

Who we are

We have been working in Bristol and surrounding area since 1989. We help Chinese people living in UK who find it hard to get help because of language or cultural barriers.

Chinese Lantern Project

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

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

Please call us if you need help on something you are not sure. We also run face-to-face meeting where you can come and talk to us in person.

Free 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 to other services 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

We cannot provide advice.

We cannot provide individual casework, legal representation or other type of individual advocacy.

Instead, we can help by signposting you to organisations that may be able to do this for you.

Confidentiality

Your call to is confidential. We will not share your personal information without your consent or unless we are concerned about the safety and wellbeing of you or other people.

Volunteering

We are always keen to have volunteers to help during weekdays. If you are interested, please call us for further details.

Feedback

We encourage you to provide feedback about your experiences by using our online form or sending us email: helpline.bacwg@btconnect.com. Your input is invaluable—please tell us how we've done!

How to contact us?

Bristol & Avon

Chinese Women's Group

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

Free Helpline : 0808 802 0012

Main Office : 0117 935 1462

Website : www.bacwg.org.uk

Facebook :

<http://www.facebook.com/bacwg89/>

WeChat : bacwg89

Email :

helpline.bacwg@btconnect.com

Do you need help?

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Registered Charity Number 1079401

