

Cultural diversity resource – support services list

Contacts for workers to access services – where to go for help



Celebrating diversity
in aged care



Ageing
Australia



Workplace discrimination services

Fair Work Ombudsman



Fair Work
OMBUDSMAN

Fair Work Ombudsman can help with workplace discrimination, including bullying, harassment, and exclusion. They can also provide information about rights, advice, and assistance.

Find out more about Fair Work Ombudsman at www.fairwork.gov.au

Fair Work Commission



Fair Work
Commission

Fair Work Commission can help with dispute resolution, including unfair dismissal and discrimination.

You can contact the Fair Work Commission at 1300 799 675.

Australian Human Rights Commission



**Australian
Human Rights
Commission**

Australian Human Rights Commission investigates and conciliates discrimination and human rights complaints.

You can contact the Australian Human Rights Commission at 1300 369 711.

Trade union or employee association

If you are a member of a trade union or employee association, they may be able to help you.

If you're an aged care worker in Australia, there are several unions you can consider joining. When choosing a union, consider factors such as the union's values, membership benefits, and level of representation in your workplace or region.

You can also contact your relevant state or territory anti-discrimination body.

Each state and territory in Australia has an anti-discrimination agency that deals with discrimination matters under their respective laws:



Mental health services

Beyond Blue

Offers free mental health support, including online resources in multiple languages and a 24/7 helpline.

Phone: 1300 22 4636

Website: beyondblue.org.au

Lifeline Australia

Provides crisis support via phone or online chat, with interpreters available on request.

Phone: 13 11 14

Website: lifeline.org.au

Head to Health

A government initiative that connects people to free and low-cost mental health services, many of which are culturally sensitive.

Website: headtohealth.gov.au

Embrace Multicultural Mental Health

Offers resources and tools for CALD communities and services to support mental health needs.

Website: embracementalhealth.org.au

MindSpot

Free online and telephone-based mental health support, including translated information for CALD communities.

Phone: 1800 61 44 34

Website: mindspot.org.au

Community-specific support

Transcultural Mental Health Services (State-Based)

Available in NSW, VIC, and other states, these services focus on culturally responsive mental health care.

NSW: 1800 648 911 | tmhc.nsw.gov.au

Relationships Australia

Offers free or low-cost counselling, including services tailored for CALD individuals.

Phone: 1300 364 277

Website: relationships.org.au

Settlement Services International (SSI)

Provides mental health support as part of settlement services for migrants and refugees.

Website: ssi.org.au

STARTTS (NSW)

Specialises in supporting survivors of torture and trauma from refugee and CALD backgrounds.

Phone: 02 9646 6700

Website: startts.org.au

Foundation House (VIC)

Specialises in supporting survivors of torture and trauma from refugee and CALD backgrounds.

Phone: 03 9389 8900

Website: Foundation House: Supporting Refugees to Rebuild their Lives

Telehealth and digital tools

myCompass (by Black Dog Institute)

A free, self-help tool for mental health support available in multiple languages.

Website: mycompass.org.au

Interpreter support

Translating and Interpreting Service (TIS National)

Free interpreting services for accessing government-funded health services, including mental health.

Phone: 131 450

Reporting racism

Call It Out (VIC)

A hotline for reporting racism and receiving advice.

Phone: 1800 722 476

Racism. It Stops with Me Campaign

Offers tools for addressing and reporting racism.

Website: Responding to racism | Racism. It Stops With Me

State Police Assistance Lines

Racist incidents that involve threats or violence should be reported to the police.

Non-emergency line: 131 444