



Ethnic Communities
Council of Queensland



PARTNERS IN CULTURALLY APPROPRIATE CARE (PICAC) CULTURAL RESOURCES

AGED CARE

Australian Government Department of Human Services-Older Australians

Age Pension, Bereavement assistance,
Commonwealth Seniors Health Card, Pensioner
concession cards, Widow B Pension, Wife Pension:
Mon – Fri 8 am – 5 pm Ph: 132 300

Carer payment and Carer allowance
Mon – Fri 8 am – 5 pm Ph: 132 717

Information on financial issues
Mon – Fri 8 am – 5 pm Ph: 132 300

Multilingual Phone Service
Mon – Fri 8 am – 5 pm Ph: 131 202

<http://www.humanservices.gov.au/customer/themes/older-australians>

Australian Government Department of Social Services. Due to recent government changes, responsibility for **ageing and aged care** is now part of the **Department of Health**. Information about ageing and aged care is still available on the Department of Social Services website; however it will be transferred to the Department of Health website shortly.

Electronic advice to the Aged Care Industry:
<https://www.dss.gov.au/ageing-and-aged-care-news-and-updates/advice-to-the-aged-care-industry>

Queensland State office: Ph: 1300 653 227
<http://www.dss.gov.au/our-responsibilities/ageing-and-aged-care>

Ageing and Aged Care. Due to recent government changes, responsibility for ageing and aged care has recently moved to the **Australian Government Department of Health** from the Department of Social Services (DSS). Information about ageing and aged care is currently still available on the DSS website, and will be transferred to the Department of Health website shortly.

Department of Health, Queensland Regional Office:
Freecall: 1800 177 099

<http://www.health.gov.au/internet/main/publishing.nsf/Content/ageing-and-aged-care>

Aged Care Complaints Commissioner

Freecall: 1800 500 294
<http://www.agedcarecommissioner.gov.au>

Australian Multicultural Foundation

Ph: 03 9347 6622
<http://www.amf.net.au>

Carers Qld

Carer Advisory Service Freecall 1800 242 636 for
information, support, planning and referral advice.
Mon – Fri 9:00am to 5:00pm
<http://carersqld.asn.au>

Centre for Cultural Diversity in Ageing

Ph: 03 8823 7979
<http://www.culturaldiversity.com.au>

Home Care Today

Ph: 03 9909 7910
<http://www.homecaredtoday.org.au>

Multicultural Aged Care

Ph: 08 8241 9900
<http://www.mac.org.au>

My Aged Care

Mon – Fri 8am – 8pm Sat 10am – 2pm
Freecall: 1800 200 422
<http://www.myagedcare.gov.au>

ADVOCACY & LEGAL AID

Anti-Discrimination Commission Qld (ADCQ)

Ph: state wide 1300 130 670 or
TTY 1300 130 680
<http://www.adcq.qld.gov.au>

Elder Abuse Prevention Unit (EAPU)

Helpline: 1300 651 192
Ph: 07 3867 2525 (Australia-wide; interstate callers
please feel free to request a call back.)
<http://www.eapu.com.au>

Public Trustee of Queensland

General Enquiries: 1300 360 044
Will Making Appointments:
1300 360 044
Enduring Power of Attorney:
1300 360 044
<http://www.pt.qld.gov.au>

Queensland Aged & Disability Advocacy Inc (QADA)

Mon – Fri 9am to 5pm
Freecall: 1800 818 338 or 07 3637 6000
<http://www.qada.org.au>

Seniors Rights Service

Freecall: 1800 424 079
<http://seniorsrightsservice.org.au>

ASSISTED TECHNOLOGY and DISABILITY

Australian Government Department of Human Services-People with Disability

Disability Support Pension, Mobility Allowance,
Sickness allowance
Mon – Fri 8 am – 5 pm 132 717
Multilingual Phone Service Mon – Fri
8 am – 5 pm 131 202
<http://www.humanservices.gov.au/customer/themes/people-with-a-disability>

Australian Government Department of Social Services – Disability and Carers

Queensland Ph: 1300 653 227
<https://www.dss.gov.au/disability-and-carers>

Life Tec

Mon – Fri 8.30am – 4.30pm; Sat 9am – 2pm
Ph: 1300 885 886
<https://www.lifetec.org.au>

COMMUNICATION

Eastern Health (Cue Cards)

<http://www.easternhealth.org.au/services/language-services/cue-cards>

OYO

Mobile: 0418 754 288 – Hendrika Johnson
(product/technical advice)
Ph: 02 9649 0277
<http://www.oyo.net.au>

Webstercare

For general enquiries freecall: 1800 244 358
<http://www.webstercare.com.au>

HEALTH

Australian Government Department of Human Services – Your Health

Medicare general enquiries 7 days a week
24 hours a day 132 011
Aboriginal and Torres Strait Islander Access Line
Mon – Fri 8:30 am – 5 pm 1800 556 955
Continence Aids Payment Scheme Mon - Fri
8:30 am - 5 pm AEST 1800 239 309
Multilingual Phone Service Mon – Fri
8 am – 5 pm 131 450
Pharmaceutical Benefits Scheme - general enquiries
7 days a week 24 hours a day 132 290

Pharmaceutical Benefits Scheme – taking or sending medicine overseas 7 days a week 24 hours a day 1800 500 147

Special Assistance scheme Mon – Fri
7 am – 5 pm AWST 1800 660 026

www.humanservices.gov.au/customer/themes/medicine-and-your-health

Centre for Culture Ethnicity & Health

Ph: 03 9418 9929
<http://www.ceh.org.au>

Continenence Foundation of Australia

National Continenence Helpline 1800 33 00 66
<http://www.continenence.org.au>

Diversity Health Institute Clearinghouse

Australian Multicultural Foundation 03 9347 6622
<http://www.amf.net.au/entry/diversity-health-institute-clearinghouse>

Golden Carers

<http://www.goldencarers.com>

Multicultural Health Communication

Ph: 02 87535047
<http://www.mhcs.health.nsw.gov.au>

Queensland Health Multicultural Services

<https://www.health.qld.gov.au/multicultural>

MENTAL HEALTH

Alzheimer's Australia Qld

National Dementia Helpline Ph: 1800 100 500
<https://fightdementia.org.au>

Dementia Behaviour Management Advisory Service (DBMAS)

24 hour helpline Ph: 1800 699 799
<http://dbmas.org.au>

Beyond Blue

Support Service, Advice, Action 1300 22 4636
<https://www.beyondblue.org.au>

Harmony Place

Mon – Fri 9:00am – 5:00pm
Ph: 07 3848 1600
<http://www.harmonyplace.org.au>

Mental Health Association of Qld

Ph: 07 5519 2550
<http://www.mentalhealth.org.au>

Mental Health in Multicultural Australia (MHIMA)

Ph: 02 6285 3100
<http://www.mhima.org.au>

Queensland Transcultural Mental Health Centre (QTMH)

Ph: 07 3167 8333 (Within Australia)
Freecall: 1800 188 189 (Within Australia, outside the Brisbane metropolitan area)
<https://www.health.qld.gov.au/metrosouthmentalhealth/qtmhc>

Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT)

Main Office – Brisbane Ph: 07 3391 6677
Logan Ph: 07 3089 4310
Toowoomba Ph: 07 4632 1500
Rockhampton Ph: 07 4937 6210
Townsville Ph: 07 4772 9000
Cairns Ph: 07 4032 4954
<http://qpastt.org.au>

MULTICULTURALISM

Australian Bureau of Statistics (ABS)

National Information Referral Service (NIRS)
Ph: 1300 135 070
Services for the hearing and speech impaired:
TTY users phone 133 677 then ask for 1300 135 070
Speak and Listen users phone 1300 555 727 then ask for 1300 135 070
<http://www.abs.gov.au>

Australian Government Department of Human Service-Migrants, Refugees & Visitors

Migrants, refugees & visitors Assurance of Support
Mon – Fri 8 am – 5 pm 132 850

Multilingual Phone Service Mon – Fri
8 am – 5 pm 131 202

www.humanservices.gov.au/customer/themes/migrants-refugees-and-visitors

Australian Multicultural Foundation

Ph: 03 9347 6622

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

Australia's Multicultural Policy

Ph: 1300 653 227

TTY users - phone 133 677 then ask for the phone number you wish to contact

Speak and Listen (speech-to-speech relay) users - phone 1300 555 727 then ask for the phone number you wish to contact

TTY users - phone 1800 555 677 then ask for the 1800 toll-free number you wish to contact

Speak and Listen (speech-to-speech relay) users - phone 1800 555 727 then ask for the 1800 toll-free number you wish to contact

<https://www.dss.gov.au/our-responsibilities/settlement-and-multicultural-affairs/publications/the-people-of-australia-australias-multicultural-policy>

Calendar of Cultural and Religious Dates

Ph: 1300 653 227

TTY users - phone 133 677 then ask for the phone number you wish to contact

Speak and Listen (speech-to-speech relay) users - phone 1300 555 727 then ask for the phone number you wish to contact

TTY users - phone 1800 555 677 then ask for the 1800 toll-free number you wish to contact

Speak and Listen (speech-to-speech relay) users - phone 1800 555 727 then ask for the 1800 toll-free number you wish to contact

<https://www.dss.gov.au/our-responsibilities/settlement-and-multicultural-affairs/programs-policy/a-multicultural-australia/government-building-social-cohesion/calendar-of-cultural-and-religious-dates>

Countries and Their Culture

<http://www.everyculture.com>

Culture Crossing

<http://www.culturecrossing.net>

<http://guide.culturecrossing.net>

Diversicare

Ph: 1300 348 377

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

Ethnic Communities Council of Queensland Limited (ECCQ)

Ph: 07 3844 9166

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

Making Multicultural Australia

<http://www.multiculturalaustralia.edu.au>

Multicultural Affairs Queensland

Ph: 13 74 68

<https://www.communities.qld.gov.au/multicultural/multicultural-affairs-queensland>

Queensland Government Multicultural Resource Directory

Ph: 13 74 68

<http://www.qld.gov.au/community/your-home-community/multicultural-resource-directory>

Queensland's Multicultural Policy

Ph: 13 74 68

<https://www.communities.qld.gov.au/multicultural/policy-and-governance/queensland-cultural-diversity-policy>

PALLIATIVE CARE & ADVANCE CARE PLANNING

Queensland Health

Ph: 13 43 25 84. Qualified staff will give you confidential health advice and assistance 24 hours a day, 7 days a week.

<http://www.qld.gov.au/health/support/palliative-care>

Caresearch

Ph: Advisory 1300 668 908

Decision Assist: Palliative Care and Advance Care Planning

<http://www.caresearch.com.au/caresearch/tabid/2583/Default.aspx>

The PA Toolkit (online residential Aged Care Palliative Approach Toolkit)

<http://www.caresearch.com.au/caresearch/tabid/3629/Default.aspx>

Palliative Care Knowledge Network

<http://www.caresearch.com.au/Caresearch/Default.aspx>

Translating and Interpreting Service (TIS)

Immediate phone interpreting 24 hours, every day of the year: Ph: 131 450

ATIS Voice phone interpreting 24 hours, every day of the year: Ph: 1800 131 450

Pre-booked phone interpreter bookings (existing booking enquiries Ph: 1300 655 081

On-site interpreting - TIS Online Support

(TIS Online and existing on-site booking enquiries)

Phone: 1300 655 082

<https://www.tisnational.gov.au>

TRANSLATING & INTERPRETING**Deaf Services Queensland**

Head Office Moorooka Ph: 07 3892 8500

TTY: 07 3892 8501

Cairns: Ph: 07 4032 3033

TTY: 07 4032 3033

Maryborough: Ph: 07 4121 5222

TTY: 07 4121 5222

Townsville: Ph: 07 4724 4163

Auslan Connections : Ph: 1300 010 877

Web: www.auslanconnections.com.au

For after-hours emergency bookings please contact our after-hours service on 0455 068 500

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

National Accreditation Authority Translators/Interpreters (NAATI)

Queensland: Queensland Multicultural Centre

Office hours: Tuesday, Thursday and Friday 10:00 am

– 3:30 pm. Wednesday 10:00 am – 1:00 pm

Ph: 07 3393 1358

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

On Call interpreters and Translators

Servicing Queensland Ph: 07 3018 0333

<http://oncallinterpreters.com.au>

SWITC

Ph: 07 3892 8559

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

For more information or professional development enquiries please contact the PICAC Team:
Landline 07 3343 7499 or

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Partners in Culturally Appropriate Care (PICAC) provides state wide support to any aged care service funded by the Australian Government Department of Health in Queensland.

Aims:

To equip aged care services to deliver culturally appropriate care to older people from culturally and linguistically diverse (CALD) communities.

To ensure the special needs of older people from culturally and linguistically diverse (CALD) communities are identified and addressed.



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