

## 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.

**Helpline :**  
**0808-802-0012**



## 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.

## 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.

## 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.

**Confidentiality**

Your call to the helpline is confidential. We will not share your personal information without your consent or unless we are concerned about your safety and wellbeing, as well as that of the others.

**Volunteering**

We need volunteers to man the helpline during weekdays.

If you are interested, please call us for further details on: **01179351462**

**How to contact us**

**Freephone: 0808 802 0012**

**Fax: 0117 955 3330**

**Email:** [helpline.bacwg@btconnect.com](mailto:helpline.bacwg@btconnect.com)

**Website:** [www.bacwg.org.uk](http://www.bacwg.org.uk)

**Bristol and Avon Chinese Women's Group**

Spur 8, The Vassall Centre,  
Gill Avenue,  
Fishponds,  
Bristol  
BS16 2QQ

For more information about our services, visit our website or contact us on 01179351462

**Bristol and Avon Chinese Women's Group**



'Working to support & empower Chinese women & their families'

**Chinese Lantern Project Free Helpline Service**



**Feedback about the Helpline**

You are welcome to provide feedback about your experiences by survey, using our online form or email:

[helpline.bacwg@btconnect.com](mailto:helpline.bacwg@btconnect.com).

Your Input is Invaluable!



**LOTTERY FUNDED**

**Registered charity Number 1079401**

**Do you need help?**