

What CAN CASEWORK help with?

- ✓ Make phone calls
- ✓ Fill in forms
- ✓ Read / Write letters
- ✓ Offer general advice
- ✓ Access public services
(i.e. health and social care)
- ✓ Raise awareness of your rights
- ✓ Overcome language & cultural barriers
- ✓ Make complaints

We CANNOT help with:

- ✗ Legal advice but we can signpost you to legal advice specialists.

Booking sessions

We can be reached by telephone at 0808 802 0012, or by face to face sessions with appointments.

Our Information Sessions are...

Free, Confidential, Impartial & Culturally appropriate

Our caseworkers are trilingual in Cantonese, Mandarin and English.

What can CASEWORK offer?

Advice, information, advocacy, interpreting, representation, referrals and signposting. Emotional support. Referral to specialist service providers.

Our service has delivered information and advice since 1995. We hold the Advice Quality Standard, which means that you are able to benefit from our **quality assured service.**



Are you Chinese speaker or East / South East Asian?

**Do you / your family need help?
Do you live in South West England?
If yes, then our casework surgery is for you!**

'Working to support & empower the Chinese Community'



Helpline and Casework

**Supporting the Chinese Speaking Community
Since 1989, covering Bristol and Southwest England**



0808 802 0012

**Monday to Friday,
10:00am - 4:00pm
(Except for bank holidays)**

Appointments are required for face to face visits to our office. Please contact Helpline telephone number to book an appointment.

Calls are free from all UK landlines and UK mobile networks

Chinese Lantern Helpline



We offer a free telephone helpline service to the Chinese Community in the South West England.

Aim

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

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.

What the Helpline does?

Offers support and referral to other services through listening attentively with understanding and empathy.



Facebook



Instagram



WhatsApp



WeChat



Website

We encourage you to provide feedback about your experiences by sending us email: helpline@chineseccws.org.uk

Our Address

Chinese Community Wellbeing Society
Spur 8, The Vassall Centre
Gill Avenue
Bristol
BS16 2QQ

Office Opening Hours

Monday to Friday, 9:00am to 5:00pm
(Except for bank holidays)

Main Office

0117 935 1462

(Registered Charity No: 1181750)

©CCWS2025