



華人社區服務中心

Chinese Community Social Services Centre Inc.

(ABN: 95 428 365 701)

Mission Statement

To promote and represent the interests of the Chinese-Australian community in the State of Victoria through the delivery of quality social services, education and advocacy.

Box Hill Office (博士山辦事處):

Suite 11, Centro Box Hill North,
17 Market Street, Box Hill, VIC 3128.

Tel 電話: (03) 9898 1965

Fax 傳真: (03) 9899 8547

Burwood Office (寶活辦事處):

14 Livingstone Close, Burwood, VIC 3125.

Tel 電話: (03) 9888 8671

Fax 傳真: (03) 9888 8673

Preston Office (柏士頓辦事處):

Shops 3&4, 294 High Street, Preston, VIC 3072.

Tel 電話: (03) 9478 4343

Fax 傳真: (03) 9478 4344

On Luck Chinese Nursing Home (安樂華人護理院):

PO Box 349, Tunstall Square,
Doncaster East, VIC 3109.

Tel 電話: (03) 9844 3813

Fax 傳真: (03) 9844 2808

Website 網址: www.ccssci.com.au

1. Community Settlement Services

Box Hill Office & Preston Office

(1.1) Case Work and Drop-In Services

(1.2) Information & Referral Services

(1.3) Group Work

(1.4) Community Development

(1.5) Community Education Programme

These services are available to individuals, families and groups who are recently arrived migrants and are in need of assistance. Information sessions, covering a wide range of migrant settlement issues, are organised on a regular basis. We facilitate and support the development of self-help groups. Our aim is to provide Chinese-speaking migrants with the resources to make informed decisions and to help them integrate into the Australian society. We also assist mainstream organisations to sensitise their services to meet the needs of Chinese-speaking community.

2. Community Aged Care Packages

Box Hill Office & Preston Office

Community Aged Care Packages are planned and managed packages of community care services, delivered in the home. The aim is to help frail and disabled older people with complex needs remain in their own homes for as long as possible.

Whilst the services are subsidised by the government, a small fee is charged depending on the client's income.

Eligibility for these packages is determined by the Aged Care Assessment Service.

(May 2008)

3. Home & Community Care Program

Burwood Office

Activity Venues: Knox, Manningham, Monash and Whitehorse.

(3.1) Planned Activity Group - High

To provide structured activities for the frail aged on a weekly basis at day centres. The aims of the activity are to enhance and maintain clients' daily living skills, prevent social isolation and offer respite and support to their carers.

(3.2) Planned Activity Group - Core

To cater for senior citizens who are more physically independent and mentally alert. Structured activities are provided on a weekly basis at our Whitehorse Centre.

Transport and cooked Chinese meals are provided for consumers of services (3.1) and (3.2).

(3.3) Volunteer Coordination

Volunteers are involved in a wide range of services from reception and clerical duties to mini-bus driving and teaching interest classes. Orientation and training sessions are provided on an on-going basis.

(3.4) Group Home for the Aged

Short-term accommodation is provided for those who have applied and are awaiting public housing placements.

(3.5) Supported Access Pilot Project

The major aims of the project is to assist eligible clients of Chinese-speaking background to access HACC and other related services; and to provide specialist cultural knowledge, information and advice to generic agencies in developing culturally appropriate service responses for these clients.

4. On Luck Chinese Nursing Home

177-179 Tindals Road, Donvale, VIC 3111

On Luck Chinese Nursing Home is the first Chinese-specific residential high care facility in the state of Victoria.

It is a not for profit service and gives priority of access to people who are financially disadvantaged. The home provides 24 hours/day nursing care for Chinese-speaking elderly from all over Victoria. It offers 60 places, including a 15-place dementia-specific unit.

Eligibility for admission into the Nursing Home is determined by the Aged Care Assessment Service. Applicants must also undertake the assets assessment with Centrelink.

4. 安樂華人護理院

安樂華人護理院是維省首間專為華人長者而設，提供高程度護理服務的住宿機構。

本院純屬不牟利性質，家境清貧人士有入住優先權，我們接受在維省居住而符合資格的長者的申請，本院提供每日 24 小時的專業護理服務，一共有六十個名額，其中包括一個有十五個單人房間的老人痴呆症單位。

申請人必須經由政府指定的「老年護理評核小組」評審，同時亦須向福利部辦理資產評估，獲經批准後可正式向護理院申請。

3. 社區關懷服務

(3.1) 長者日間照顧中心

專為年老體弱的人士提供定期日間照顧服務。目的是透過活動加強參加者在日常生活中的自我照顧能力，亦為參加者的家屬提供支援及休息機會。現有的四間中心分別位於諾市、萬年興市、蒙納殊市及白馬市。

(3.2) 長者日間活動中心

此中心位於白馬市，為康健的高齡人士提供定期日間小組活動。

(中心為參加日間照顧/活動中心的人士安排專車接送及中式午膳，並只酌量收費。)

(3.3) 義工統籌服務

本中心的各項活動及服務是有賴義工的積極參與。義工們參與的服務很廣，例如：家庭探訪、小巴接載、協助長者日間照顧/活動中心的各項活動，以至中心的文職工作等。本中心的義工都是經挑選和訓練的，所參與的服務均由本中心職員統籌。

(3.4) 長者暫居服務

為有特別需要及正在輪候政府公共房屋的高齡人士提供暫居服務，本中心現有之暫居房屋設在威菲利市。

(3.5) 社區服務支援計劃

此計劃旨在協助符合資格的華籍長者申請社區關懷服務及其他有關的支援服務；並提供專業文化知識，資料及意見給予主流服務機構，協助他們發展合適華籍人士使用的服務。

服務宗旨

華人社區服務中心是為維省華人社區提供多元化的社會福利服務，以維護及促進華人社會的權益，增強政府與華人社會之溝通。

本中心是一個不牟利，無宗教色彩，不談黨派政治的福利機構，為華人社區提供下列各項服務：

1. 移民安居服務

為初抵步及新移民提供多元化服務。

(1.1) 個案工作

為有需要的人士及家庭提供個案服務。

(1.2) 諮詢及轉介服務

協助華裔移民解決社會保障、醫療保健、法律、教育、房屋、家庭及婚姻關係等等的問題。

(1.3) 小組活動

配合新移民的需要，舉辦不同的小組活動；例如婦女小組、男士小組、家長支援小組等。

(1.4) 社區發展

為華裔移民提供資源和訊息，使能了解澳洲的社會狀況，認識作為澳洲公民的權利和義務，並確保主流機構提供的服務能符合華人社會的需要。

(1.5) 社區教育工作

按著新移民及社區的需要，定期舉辦新移民講座及不同專題的研討會。

2. 長者家居照顧服務

為年老體弱的長者提供適合個人需要的上門家居照顧服務。目的是協助他們能繼續在社區內享受自由、獨立及安全的生活。服務費用大部份由政府資助，申請人因應其經濟狀況只需繳付少許費用。申請此項服務人士須經由政府指定的「老年護理評核小組」評核。