



Multicultural Aged Care

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





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 (PICAC) initiative and Home and Community Care Program.

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



Contents

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

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Fifth edition

This information is correct as at June 2010

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**

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**

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**

Phone (Toll Free SA country only)

1800 816 720

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) 8345 5266**

Fax **(08) 8345 5277**

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

multiculturalsa@agd.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**

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@agd.sa.gov.au**

Website **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 (or their representatives) who are:

- at risk of, or experiencing abuse by family and/or friends, or
- using a community based service or living in a Residential Aged Care Facility (RCF), and seeking support to uphold their rights

The ARAS pamphlet 'For the Rights of Older People' 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

16 Hutt St
Adelaide SA 5000 (from end August 2010)

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 may be 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.

Belarusian

St Anna's Residential Care Facility (Brompton)

Phone **(08) 8346 0955**

Fax **(08) 8346 1992**

Email **admin@cubs.org.au**

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

St Anna's Residential Care Facility (Brompton)

Phone **(08) 8346 0955**

Fax **(08) 8346 1992**

Email **admin@cubs.org.au**

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

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**

Email **enquiries@warrinahomes.com.au**

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

Estonian

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**

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**

Residential Aged Care Facilities

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

Greek

Ridleyton Greek Home for the Aged (Ridleyton)

Phone **(08) 8340 1155**

Fax **(08) 8346 3112**

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

Website **www.gocsa.org.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**

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**

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**

Hungarian

Clayton Church Homes Magill

Phone **(08) 8165 3188**

Fax **(08) 8165 1434**

Website **www.claytonhomes.com.au**

Norwood Nursing Home (Oakden)

Phone **(08) 8261 3688**

Fax **(08) 8261 5177**

Email **admin@norwoodnuringhome.com.au**

Residential Aged Care Facilities

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

Indigenous

Aboriginal Elders Village (Davoren Park)

Phone **(08) 8287 1454**

Fax **(08) 8287 1580**

Email **reception@aboriginalelders.com.au**

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

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**

Italian

Campbelltown Aged Care Facility
(Campbelltown)

Phone **(08) 8360 9100**

Fax **(08) 8360 9111**

Website **www.ibf.org.au**

Domus Operosa

Phone **(08) 8280 2800**

Fax **(08) 8280 2880**

Website **www.ibf.org.au**

Italian Village (St Agnes)

Phone **(08) 8397 0200**

Fax **(08) 8397 0288**

Website **www.ibf.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**

Residential Aged Care Facilities

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

Latvian

Baltic Communities Home (Paradise)

Phone **(08) 8365 3004**

Fax **(08) 8365 3723**

Email admin@balticagedcare.com.au

Lithuanian

Baltic Communities Home (Paradise)

Phone **(08) 8365 3004**

Fax **(08) 8365 3723**

Email admin@balticagedcare.com.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)

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**

Email **admin@norwoodnuringhome.com.au**

Pennington Aged Care Village (Pennington)

Phone **(08) 8341 0401**

Fax **(08) 8341 0775**

Email **administration@pennagedcare.org.au**

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/**

Residential Aged Care Facilities

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

Ukrainian

St Anna's Residential Care Facility (Brompton)

Phone **(08) 8346 0955**

Fax **(08) 8346 1992**

Email **admin@cubs.org.au**

UnitingCare Wesley Port Adelaide,
Seaton Nursing Home (Seaton)

Phone **(08) 8268 7677**

Fax **(08) 8268 7743**

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

Belarusian

Multicultural Home Support Program for
Croatian, Ukrainian and Belarusian Communities

Phone **(08) 8346 0955**

Fax **(08) 8346 1992**

Email **admin@cubs.org.au**

Cambodian

Helping Hand Aged Care Inc

Phone **(08) 8209 6900**

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

Croatian

Multicultural Home Support Program for
Croatian, Ukrainian and Belarusian Communities

Phone **(08) 8346 0955**

Fax **(08) 8346 1992**

Email **admin@cubs.org.au**

Dutch

Thuiszorg SA Dutch Aged Care - NAASA

Phone **(08) 8296 5922**

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

Filipino

Helping Hand Aged Care Inc

Phone **(08) 8209 6900**

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

Community Aged Care Packages

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

Greek

Community Care Services
Greek Orthodox Community of SA Inc

Phone **(08) 8245 5561**
Fax **(08) 8245 5586**
Email **gocsa@gocsa.org.au**
Website **www.gocsa.org.au**

Italian

Italian Benevolent Foundation
(Metro wide)

Phone **(08) 8131 2000**
Fax **(08) 8131 2020**
Email **franca@ibf.org.au**
Website **www.ibf.org.au**

Laotian

Helping Hand Aged Care Inc

Phone **(08) 8209 6900**
Website **www.helpinghand.org.au**

Malaysian

Helping Hand Aged Care Inc

Phone **(08) 8209 6900**
Website **www.helpinghand.org.au**

Polish

Polish Federation Community Care Packages

Phone **(08) 8223 6155**
Fax **(08) 8232 2714**
Email **cacp@polishfederation.org.au**
Website **www.polishfederation.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

Slavic

UnitingCare Wesley Bowden

Phone **(08) 8346 5249**

Website **www.ucwb.org.au**

Spanish

Helping Hand Aged Care Inc

Phone **(08) 8209 6900**

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

Vietnamese

Helping Hand Aged Care Inc

Phone **(08) 8209 6900**

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

UnitingCare Wesley Bowden

Phone **(08) 8346 5249**

Website **www.ucwb.org.au**

Ukrainian

Multicultural Home Support Program for
Croatian, Ukrainian and Belarusian Communities

Phone **(08) 8346 0955**

Fax **(08) 8346 1992**

Email **admin@cubs.org.au**

Community Aged Care Packages

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

Multicultural Community Aged Care Packages

Metropolitan Regions

Italian Benevolent Foundation

Phone **(08) 8131 2000**

Fax **(08) 8131 2020**

Email **franca@ibf.org.au**

Website **www.ibf.org.au**

Multicultural Home Support Program

Phone **(08) 8375 1193**

UnitingCare Wesley Adelaide

Fax **(08) 8375 1190**

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

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

Metropolitan East

Masonic Homes Community Care

Phone **1300 132 132**

Website **www.masonichomes.com.au**

Resthaven Community Services

Phone **1300 136 633**

Website **www.resthaven.com.au**

Southern Cross Community Care Services

Phone **1800 180 781**

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

Metropolitan North

Southern Cross Community Care Services

Phone **1800 180 781**

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

Metropolitan South

In-Home Care

Phone **(08) 8349 3515**

ACH Group

Website **www.ach.org.au**

Calvary Home Care Services

Phone **(08) 8172 1960**

Website **www.silvercircle.com.au**

Southern Cross Community Aged Care Program

Phone **1800 180 781**

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

Community Aged Care Packages

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

Multicultural Community Aged Care Packages

Metropolitan West

Resthaven Community Services

Phone **1300 136 633**

Website **www.resthaven.com.au**

Southern Cross Community Aged Care Program

Phone **1800 180 781**

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

South East

Boandik CACP Service

Phone **(08) 8725 7377**

Mt Gambier

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

Whyalla, Flinders & Far North

Calvary Home Care Services

Phone **(08) 8641 1266**

Website **www.silvercircle.com.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

| | |
|-------------------------------|--|
| Community Services | Phone (08) 8424 6000 |
| Italian Benevolent Foundation | Fax (08) 8131 0202 |
| | Website www.italianvillage.org.au |

Metro

| | |
|-----------------------------------|--|
| Convelascenza Domicile Prolongata | Phone (08) 8392 3797 |
| The Society of St Hilarian | 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 (Wednesdays only)

Phone **(08) 8272 7148**

Mobile **0410 559 952**

Fax **(08) 8281 5466**

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

Cambodian

Cambodian Aged Care Services

Phone **(08) 8281 9811**

Mobile **0417 880 471**

Fax **(08) 8281 8003**

Email **cchan@ach.org.au**

Chinese

Chinese Welfare Services of SA Inc

Phone **(08) 8212 2988**

Fax **(08) 8212 2988**

Email **info@chinesewelfareservices.org.au**

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

Overseas Chinese Association of SA Inc

Phone **(08) 8445 1622**

Fax **(08) 8445 7399**

Email **martin.cheung@hotmail.com**

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

Goodwood Community Services

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) 8232 2999**

Mobile **0425 736 992**

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

Home and Community Care Services

(continued)

Ethno-specific Home and Community Care Services

Greek

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| Community Care Services | Phone (08) 8245 5561 |
| Greek Orthodox Community of SA Inc | Fax (08) 8245 5586 |
| | Email gocsa@gocsa.org.au |
| | Website www.gocsa.org.au |
| Greek Welfare Centre | Phone (08) 8212 5100 |
| Greek Meals Service | Fax (08) 8212 6816 |
| | Email enquiries@greekwelfare.org.au |
| | Website www.greekwelfare.org.au |
| Goodwood Community Services | 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. | Phone (08) 8347 7080 |
| Plateia Program | Mobile 0412 592 281 |
| | Fax (08) 8346 4884 |
| | Email plateia@stbasils.com.au |
| | Website members.iinet.net.au/~stbasils/basilsa.htm |

Hungarian

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| 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 |

Home and Community Care Services

(continued)

Indigenous

Aboriginal Elders and Community Care Services Inc. Phone **(08) 8346 9155**
Aboriginal home Care Fax **(08) 8346 9766**
Email **homecare@ahcp.org.au**
Website **www.aboriginalelders.com.au**

Italian

Associazione Nazionale Famiglie Delgi Emigrati (ANFE) Phone **(08) 8234 5550**
Fax **(08) 8234 5537**
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) Phone **(08) 8424 6000**
Centre Based Socialisation Program Fax **(08) 8346 0025**
(Metro wide) Website **www.ibf.org.au**
Phone **(08) 8131 2000**

Italian Benevolent Foundation (IBF) Fax **(08) 8131 2020**
Low Level HACC Packages (East) Email **franca@ibf.org.au**
Website **www.ibf.org.au**

Italian Benevolent Foundation (IBF) Phone **(08) 8424 6000**
Low Level HACC Packages (East) Fax **(08) 8346 0025**
Website **www.ibf.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**
Email **admin@pisa.net.au**
Website **www.pisa.net.au**

Home and Community Care Services

(continued)

Ethno-specific Home and Community Care Services

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) 8172 0820**

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**

Maltese

Maltese Guild of SA Inc

Phone **(08) 8357 5446**

Website **www.communitywebs.org/MalteseGuildSA**

Maltese Meals & Community Services

Phone **(08) 8241 0266**

Fax **(08) 8241 0299**

Email **reception@malteseagedcare.org.au**

Website **www.malteseagedcare.org.au**

Home and Community Care Services

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Polish

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| Federation of Polish Organisations in SA Inc | Phone (08) 8227 1008 |
| Polish Social Support Program | Fax (08) 8232 2714 |
| | Email manager@polishfederation.org.au |
| | Website 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 Komatant 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

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| Serbian Australian Senior Citizen Club | Phone (08) 8445 6716 |
| Serbia & Montenegro SA Inc – Community Centre | Phone (08) 8340 1772 |
| | Fax (08) 8346 9547 |

Ukrainian

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|-------------------------------------|-------------------------------------|
| Association of Ukrainians in SA Inc | Phone (08) 8340 2434 |
| | Email opika@internode.on.net |
| | Website www.ukraine.com.au |
| Ukrainian Women's Association Inc | Phone (08) 8337 4201 |

Vietnamese

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| 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 |
| | Website www.sa.vnca.org.au |

Home and Community Care Services

(continued)

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/**

Multicultural Communities Council

Multicultural Communities Council

Phone **(08) 8345 5266**

Fax **(08) 8345 5277**

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

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

UnitingCare Wesley Adelaide

Multicultural Community Services

Phone **(08) 8375 1193**

Fax **(08) 8375 1190**

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

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

