Interpreting Service (TIS) National

Phone (Toll Free) **131 450**

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

## Interpreting and Translating Centre (ITC)

The Interpreting and Translating Centre (ITC) provides the following services:

- Face to face interpreting
- Telephone interpreting
- Business interpreting
- Conference interpreting
- Complimentary presentations on 'How to work effectively with interpreters'
- Translation from English or into English
- Translation of websites
- Translation of business cards
- Summary translation and translation checking
- Certified translation
- Typesetting and text overlay
- Voiceovers and sub-titling

### CONTACT INFORMATION

#### Interpreting and Translating Centre

24 Flinders Street, Adelaide  
South Australia 5000

Phone **(08) 8226 1990**

Fax **(08) 8226 1992**

Email **[itc@saugov.sa.gov.au](mailto:itc@saugov.sa.gov.au)**

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

# Advocacy and Complaints Services

## Aged Rights Advocacy Service (ARAS)

The Aged Rights Advocacy Service (ARAS) offers a free, confidential and independent service providing information about rights, entitlements and responsibilities.

ARAS advocates for older people in Residential Aged Care Facilities (RACFs), those receiving community based services, and those at risk of, or are being abused by family and/or friends.

The ARAS pamphlet is available in several languages including braille. An interpreter can be arranged if required. Appointments can be arranged in the home or at the ARAS office.

### CONTACT INFORMATION

#### Aged Rights Advocacy Service

45 Flinders Street  
Adelaide SA 5000

Phone **(08) 8232 5377**

Phone (Toll Free country callers only)

**1800 700 600**

Fax **(08) 8232 5388**

Email **aras@agedrights.asn.au**

Website **www.sa.agedrights.asn.au**

## Aged Care Complaints Investigation Scheme (ACCIS)

The Aged Care Complaints Investigation Scheme (ACCIS) investigates complaints and concerns about Australian Government-subsidised aged care including residential and community care.

Any person may contact ACCIS with a concern or complaint about a service. The complaint maybe made openly, anonymously and confidentially.

Access to this free service is provided through:

- A TTY (Deaflink) phone service;
- An interpreter service;
- An advocacy service that can give you information on your rights and provide support.

### CONTACT INFORMATION

#### Aged Care Complaints Investigation Scheme

Department of Health and Ageing  
GPO Box 9848  
Adelaide SA 5000

Phone (Toll Free) **1800 550 552**

Website **www.health.gov.au/oacqc**

# Residential Aged Care Facilities

with priority of access to individuals from culturally and linguistically diverse backgrounds

**Residential aged care is available for individuals who can no longer live comfortably or safely in their own home. Residential Aged Care Facilities offer the level of care that meets the particular needs of individuals.**

A number of Residential Aged Care Facilities have been established by ethnic communities or mainstream service providers in partnership with ethnic communities to provide priority of access to people from particular cultural and linguistic backgrounds.

## Cambodian

UnitingCare Wesley Port Adelaide, Regency Green  
Multicultural Aged Care Facility (Regency Park)

Phone **(08) 8345 3518**

Fax **(08) 8345 4350**

Email **RegencyGreen@ucwpa.org.au**

Website **www.ucwpa.org.au**

## Chinese

UnitingCare Wesley Port Adelaide, Regency Green  
Multicultural Aged Care Facility (Regency Park)

Phone **(08) 8345 3518**

Fax **(08) 8345 4350**

Email **RegencyGreen@ucwpa.org.au**

Website **www.ucwpa.org.au**

## Croatian, Ukrainian, Belarusian

St Anna's Residential Care Facility (Brompton)

Phone **(08) 8346 0955**

Fax **(08) 8346 1992**

Email **stannas@cubs.org.au**

## Croatian, Ukrainian, Eastern European

UnitingCare Wesley Port Adelaide,  
Seaton Nursing Home (Seaton)

Phone **(08) 8268 7677**

Fax **(08) 8268 7743**

Website **www.ucwpa.org.au**

# Residential Aged Care Facilities

with priority of access to individuals from culturally and linguistically diverse backgrounds (continued)

## Dutch/Flemish

Rembrandt Court (Oaklands Park), Netherlands  
Australian Age Services Association Inc.

Phone **(08) 8377 2322**

Fax **(08) 8296 3699**

Email **admin@naasa.org.au**

Website **www.naasa.org.au**

Warrina Homes Inc (Campbelltown & Paradise)

Phone **(08) 8336 4411**

Fax **(80) 8336 4488**

Website **www.warrinahomes.com.au**

## Estonian, Latvian, Lithuanian

Baltic Communities Home (Paradise)

Phone **(08) 8365 3004**

Fax **(08) 8365 3723**

Email **admin@balticagedcare.com.au**

## Filipino

UnitingCare Wesley Port Adelaide, Regency Green  
Multicultural Aged Care Facility (Regency Park)

Phone **(08) 8345 3518**

Fax **(08) 8345 4350**

Email **RegencyGreen@ucwpa.org.au**

Website **www.ucwpa.org.au**

## Greek

Ridleyton Greek Home for the Aged (Ridleyton)

Phone **(08) 8340 1155**

Fax **(08) 8346 3112**

Email **rgha@rgha.com.au**

St Basil's Aegean Village Aged Care Complex  
(Christie Downs)

Phone **(08) 8326 0040**

Fax **(08) 8362 0035**

Website **www.members.iinet.net.au/~stbasils/basilsa.htm**

# Residential Aged Care Facilities

with priority of access to individuals from culturally and linguistically diverse backgrounds (continued)

## Greek

St Basil's Croydon Park Aged Care Facility  
(Croydon Park)

Phone **(08) 8347 7080**

Fax **(08) 8346 7884**

Website [www.members.iinet.net.au/~stbasils/basilsa.htm](http://www.members.iinet.net.au/~stbasils/basilsa.htm)

St Basil's Nursing Home St Peters (St Peters)

Phone **(08) 8362 1105**

Fax **(08) 8362 4903**

Website [www.members.iinet.net.au/~stbasils/basilsa.htm](http://www.members.iinet.net.au/~stbasils/basilsa.htm)

## Hungarian

Clayton Church Homes Magill

Phone **(08) 8165 3188**

Fax **(08) 8165 1434**

Website [www.claytonhomes.com.au](http://www.claytonhomes.com.au)

Norwood Nursing Home (Oakden)

Phone **(08) 8261 3688**

Fax **(08) 8261 5177**

Email [nursennhome@adam.com.au](mailto:nursennhome@adam.com.au)

## Indigenous

Aboriginal Elders Village (Davoren Park)

Phone **(08) 8287 1454**

Fax **(08) 8287 1580**

Email [reception@aboriginalelders.com.au](mailto:reception@aboriginalelders.com.au)

UnitingCare Wesley Port Adelaide, Regency

Phone **(08) 8345 3518**

Green Multicultural Aged Care Facility  
(Regency Park)

Fax **(08) 8345 4350**

Email [RegencyGreen@ucwpa.org.au](mailto:RegencyGreen@ucwpa.org.au)

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

## Italian

Campbelltown Aged Care Facility  
(Campbelltown)

Phone **(08) 8360 9100**

Fax **(08) 8360 9111**

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

# Residential Aged Care Facilities

with priority of access to individuals from culturally and linguistically diverse backgrounds (continued)

## Italian

Italian Village (St Agnes)

Phone **(08) 8397 0200**

Fax **(08) 8397 0288**

Website **www.italianvillage.org.au**

St Hilarion Society of (Findon)

Phone **(08) 8347 2242**

Fax **(08) 8345 5812**

Email **findon@sainthilarion.asn.au**

Website **www.sainthilarion.asn.au**

St Hilarion Society of (Lockleys)

Phone **(08) 8234 0199**

Fax **(08) 8443 9565**

Email **lockleys@sainthilarion.asn.au**

Website **www.sainthilarion.asn.au**

Villa St Hilarion (Fulham)

Phone **(08) 8235 9055**

Fax **(08) 8235 9355**

Email **fulham@sainthilarion.asn.au**

Website **www.sainthilarion.asn.au**

## Maltese

UnitingCare Wesley Port Adelaide, Regency Green

Phone **(08) 8345 3518**

Multicultural Aged Care Facility (Regency Park)

Fax **(08) 8345 4350**

Email **RegencyGreen@ucwpa.org.au**

Website **www.ucwpa.org.au**

## Polish

Southern Cross Care, John Paul II Village  
(Klemzig)

Head Office Phone **(08) 8291 8000**

Phone **(08) 8369 0377**

Fax **(08) 8369 0336**

Website **www.southerncrosscare.com.au**

UnitingCare Wesley Port Adelaide, St Teresa  
Aged Care Facility (West Croydon)

Phone **(08) 8346 3052**

Fax **(08) 8346 0230**

Website **www.ucwpa.org.au**

# Residential Aged Care Facilities

with priority of access to individuals from culturally and linguistically diverse backgrounds (continued)

## Russian

UnitingCare Wesley Port Adelaide, Wesley House  
(Semaphore Park)

Phone **(08) 8449 7066**

Fax **(08) 8341 6492**

Email **wesleyhouse@ucwpa.org.au**

Website **www.ucwpa.org.au**

## Serbian

Norwood Nursing Home (Oakden)

Phone **(08) 8261 3688**

Fax **(08) 8261 5177**

Pennington Aged Care Village (Pennington)

Phone **(08) 8341 0401**

Fax **(08) 8341 0775**

Website **www.pennagedcare.org.au**

## Spanish Speaking

UnitingCare Wesley Port Adelaide, Regency Green  
Multicultural Aged Care Facility (Regency Park)

Phone **(08) 8345 3518**

Fax **(08) 8345 4350**

Email **RegencyGreen@ucwpa.org.au**

Website **www.ucwpa.org.au**

## Vietnamese

UnitingCare Wesley Port Adelaide, Regency Green  
Multicultural Aged Care Facility (Regency Park)

Phone **(08) 8345 3518**

Fax **(08) 8345 4350**

Email **RegencyGreen@ucwpa.org.au**

Website **www.ucwpa.org.au/**

# Community Aged Care Packages

with priority of access to individuals from culturally and linguistically diverse backgrounds

A Community Aged Care Package (CACP) is an individually tailored package of care services provided to frail older people in their own homes. To receive a package, a person must be assessed by an Aged Care Assessment Team (ACAT).

## Ethno-specific Community Aged Care Packages

### Cambodian

Helping Hand Aged Care Inc

Phone **(08) 8285 0900**

Fax **(08) 8285 1744**

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

### Croatian, Ukrainian and Belarusian

Multicultural Home Support Program for  
Croatian, Ukrainian and Belarusian Communities

Phone **(08) 8346 0955**

Fax **(08) 8346 1992**

### Dutch

Thuiszorg SA Dutch Aged Care - NAASA  
(Southern)

Phone **(08) 8296 5922**

Email [community-manager@naasa.org.au](mailto:community-manager@naasa.org.au)

Thuiszorg SA Dutch Aged Care - NAASA  
(Northern)

Phone **(08) 8250 4588**

Email [community-manager@naasa.org.au](mailto:community-manager@naasa.org.au)

### Filipino

Helping Hand Aged Care Inc

Phone **(08) 8285 0900**

Fax **(08) 8285 1744**

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

### Greek

Greek Orthodox Community of South Australia  
Greek Community Care Services  
(Aged Care Program)

Phone **(08) 8231 4307**

Fax **(08) 8231 7835**

Email [gocsa@gocsa.org.au](mailto:gocsa@gocsa.org.au)

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

# Community Aged Care Packages

with priority of access to individuals from culturally and linguistically diverse backgrounds (continued)

## Indigenous

Aboriginal Home Care

Phone **(08) 8346 9155**

Fax **(08) 8346 9766**

Email **reception@ahcp.org.au**

Website **www.aboriginalelders.com.au/**

## Italian

Italian Benevolent Foundation Community  
Service (Eastern Region)

Phone **(08) 8165 1022**

Website **www.italianvillage.org.au**

Italian Benevolent Foundation Community  
Service (Northern Region)

Phone **(08) 8280 2800**

Website **www.italianvillage.org.au**

Italian Benevolent Foundation Community  
Service (Western Region)

Phone **(08) 8244 9000**

Website **www.italianvillage.org.au**

Italian Village Community Support Domus  
Operosa

Phone **(08) 8280 2808**

Fax **(08) 8280 2880**

Email **adminburton@italianvillage.org.au**

Website **www.italianvillage.org.au**

Resthaven Paradise and Eastern Community  
Services

Phone **(08) 8337 4371**

Email **pecs@resthaven.asn.au**

Website **www.resthaven.asn.au**

## Laotian

Helping Hand Aged Care Inc

Phone **(08) 8285 0900**

Fax **(08) 8285 1744**

Website **www.helpinghand.org.au**

## Malaysian

Helping Hand Aged Care Inc

Phone **(08) 8285 0900**

Fax **(08) 8285 1744**

Website **www.helpinghand.org.au**

# Community Aged Care Packages

with priority of access to individuals from culturally and linguistically diverse backgrounds (continued)

## Ethno-specific Community Aged Care Packages

### Polish

Polish Federation Community Care Packages

Phone **(08) 8223 6155**

Fax **(08) 8232 2714**

Email **jolak@polishfederation.org.au**

Website **www.polishfederation.org.au**

### Spanish

Helping Hand Aged Care Inc

Phone **(08) 8285 0900**

Fax **(08) 8285 1744**

Website **www.helpinghand.org.au**

### Vietnamese

Helping Hand Aged Care Inc

Phone **(08) 8285 0900**

Fax **(08) 8285 1744**

Website **www.helpinghand.org.au**

# Community Aged Care Packages

with priority of access to individuals from culturally and linguistically diverse backgrounds (continued)

## Multicultural Community Aged Care Packages

### ACH Group In Home Care

Service with priority of access for people from CALD communities residing in the Northern area of Adelaide

Phone **(08) 8182 4144**

Fax **(08) 8182 4122**

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

Service with priority of access for people from CALD communities residing in the South-Western area of Adelaide

Phone **(08) 8350 2200**

Fax **(08) 8376 2076**

Service with priority of access for people from CALD communities residing in the Eastern area of Adelaide

Phone **(08) 8349 3515**

Fax **(08) 8365 7926**

Service with priority of access for people from CALD communities residing in the Onkaparinga area of Adelaide

Phone **(08) 8392 6997**

Fax **(08) 8392 6991**

### Calvary Silver Circle Home Support Services

Home Care Services – Flinders & Northern (Pt Augusta) CALD specific packages targeted at the Unincorporated Far North sub-region (Whyalla, Flinders, & Far North Region)

Phone **(08) 8641 1266**

Fax **(08) 8641 1766**

### Helping Hand Aged Care

CALD specific packages targeted at the Northern Metropolitan Region

Phone **(08) 8285 0900**

Email **[info@helpinghand.org.au](mailto:info@helpinghand.org.au)**

### Masonic Homes Community Care Program

Service with priority of access for people from CALD communities residing in the Eastern metropolitan area of Adelaide

Phone **1300 132 132**

Fax **(08) 8265 2688**

Email **[communitiy@masonichomes.com.au](mailto:communitiy@masonichomes.com.au)**

Website **[www.masonichomes.com.au](http://www.masonichomes.com.au)**

# Community Aged Care Packages

with priority of access to individuals from culturally and linguistically diverse backgrounds (continued)

## Multicultural Community Aged Care Packages

### Resthaven Community Services - Inner West

Service with priority of access for people from CALD communities residing in the Western metropolitan area of Adelaide

Phone **(08) 8345 0577**

Fax **(08) 8268 6282**

Email [neiwcs@resthaven.asn.au](mailto:neiwcs@resthaven.asn.au)

Website [www.resthaven.asn.au](http://www.resthaven.asn.au)

### Southern Cross Community Care Services

Service with priority of access for people from CALD communities residing in the Eastern, Western, Southern metropolitan areas of Adelaide

Phone **(08) 8291 8010**

Fax **(08) 8291 8001**

Website [www.southerncrosscare.com.au](http://www.southerncrosscare.com.au)

### UnitingCare Wesley Adelaide

Multicultural Home Support Program (Metropolitan)

Phone **(08) 8375 1193**

Fax **(08) 8375 1190**

Email [enquiries@ucwesleyadelaide.org.au](mailto:enquiries@ucwesleyadelaide.org.au)

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

### UnitingCare Wesley Bowden

Service provides priority of access for CALD people residing in the Eastern, North-Western, and Southern metropolitan areas of Adelaide

Phone **(08) 8346 5249**

Fax **(08) 8346 7336**

Email [ucwb@ucwb.org.au](mailto:ucwb@ucwb.org.au)

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

# Extended Aged Care at Home Packages

With priority of access to individuals from culturally and linguistically diverse backgrounds

The Extended Aged Care at Home (EACH) packages are individually tailored to provide high level care services which assist and support frail aged people to remain in their homes. To receive a package, a person must be assessed by an Aged Care Assessment Team (ACAT).

## Ethno-specific Extended Aged Care at Home Packages

### Dutch

Thuiszorg SA

Phone **(08) 8296 5922**

Community Services

Fax **(08) 8296 3699**

Dutch Aged Care - NAASA

Email **community-manager@naasa.org.au**

Southern

Website **www.naasa.org.au**

Northern

Phone **(08) 8250 4588**

Fax **(08) 8296 3699**

Email **community-manager@naasa.org.au**

Website **www.naasa.org.au**

## Multicultural Extended Aged Care at Home Packages

### Italian Benevolent Foundation

Community Services

Phone **(08) 8424 6000**

Italian Benevolent Foundation

Fax **(08) 8131 0202**

Website **www.italianvillage.org.au**

### Life Care

Community Services

Phone **(08) 8392 3797**

Website **www.lifecare.org.au**

### Multicultural Extended Aged Care at Home Packages

UnitingCare Wesley Adelaide

Phone **(08) 8375 1193**

Fax **(08) 8375 1190**

Email **enquiries@ucwesleyadelaide.org.au**

Website **www.ucwesleyadelaide.org.au**

# Home and Community Care Services

A number of ethnic communities provide services for their elderly people such as: volunteer-based services (social gatherings, friendly visiting, centre meals, outings), respite, day care, home delivered meals, etc.

## Ethno-specific Home and Community Care Services

### Arabic Speaking

BASMA - Arabic Speaking Home and Community Care  
Salisbury

Phone **(08) 8406 8591**

Mobile **0410 559 952**

Fax **(08) 8281 5466**

Email **aal-halabi@salisbury.sa.gov.au**

Website **www.salisbury.sa.gov.au**

Goodwood

Phone **(08) 8272 7148**

Mobile **0410 559 952**

Fax **(08) 8281 5466**

Website **www.unley.sa.gov.au**

### Cambodian

Cambodian Association of SA Inc

Phone **(08) 8281 9811**

Fax **(08) 8281 8003**

### Chinese

Chinese Welfare Services of SA Inc

Phone **(08) 8212 2988**

Fax **(08) 8212 2988**

Email **chinesewelfare@bigpond.com**

Email **canaankamchiu@hotmail.com**

Website **www.multiwebsa.org.au/community/cws/**

Overseas Chinese Association of SA Inc

Phone **(08) 8445 1677**

Fax **(08) 8445 7399**

# Home and Community Care Services

(continued)

## Croatian

Croatian Care for the Aged Association Inc

Phone **(08) 8267 3626**

Fax **(08) 8267 3930**

Email **agedcare@chariot.net.au**

## Dutch

Netherlands Australian Aged Services  
Association Inc  
Dutch Aged Care - NAASA  
Community Services

Phone **(08) 8296 5922**

Fax **(08) 8296 3699**

Email **community-manager@naasa.org.au**

Website **www.naasa.org.au**

## Filipino

Filipino Home and Community Care Program  
[Alay Kapwa]

Phone **(08) 8272 7148**

Fax **(08) 8272 7487**

Email **gcs.filipinohacc@internode.on.net**

Website **www.unley.sa.gov.au**

## German

Welfare Centre for German-speaking Seniors

Phone **(08) 8223 2997**

Mobile **0425 736 992**

Email **welfare.cm@internode.on.net**

# Home and Community Care Services

(continued)

## Ethno-specific Home and Community Care Services

### Greek

Community Care Services Division  
Greek Orthodox Community of SA Inc

Phone **(08) 8231 4307**  
Fax **(08) 8231 7835**  
Email **gocsa@gocsa.org.au**  
Website **www.gocsa.org.au**

Filoxenia Social Support Program  
Greek Orthodox Community of SA Inc

Phone **(08) 8231 4307**  
Fax **(08) 8231 7835**  
Email **gocsa@gocsa.org.au**  
Website **www.gocsa.org.au**

Greek Low Level HACC Packages  
Greek Orthodox Community of SA Inc

Phone **(08) 8231 4307**  
Fax **(08) 8231 7835**  
Email **gocsa@gocsa.org.au**  
Website **www.gocsa.org.au**

Greek Meals Service

Phone **(08) 8212 5100**  
Fax **(08) 8212 6816**  
Email **greekwelfaresa@optusnet.com.au**  
Website **www.greekwelfaresa.org.au**

Greek Welfare Centre

Phone **(08) 8212 5100**  
Fax **(08) 8212 6816**  
Email **greekwelfaresa@optusnet.com.au**  
Website **www.greekwelfaresa.org.au**

Limani Dementia Respite Program  
Greek Orthodox Community of SA Inc  
Greek Home and Community Care Program

Phone **(08) 8245 5525**  
Fax **(08) 8346 3112**  
Phone **(08) 8272 7148**  
Fax **(08) 8272 7487**  
Email **gcs.greekhacc@internode.on.net**  
Website **www.unley.sa.gov.au**

St Basil's Home for the Aged Inc.  
Plateia Program

Phone **(08) 8347 7080**  
Fax **(08) 8346 4884**  
Email **cpfn@stbasils.com.au**  
Website **members.iinet.net.au/~stbasils/basilsa.htm**

# Home and Community Care Services

(continued)

## Hungarian

Association of the Hungarian Aged and  
Invalid Persons in SA

Phone **(08) 8268 2171**

Fax **(08) 8268 2171**

Hungarian Caritas Society in SA Inc

Phone **(08) 8333 0376**

Fax **(08) 8331 8707**

Email **carita@senet.com.au**

Website **www.multiwebsa.org.au/community/hcs**

## Indigenous

Aboriginal Elders and Community Care Services Inc.  
Aboriginal home Care

Phone **(08) 8346 9155**

Fax **(08) 8346 9766**

Email **homecare@ahcp.org.au**

Website **www.aboriginalelders.com.au**

## Italian

Associazione Nazionale Famiglie Delgi Emigranti  
(ANFE)

Phone **(08) 8243 1113**

Fax **(08) 8243 1190**

Email **reception@anfe.org.au**

Website **www.anfe.org.au**

Coordinating Italian Committee (CIC)

Phone **(08) 8362 0233**

Fax **(08) 8362 0235**

HACC Northern Italian Community Social Support Program

Phone **(08) 8406 8222**

Mobile **0434 180 567**

Italian Benevolent Foundation (IBF) Healthy Lifestyle  
Dementia Respite Northern Program

Phone **(08) 8397 0200**

Fax **(08) 8397 0288**

Website **www.italianvillage.org.au**

Italian Benevolent Foundation (IBF)

Phone **(08) 8280 2800**

Benvenuti - Respite for Carers Program

Fax **(08) 8280 2880**

Website **www.italianvillage.org.au**

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# Home and Community Care Services

(continued)

## Ethno-specific Home and Community Care Services

### Italian *(cont. from previous page)*

Italian Benevolent Foundation (IBF)  
Community Programs - Passa Tempo  
(Southern and Western metro areas)

Phone **(08) 8424 6000**  
Fax **(08) 8346 0025**  
Email **community.west@italianvillage.org.au**  
Website **www.italianvillage.org.au**

Italian Cultural Centre

Phone **(08) 8258 3230**  
Fax **(08) 8258 6648**  
Email **icucentre@bigpond.com**

PISA Italian Meals & Services for the Aged

Phone **(08) 8431 3477**  
Fax **(08) 8431 3480**  
Mobile **0412 014 289**  
Email **admin@pisa.net.au**  
Website **www.pisa.net.au**

### Jewish

Jewish Community Services Inc.

Phone **(08) 8212 0077**  
Fax **(08) 8212 0444**  
Email **contact@jcssa.asn.au**  
Website **www.jcssa.asn.au**

### Latvian

A.L.B. LAIMA - Latvian Association of SA Inc

Phone **(08) 8358 3314**  
Fax **(08) 8358 3314**  
Email **alblaima@bigpond.com**

Latvian Relief Society for the Aged

Phone **(08) 8272 2839**

### Lebanese

South Australian Lebanese Women's Association

Phone **(08) 8211 9233**  
Email **salwa@ihug.com.au**  
Website **www.communitywebs.org/SALebaneseWomens**

# Home and Community Care Services

(continued)

## Maltese

Maltese Guild of SA Inc

Phone **(08) 8357 5446**

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

Maltese Meals & Community Services

Phone **(08) 8346 7422**

Fax **(08) 8346 7466**

Email **[macasa@internode.on.net](mailto:macasa@internode.on.net)**

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

## Polish

Federation of Polish Organisations in SA Inc

Phone **(08) 8227 1008**

Polish Social Support Program

Fax **(08) 8232 2714**

Email **[grazynas@polishfederation.org.au](mailto:grazynas@polishfederation.org.au)**

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

Polish Link with Seniors Adelaide Branch

Phone **(08) 8260 1976**

Polish Link with Seniors Enfield Branch

Phone **(08) 8240 1768**

Polish Link with Seniors Komabant Branch

Phone **(08) 8261 5738**

Polish Link with Seniors Kopernik Branch

Phone **(08) 8297 3104**

Polish Link with Seniors Ottoway Branch

Phone **(08) 8243 2039**

Polish Link with Seniors Polonia Branch

Phone **(08) 8336 5505**

Polish Link with Seniors Salisbury Branch

Phone **(08) 8250 2742**

Polish Link with Seniors St. Mary's Branch

Phone **(08) 8277 5360**

## Serbian

Serbian Australian Senior Citizen Club

Phone **(08) 8445 6716**

Serbia & Montenegro SA Inc – Community Centre

Phone **(08) 8340 1772**

Fax **(08) 8346 9547**

## Ukrainian

Association of Ukrainians in SA Inc

Phone **(08) 8340 2434**

Email **[opika@internode.on.net](mailto:opika@internode.on.net)**

Website **[www.ukraine.com.au](http://www.ukraine.com.au)**

Ukrainian Women's Association Inc

Phone **(08) 8337 4201**

# Home and Community Care Services

(continued)

## Vietnamese

Vietnamese Community in Australia, SA Chapter Inc

Phone **(08) 8447 8821**

Fax **(08) 8447 5527**

Email via web-link [www.sa.vnca.org.au/contact\\_email.php](http://www.sa.vnca.org.au/contact_email.php)

Website [www.sa.vnca.org.au](http://www.sa.vnca.org.au)

## Multicultural Home and Community Care Services

### Ethnic Link Services

Ethnic Link Services

Phone **(08) 8241 0201**

Country Areas Toll Free Phone **1800 648 598**

Fax **(08) 8241 0280**

Website [www.ucwpa.org.au/community-services/ethnic-link-services/](http://www.ucwpa.org.au/community-services/ethnic-link-services/)

### Multicultural Communities Council

Multicultural Communities Council

Phone **(08) 8410 0300**

Fax **(08) 8410 0311**

Email [mccsa@mccsa.org.au](mailto:mccsa@mccsa.org.au)

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

### UnitingCare Wesley Adelaide

Multicultural Community Services

Phone **(08) 8375 1193**

Fax **(08) 8375 1190**

Email [enquiries@ucwesleyadelaide.org.au](mailto:enquiries@ucwesleyadelaide.org.au)

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







