

AGED CARE

ETHNIC LINK SERVICES

Connecting culturally and linguistically diverse communities with SA services



Ethnic Link Services can assist you to remain living independently at home and in your community.

We work with you to ensure that you can communicate in your own language when using services and that your cultural traditions and beliefs will be considered.

How can we help?

Our bilingual and bicultural staff are trained in aged care service delivery to support you and your carer.

We can:

- Provide a language service by interpreting for you
- Communicate between you and service providers
- Support you by making appointments
- Assist with correspondence, such as letters, documents and forms
- Help you get involved in social and therapeutic activities
- Provide you with information about the Commonwealth Home Support Programme and other aged care services
- Run language-specific social support groups
- Provide home visits and social support for vulnerable or isolated people from culturally and linguistically diverse backgrounds.



METROPOLITAN:

(08) 8448 6260

Country callers (free call) 1800 648 598

RIVERLAND: (08) 8548 9400

WHYALLA: 0476 829 377

UnitingSA Aged Care Services Hub
1 Charles Street, West Lakes, SA 5021
E. els@unitingsa.com.au **W.** unitingsa.com.au

Ethnic Link Services delivers the Commonwealth Home Support Programme.

Funded by the Australian Government Department of Health. Although funding for this service has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.

UnitingSA acknowledges the traditional owners of country throughout South Australia, their spiritual heritage, living culture and our walk together towards reconciliation.

Who are we?

Ethnic Link Services supports people and their carers from culturally and linguistically diverse backgrounds. It is a statewide service, with offices in metropolitan Adelaide, the Riverland and Whyalla.

We speak your language to connect you with services and help you remain living independently at home and in your community.

Ethnic Link Services is run by UnitingSA — a not-for-profit organisation all about personalised aged care experiences. Our choice of flexible care options, from home support through to residential aged care, promote inclusion, respect and participation.

How do you access our services?

Aged 65 and over (Home Support and Packages):

For referrals to Ethnic Link Services, phone My Aged Care on 1800 200 422 and let them know you want to receive our services. If you require assistance with language to do this, contact us on 8448 6260.

Aged under 65:

Please call us on 8448 6260 to see how we can assist you.



Ethnic Link Services runs language-specific social support groups in the following regions:

- **Adelaide Metro**
Arabic-speaking
Bosnian
Farsi-speaking
Russian-speaking
Spanish-speaking
Multicultural
- **Riverland**
Croatian
Greek (Renmark, Berri, Loxton, Barmera)
Italian (Renmark, Berri)
Turkish
- **Whyalla**
Eastern European
Multicultural
Aged Care Information Sessions

Ethnic Link Services speaks the following languages. New languages are added as required.

- Arabic
- Bosnian
- Chinese
- Croatian
- Dari
- Greek
- Italian
- Farsi
- Polish
- Punjabi
- Russian
- Serbian
- Spanish
- Turkish
- Ukrainian
- Vietnamese

Fees apply for some services.

