

# Migrant and Refugee Service, Resource and Referral Guide for Early Childhood Services in the Nepean Area

'Partnerships also involve educators, families and support professionals working together to explore the learning potential in every day events... so that children with special needs are provided with daily opportunities to learn...'

(EYLF: p.12)

This tip sheet provides information on the range of services and resources available to **support migrant and refugee families** with young children 0-8 years old in the **Nepean** area. It covers issues such as child care, health, government assistance, and settlement support.

Services can be a **gateway** to a network of support by providing information on the different types of services and resources that are available. It is important that service providers help families to become familiar with the key early childhood services in their local and regional area.

Early childhood services can play a **valuable role** in assisting families to access information and support to help them with the many challenges of resettlement, including housing, education and health services. **Providing information and facilitating referral** will help to overcome the lack of family and community support that many of these families experience.

Families from migrant and refugee backgrounds are often **unaccustomed** to seeking assistance from health and social services, particularly in early childhood health and development. Their home countries may have lacked these services or they may have been too expensive to access.

These families may not be used to seeking care outside the home, particularly from strangers. They may also see it as shameful. Many parents are therefore **unfamiliar** with the concept of early childhood services, early intervention or health promotion and how these can benefit families.

Services need to **be aware** of, and address, the factors that create barriers to accessing support services. Services may need to adopt more **flexible** procedures to improve access.

Workers need to develop a relationship with families to **build trust**. As a result of establishing a trusting relationship, the family may ask you to help them with all sorts of issues that you can't help them with. It is important to know your services' boundaries, have knowledge of local support services, and have an external **referral process** in place. You may be able to assist the family by first asking them if they would like you to refer them, to provide some information about the service you suggest for referral, and how you can support the family through the referral process.

## Tips on facilitating referral

- ▶ You may need to make an initial call to the referred service to establish a point of contact for the family
- ▶ Indicate if an interpreter is needed
- ▶ Assist in making an appointment
- ▶ You may need to arrange someone to take the family member to the appointment
- ▶ Provide clear directions including estimation of transport costs
- ▶ Follow up with the family to ensure your support is no longer needed.

## Tip Sheet 7

### Service and Resource Listing

1. Cultural and Linguistic Service Support
  - 1.1 Multicultural Playgroups
2. Migrant and Refugee Family Support Services
  - 2.1 English Language Support for Adults
3. Family Support Services
4. Health
  - 4.1 Mental Health
  - 4.2 Refugee Health
5. Interpreters
6. Training and Service Development

#### 1. Cultural and Linguistic Service Support

##### Bicultural Support Program

Provide time limited linguistic and cultural support to eligible Children's Services to assist with the inclusion of children from culturally and linguistically diverse backgrounds, refugee and Indigenous children.

Recruitment and training of new workers offered on an ongoing basis.

To access the program you need to be referred by either Children's Services Central or by your regional Inclusion Support Agency.

Phone: 02 9569 1288  
[www.eccfsc.org](http://www.eccfsc.org)

##### Inclusion Support Agency (ISA) – Sydney North West

Provide childcare services staff with practical advice and support in including children with additional needs into a quality child care environment.

Phone: 02 4732 7843  
Email: [isa@penrithcity.nsw.gov.au](mailto:isa@penrithcity.nsw.gov.au)

#### 1.1 Multicultural Playgroups

##### Blue Mountains Multicultural Playgroup

Phone: 02 4782 1555  
Email: [bmfss-yola@pnc.com.au](mailto:bmfss-yola@pnc.com.au)

##### Penrith Multicultural Playgroup

Phone: 02 9623 9199  
Email: [jasprizzalausj@missionaustralia.com.au](mailto:jasprizzalausj@missionaustralia.com.au)

### Resources

#### Book Garden

Online catalogue including multicultural children's books, early childhood curriculum and other resources.

[www.thebookgarden.com.au](http://www.thebookgarden.com.au)

#### Children's Services Central General Resource Library (Lady Gowrie Child Centre)

Specialist children's services resource pool, accessible online, includes multimedia, books, articles, videos, and a range of hands-on materials for a children and staff, resources to support curriculum development and resources for staff professional development.

[www.cscentral.org.au](http://www.cscentral.org.au)

#### Connect Child and Family Services Inc (Possum Toy Library)

Operates Possum Toy Library and Parents and Educators Resource Library, includes multicultural resources.

[www.connect.asn.au](http://www.connect.asn.au)

#### Early Words

Program designed to encourage and support families to read to their children, and help prepare them for reading and writing in the school context. Print materials, including tip sheets for parents, posters, DVDs, and book bags are translated into 10 community languages.

[www.earlywords.info](http://www.earlywords.info)

#### Foundation House

Provide publications and resources to enhance the understanding of the needs of people from refugee backgrounds, including *Raising Children in Australia - A resource kit for early childhood services working with parents from African Backgrounds* (2007); *Healthy Eating and Living in Australia* (2000); and *Information to Shop Well, Eat Well and Feel Well*.

[www.foundationhouse.org.au/resources/publications\\_and\\_resources.htm](http://www.foundationhouse.org.au/resources/publications_and_resources.htm)

#### Free Kindergarten Association (FKA)

Multilingual, multicultural, educational materials for early childhood programs designed to support staff to incorporate multicultural perspectives in all programming.

[www.fka.com.au](http://www.fka.com.au)

## Global Language Books

Resources including mono and bilingual children's books in over 70 languages, music, games, puzzles, resources for Refugees, multicultural posters, and much more. You can filter by language, cultural group, by age or resource type.

[www.globallanguage.com.au](http://www.globallanguage.com.au)

## Leave it to Leslie

Multicultural and Indigenous products include musical instruments, games, puzzles, dolls and puppets, and baby goods.

[www.leaveittoleslie.com.au](http://www.leaveittoleslie.com.au)

## Little Big Book Club

*New Arrivals Family Reading Pack* provides age appropriate reading materials in multilingual formats designed for the needs of migrant and refugee families with children aged five years and under. The aim of the resources is to encourage parents to talk and participate in early language and literacy activities with their children in both English and their first language.

[www.thelittlebigbookclub.com.au](http://www.thelittlebigbookclub.com.au)

## Local Library Services

Check your local library catalogue for bilingual books or you can request books in over 40 community languages from the State Library of NSW free of charge.

## Modern Teaching Aids

Go to SOSE/HSIE/Inclusion pathway and scroll down for multicultural teaching aids and resources.

[www.teaching.com.au/sose.asp](http://www.teaching.com.au/sose.asp)

## My Language

Provides access to search engines, web directories and news in over sixty languages; translated training courses for the public.

[www.mylanguage.gov.au](http://www.mylanguage.gov.au)

## Resourcing Parents Network

Go to *Culturally and Linguistically Diverse Resources* page with links to resources and information available in community languages about child development, health, feeding and nutrition, mental health, parenting, parent education, and safety/child protection.

[www.resourcingparents.com:80/cald.html](http://www.resourcingparents.com:80/cald.html)

## 2. Migrant and Refugee Family Support Services

### Nepean Migrant Access Inc. (NMA)

Provide information, assistance and settlement support to migrants, refugees and humanitarian entrants. Services provide range of casework, community development, language/ethnic specific groups, advocacy and referral.

Phone: 02 9833 2416

[www.nma.org.au](http://www.nma.org.au)

### Penrith Refugee Program – The Mamre Project

Refugee Women's Program provides English language, health and vocational education support, currently focusing on women from Southern Sudan in and around Penrith LGA. There is a free crèche and transport. Referrals and inquires can be made to Sister Janet.

Phone: 02 9670 5321

### Centrelink Multilingual Telephone Information Service

Free service allows the enquirer to speak in their own language to sort out Centrelink issues. *Note: you can ask for an interpreter if required at any Centrelink Office.*

Phone: 13 1202

[www.centrelink.gov.au](http://www.centrelink.gov.au)

### Family Assistance

Provide multilingual service information fact sheets in 26 languages.

Phone: 13 6150 | Multilingual call: 13 1202

[www.familyassist.gov.au](http://www.familyassist.gov.au)

## Resources

### Beginning a Life in Australia Booklets

Available in 38 community languages, provide useful national, state/territory and local settlement information for migrants, humanitarian entrants, their sponsors and service providers.

[www.immi.gov.au/living-in-australia/settle-in-australia/beginning-life/booklets.htm](http://www.immi.gov.au/living-in-australia/settle-in-australia/beginning-life/booklets.htm)

### Calendar of Cultural & Religious Dates

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

[www.immi.gov.au/living-in-australia/a-diverse-australia/calendar-australia/index.htm](http://www.immi.gov.au/living-in-australia/a-diverse-australia/calendar-australia/index.htm)

## Community Information Summaries

Describes the communities living in Australia by country of birth, and their descendants and present a broad range of demographic and socio-economic characteristics from the 2006 *Census of Population and Housing*.

[www.immi.gov.au/media/publications/statistics/comm-summ/index.htm](http://www.immi.gov.au/media/publications/statistics/comm-summ/index.htm)

### Office of Early Childhood Education and Child Care

Information available about Special Child Care Benefit (SCCB) for parents experiencing financial hardship and how to access free child care if studying Adult Migrant English Program (AMEP) – see **Fact Sheet 11**. For children with additional needs, including children from culturally and diverse backgrounds, your child care service may be eligible for extra assistance through the Inclusion and Professional Support Program – see **Fact Sheet 14**.

[www.oceccc.gov.au](http://www.oceccc.gov.au)

## 2.1 English Language Support for Adults

### Learn English Online

Learn in class, by distance learning or with a home tutor. Course information for rural programs contact the Department of Foundation Studies at your local TAFE.

Phone: 02 9205 3466 or 02 9205 4367

[www.englishatames.com.au](http://www.englishatames.com.au)

### NSW Adult Migrant English Service (AMES)

Adult Migrant English Program (AMEP) is only available to eligible migrants and refugees settling in Australia who have been granted a permanent visa. Information on childcare in AMEP is available to download in English and 24 community languages.

[www.nsw.ames.edu.au](http://www.nsw.ames.edu.au)

## Tip Sheet 7

### TAFE NSW Multicultural Education – Kingswood Campus

Provide bi-lingual services, support and referral to interpreting and translating services, advice on overseas skills and qualifications recognition, advocacy and courses and tutorial support for students from non-English speaking backgrounds from Blue Mountains to Mount Druitt.

Phone: 02 9208 9595

### TAFE NSW Western Sydney Region Outreach Unit, Mount Druitt

Offer free courses for Australian citizens and permanent residents that are designed to assist people from non-English speaking backgrounds to improve literacy, job seeking and computers skills.

Phone: 02 9208 6384  
www.wsi.tafensw.edu.au

## 3. Family Support Services

Mainstream local community organisations that provide a number of services for families needing additional support including young parents, children with disability, and parents from culturally diverse/Aboriginal and Torres Strait Islander backgrounds.

### Anglicare (Financial Support)

Phone: 02 4728 4466  
www.anglicare.org.au

### Barnardo's Penrith Children's Family Centre

Phone: 02 4729 1211  
www.barnardos.org.au/barnardos/html/penrith\_centres.cfm

### Catholic Care Penrith Family Support

Phone: 02 4721 5331  
Email: penrithoffice@ccss.org.au

### Blue Mountains Family Support Services

Phone: 02 4782 1555  
Email: bmfss@pnc.com.au

### Bridging the Gap Brighter Futures and Play Therapy

Phone: 02 9673 1211  
www.btg.org.au

### Connect Child and Family Services - Nepean

Phone: 02 4758 9966  
www.connect.asn.au

### Gateway Family Services - Blue Mountains and Penrith

Phone: 02 4739 5963  
www.gatewayfamilyservices.org.au

### Mission Australia Nepean Parenting Networks – Penrith and Hawkesbury

Phone: 02 9623 9199  
www.missionaustralia.com.au

### Mountains Outreach Community Services (MOCS)

Phone: 02 4758 6811  
Email: admin@mocs.org.au

### Nepean Community & Neighbourhood Services (NCNS)

Phone: 02 4721 8520  
www.spyns.org.au

### NSW Department of Family and Community Services

Promotes the safety/wellbeing of children and works to build strong families and communities. (Helpline 132 111)  
Phone: 02 9205 1500  
www.community.nsw.gov.au

### Peppercorn Family Services - Hawkesbury

Phone: 02 4587 0222  
www.peppercornservices.com.au

### Uniting Care Burnside New Parent Infant Network (NEWPIN)

Phone: 02 9637 1522  
www.newpin.org.au

### Wesley Mission Brighter Futures Nepean

Phone: 02 4723 9200  
www.wesleymission.org.au

## 4. Health

### Primary Care and Community Health Network in Sydney West Area Health Service (SWAHS)

The network provides community based Child and Family Health Services primarily across Blue Mountains, Penrith and Hawkesbury Local Government Areas. Requests for interpreters available for child and family health services can be made via the central referral service, or through the nearest community health centre.

### SWAHS Central Referral Service for Child and Family Services

Phone: 1800 222 608

### Nepean Blue Mountains Multicultural Health Team

Team covers the Blue Mountains, Penrith, Lithgow and Hawkesbury LGAs, and can assist local CALD residents with navigating the health system, through health education and health promotion sessions.

Phone: 02 4734 1600  
www.mhcs.health.nsw.gov.au/health-public-affairs/mhcs/

## Resources

### NSW Multicultural Health Communication Service (MHCS)

Provide a wide range of publications available for download in many languages on topics including early childhood, infant and child feeding and health, and parenting.

www.mhcs.health.nsw.gov.au

## 4.1 Mental Health

### Transcultural Mental Health Centre (TMHC) CALD Children and Families Mental Health Program

Provide culturally appropriate interventions to children, adolescents and/or their parents/families from CALD backgrounds who may be experiencing mental health difficulties or are at risk of experiencing a mental health problem. This is a free service.

Phone: 02 9840 3328  
Toll Free: 1800 648 911  
www.dhi.gov.au/tmhc

## 4.2 Refugee Health

### NSW Refugee Health Service (RHS)

Provide free health assessment advice and referral for recently arrived refugees. Refugee health fact sheets, community profiles, guide books for working with refugees and multilingual resources are available.

Phone: 02 8778 0770  
[www.refugeehealth.org.au](http://www.refugeehealth.org.au)

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

Provide a range of professional services to facilitate the healing process for refugees who have been exposed to torture and trauma. Resources and publications available include group program training kits for newly arrived refugee and migrant families *Families in Cultural Transition* and for children and young people, and *Settling In*.

Phone: 02 9794 1900  
[www.startts.org.au](http://www.startts.org.au)

## 5. Interpreters

### National Accreditation Authority for Translators and Interpreters Ltd (NAATI)

Provide a directory of accredited and recognised translators and interpreters available for work.

Phone: 02 9267 1357  
[www.naati.com.au](http://www.naati.com.au)

### Translating and Interpreting Service (TIS)

Nationwide 24 hours, 7 days a week translating and interpreting services in over 100 languages and dialects.

Service providers please note there are user charges, for more information including eligibility for fee-free services call 1300 131 450.

Phone: 13 14 50  
[www.immi.gov.au/tis](http://www.immi.gov.au/tis)

## Resources

### Centrelink Multicultural Training Products

Range of resources developed to assist professionals and customer service staff who have culturally diverse clientele. Resources include *Working with Interpreters DVD*; *Multicultural Customer Service Training CD ROM*; and *A guide to Ethnic Naming Practices*.

Email: [multicultural.services.nat@centrelink.gov.au](mailto:multicultural.services.nat@centrelink.gov.au)

## 6. Training and Service Development

### Children's Services Central

Professional development and training opportunities available to further develop the skills and knowledge of childcare professionals.

[www.cscentral.org.au](http://www.cscentral.org.au)

### Family Worker Training and Development Programme

Provide local, affordable training tailored to meet the needs of family workers and children's service providers.

[www.fwtdp.org.au](http://www.fwtdp.org.au)

### Youth Action & Policy Association (YAPA)

The *Access and Equity Guide for services working with young people*, resource can assist organisations to identify their own policy gaps and access barriers to culturally and linguistically diverse people and provides examples on how to develop a policy and action plan along with examples of practical strategies to address barriers and gaps once they are identified.

[www.yapa.org.au/youthwork/topics/refugee.php](http://www.yapa.org.au/youthwork/topics/refugee.php)

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