



中国灯笼项目 - 更好的整合,

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關於我們

布里斯托及愛文華人婦女會成立於一九八九年。其目的是為華人婦女提供幫助，她們因為語言或/及文化障礙而無法使用政府或其他志願機構服務。

現今我們的服務對象已擴展到她們的家屬。

明燈計劃

這個計劃是為西南部華人社區提供免費電話熱線服務。

其目的是發現華人社區中受隔膜及隱藏成員，增強他們的能力使他們能夠更好地融入廣泛的社會。

通過電話熱線，社區成員可以就一系列問題尋求幫助，從福利、就業至房屋等等。我們亦安排一系列個人接見服務

電話熱線：

08088020012



我們的使命

為西南部華人社區提供適合文化和語言需要的資訊及導向。

提供富同情心的指引和優質的服務

電話熱線開放時間為
星期一至星期五
早上十時至下午四時
(公眾假期除外)
來自英國固網
或
流動網絡
電話完全免費

求助熱線可以做什麼

通過細心聆聽，以理解和同情，提供援助和轉介。

回答一般性的問題，例如 福利，房屋，債務，就業，訓練，社會護理，家庭，歧視及移民。

提供導向至政府部門，地方機構以及志願機構。

求助熱線不能做什麼

不能提供建議

不能提供個案工作，法律代表，或其它類形的個人倡導。

但是，我們可以轉介給有能力提供這些幫助的機構。

Who we are

Our Group was set up in 1989 primarily to help Chinese Women, who were unable to access statutory and other voluntary services mostly due to language and/or cultural barriers. We have also extended our support to their families.

Chinese Lantern Project

It offers a free telephone helpline service to the Chinese Community in the South West region.

The aim is to identify isolated and hidden members of the Chinese community and empower them to better integrate into the wider society.

Through the telephone helpline they can seek help on a range of issues from benefit, employment to housing. The project also runs a series of face-to-face surgeries.

Helpline :
08088020012



Our Mission

To offer culturally and language appropriate information and signposting to the Chinese community in the South West.

To give compassionate guidance, and to provide good quality services.

**Our helpline is open
Monday to Friday
10.00am - 4.00pm
(except for bank
Holidays)
Calls are free from all UK
Landlines and UK mobile
networks**

What the Helpline does

Offers support and referral through listening attentively with understanding and empathy.

Answers general questions regarding issues on benefits, housing, debt, employment, training, social care, family, discrimination as well as immigration.

Provides signposting to state organisations, local agencies and other voluntary organisations.

What the Helpline does not do

DOES NOT provide advice

DOES NOT provide individual casework, legal representation or other type of individual advocacy.

We can signpost you to organisations that may have the capacity.