

Eligibility

You are eligible for Carers Queensland's CALD program if you:

- are a person with a disability, chronic medical problem or mental illness, frail aged or a family member providing care for someone with these conditions; and
- require basic support services for you to remain in your home and support the person who cares for you; and
- are from a CALD background.

Referrals

Referrals can be made by:

- you or a family member or a friend
- service providers and community organisations
- doctors and other health professionals.

Referrals can be by letter, phoning 1800 242 636 or at your local Carers Queensland office.

Requests for information and training

Contact your local Carers Queensland office to discuss how we can assist you in improving cultural and responsiveness awareness in your workplace or in your community.

Where to find us

Head office

15 Abbott Street, Camp Hill
Brisbane 3900 8100

Brisbane North

236 Stafford Road,
Stafford 3624 1700

Mackay

4/19 Palmer Street,
4944 0544

Brisbane South

1/1414 Logan Road,
Mt Gravatt East 3723 5001

Rockhampton

1/83 West Street,
4921 4486

Cairns

1/320 Sheridan Street,
North Cairns 4031 0163

Roma

144 McDowall Street,
4622 1270

Gold Coast

2/1154 Gold Coast
Highway,
Palm Beach 5534 2899

Sunshine Coast

1/10 Wrigley Street,
Maroochydore
5451 1882

Hervey Bay

Signature Building,
8/19-21 Torquay Road
Pialba 4124 0922

Toowoomba

232 Ruthven Street,
Toowoomba
4632 8922

Ipswich

1-2/16 Lowry Street,
3202 1852

Townsville

210 Ross River Road,
Aitkenvale 4725 8853



home and community care

Funded by the Australian Government
Department of Social Services

Funded by



Queensland
Government



Placing Carers First

Carer Advisory Service 1800 242 636
(free call except from mobiles)

www.carersqld.asn.au



Carers Queensland Inc. ABN 20 061 257 725

Cultural and Linguistic Diversity Program



Placing Carers First

About the CALD Program

Carers Queensland's Cultural and Linguistic Diversity (CALD) program assists eligible people and their families to access and receive Home and Community Care (HACC) and Queensland Community Care Services.

What we do

Our experienced staff are specifically trained to work with people from CALD backgrounds. We offer two streams of services:

1. we work with individuals and their families
2. we deliver information and training to service providers and community groups.



For you and your family

We will:

- help you and your family understand what support services are available from Home and Community Care (HACC), Queensland Community Care Services and Carers Queensland
- help determine if you are eligible for services
- assist you with contacting and communicating with these services
- talk to individuals and other service providers to make sure you are getting the services you need.



For service providers and community groups

We provide CALD information, education and training to service providers and community groups. This may include:

- developing and providing training to service providers and community groups to help them understand CALD perspectives and issues
- promoting Carers Queensland and the CALD program at multicultural community events
- delivering CALD specific training programs for HACC and Queensland Community Care service providers and other organisations.

Carer Advisory Service

For more information on any of our services and/or to seek referral advice please call our Carers Advisory Service.

*A statewide service,
FREECALL™ 1800 242 636*

Monday to Friday 9am – 5pm