



IMPORTANT NOTICE ABOUT THE FAXBACK SERVICE

Please give us your suggestions.

Our faxback service was established to meet the needs of people requiring health information in LOTE who do not have access to the web. The service is not being used at the rate we had expected. During the six months period ending 13 October 2002 we received a total of 644 requests for the catalogue and individual publications, which is an average 24 requests per week. The cost of running the Faxback service has recently increased due to the need to update the technology that runs it. We are happy to pay the increased costs if the service is seen as useful.

We need your suggestions about promoting the service. Please contact Ilona Lee, Manager by email leei@sesahs.nsw.gov.au or telephone Multicultural Communication on (02) 9382 7516 and tell us your ideas. We value your comments. Many thanks.

New faces at Multicultural Communication

Marshall Tuck, a Public Health Trainee, with a Masters in Public Health, is working on a six month project on early childhood. His aim is to identify which of our multilingual resources on this topic are useful, what the gaps in the information are and what's needed to fill them. It's a big task that will help us enormously.

Terry Chesher retires



After committing more than 20 years to the health system, Terry Chesher has retired. Terry established and managed the Health Translation Service at NSW Health for its entire lifetime and, after it closed, joined Multicultural Communication as one of the first staff members. Terry, who probably knows more about the area of translation than anyone else in NSW, was a most valuable asset to our Service. She has taught us a lot and we will miss her very much.

Although Terry has left us, she is not retiring completely. She is still teaching at Macquarie University and is the Chair of the NSW Committee of the organisation for Interpreters and Translators, AUSIT.

Many new multilingual resources now on our website!

This is the welcome result of our policy, *Guidelines for the production of multilingual health resources by Area Health Services, the NSW Health Department and NGOs funded by NSW Health.*

Adhering to these guidelines ensures that no similar resource exists or is being produced before creating a new resource, and sharing the publication through Multicultural Communication – prevents duplication and boosts the number of resources we can all use.

The new additions are listed in the insert. All publications have been endorsed by NSW Health and details of their origin have been included. Congratulations to all the producers and many thanks on behalf of future users.

Tackling Childhood Obesity – resources for non-English speaking communities

Multicultural Communication was invited to the Childhood Obesity Summit held in Parliament House in September.

Childhood obesity is a major public health problem. Over 5% of children in Australia are obese and 14-18% are overweight. Obese children have a high risk of becoming obese adults and developing heart disease, diabetes, orthopaedic complications, sleep apnoea, asthma, fatty liver and psycho-social problems.

Recommendations from the summit for tackling obesity are wide ranging and involve food labelling, physical activity, TV advertising, school tuck shops, breast feeding, early childhood and school education, transport and the media. The summit noted that education programs must recognise Australia's diverse community to ensure that no one misses out on appropriate messages.

While plans to combat obesity are still being developed, we can all work to educate non-English speaking parents about this issue – check our website for a range of relevant articles in many languages to help you. They include:

Helping children maintain a healthy weight
How to pack a healthy lunchbox for children under five
It's good thinking to start with breakfast
Making food fun for children and parents
How to get your children moving

For more information, contact Ilona Lee on (02) 93827518 or leei@sesahs.nsw.gov.au

Our new website feature – “Useful Links”

Look at the drop down menu on the top right corner of our home page and you'll see “Useful Links” listed. Selecting it transfers you to the links that have the same categories as our Catalogue Online (see the blue navigation bar on the left side of your screen). Selecting “Cancer”, for example, gives you links to other sites providing multilingual information on cancer.

The criteria for listing a site are:

- The site is from a relevant professional association, academic institution, university, government department or relevant NGO.
- The resource can be downloaded and printed from the site.

Some categories are still empty and that's where you come in. If you find a website with multilingual information, please email the website address to Clarita Norman at [<normanc@sesahs.nsw.gov.au>](mailto:normanc@sesahs.nsw.gov.au). If it's suitable, we'll include it in “Useful Links”.

Thanks – we hope to hear from you soon! If you have any technical problems with this, contact the MHCS webmaster, Wolf Sverak on sverakw@sesahs.nsw.gov.au, or phone (02) 9382 7525.

Out now – Ethnicity Data from the 2001 Census

Multicultural Health Services in NSW have bought this data from the 2001 census, and managers of statewide services and Multicultural Coordinators in Area Health Services have access to it.

The new data allows Multicultural Communication to base the selection of languages for translation on more accurate information reflecting recent settlement patterns.

If you're interested in this data, contact your Area Multicultural Coordinator.

Our five year strategic plan – focussing on working together

One aim of our previous plan (July 1999 to June 2002) was to outreach other services and become known in the health system – yet we constantly come across health workers who don't know who we are or what we do.

That's why the main focus of our new plan is to establish partnerships for most aspects of our work. We hope that when others have a stake in the work, they will be more committed to contributing to it, to using it and to promoting it.

We are also improving planning for the production of multilingual resources. The result will be complete sets of information developed in conjunction with health workers on a number of health priority topics. Where there's a need, the information will be ethno-specific or tailored to the needs of individual communities.

The other focus is to document everything we do. Since we began in 1997 we've trialled and refined processes for all facets of our work – and we're now in a position to document good practice and provide examples to others working on in similar activities.

Following the Strategic Plan we have also produced a Business Plan to guide our work until June 30, 2003.

For copies of the plans, contact Cecilia George on (02) 93827516 or email georgec@sesahs.nsw.gov.au.

Strategic Directions
for the
NSW Multicultural Health
Communication Service
2002-2007
July 2002

multicultural
communication

Praise ... from Edmonton, Canada

"I would like to take this opportunity to thank you for this website. I work with the Community based Immigrant Mental Health project in Edmonton, Canada and the discovery of your website was a light point for our work. We have a wide range of refugee and Immigrant communities here and the information you are providing in the different languages is invaluable. Thank you so much".

Health Care Complaints Commission planning new translation

Over the past year the Health Care Complaints Commission has renewed some of its brochures. The new brochures are: *The Complaints Process*, *Patient Support Service*; *Conciliation of health complaints*; *How to get your medical records*; and *How to get the best from your health service* (Formerly: *Your rights and responsibilities as a health consumer*).

The Commission is now looking into translating three of these brochures, namely: *The Complaints Process*, *Patient Support Service*, and *How to get the best from your health service*, into several community languages. The project will commence at the end of October and some of the brochures are expected to be ready early next year.

For more information, contact Michaela Lauren, Executive Officer, Public Relations, Health Care Complaints Commission, hccc@nsw.gov.au or (02) 9212 7444.

Multilingual information for students of English

Women studying English who have no access to the Internet will be provided with multilingual health information drawn from some of our publications online. Multicultural Communication has gladly given permission to Lady Gowrie Child and Family Information Service to download and reproduce relevant Fact Sheets and include them in kits which are being prepared for use in English classes. The publications will be reproduced in full, with acknowledgment to Multicultural Communication.

Stop! Are you handing out outdated multilingual information?

We've learned some health staff are giving clients outdated material.

We recently reviewed all our publications and removed anything that's no longer current or correct. A good example is immunisation material which included the old immunisation schedule – this has been updated with the correct schedule.

If you're photocopying from information downloaded some time ago, please check that the publication is still on the net and is the same as the one you're handing out. *If not, please download current information and discard the old material.* Thanks – it's really important to give clients up to date, accurate information.

New resources on our website in languages from emerging communities.

Thanks to a new project funded by Parramatta City Council, the following resources are now available in Bosnian, Ethiopian, Kurdish and Somali:

- *Domestic violence hurts the whole family*
- *How to cope with stress (Are you feeling good today?)*
- *Why are men less healthy than women?*
- *Does someone you know have a mental illness?*
- *Getting older? Why your teeth and gums are important for good health*

These resources are a great example of how people and services working together can improve access and information for small, emerging communities.



Clarita Norman speaking at the launch of the new resources

The topics were identified by the communities themselves and the project was a partnership between The Baulkham Hills, Holroyd and Parramatta Migrant Resource Centre, Merrylands and Parramatta Community Health and Parramatta City Council. Multicultural Communication was a key partner, helping to produce most translations.

Innovations on the web

In response to suggestions from our users who work in the area of Early Childhood and Maternity we have made an "improvement" in the cataloguing of our resources on the web.

We have added two new subject headings, "maternity" and "early childhood" and, under those headings, have listed all the publications that might have relevance to these subjects. This will



allow a person interested in early childhood or maternity to see a listing of everything available directly on or related to these topics.

If you want to try this innovation please go to the web and look in the list of subjects. Click on "maternity" or "early childhood" and follow the instructions. Your comments will be welcome.

Deadline for next edition: 20th December, 2002

Polyglot is published by NSW Multicultural Health Communication Service. Articles for inclusion can be sent to Cecilia George, NSW MHCS, Sydney Hospital & Sydney Eye Hospital, P.O. Box 1614, Sydney, NSW 2001 fax no. (02) 9382 7517 email: georgec@sesahs.nsw.gov.au.

New multilingual resources on website.

Following is a list of multilingual resources added to our website since our last issue of Polyglot. Details include source of the document.

Title, Topic area, Summary	Origin	Languages:
Title: Heart Disease - how treatments can help Topic area: Heart Summary: A guide to the causes of artery problems, how they contribute to heart disease, and how they can be treated	MHCS	Arabic, Chinese, Croatian, Czech, English, Farsi/Persian, Greek, Italian, Macedonian, Maltese, Polish, Portuguese, Russian, Spanish, Tongan, Turkish, Vietnamese
Title: No thin drinks/soup allowed due to swallowing difficulty Topic area: Forms, Letters and Signs Summary: Danger of Drinking Thin Fluids (water, milk, soft drinks, tea, coffee, juices, soups, etc)	SWSAHS	Arabic, Chinese, English, Khmer/Cambodian, Polish, Serbian, Spanish, Vietnamese
Title: Bronchiolitis Topic area: Infant Health	Children's Hospital	Arabic, Chinese, English, Vietnamese
Title: Croup Topic area: Infant Health	Children's Hospital	Arabic, Chinese, English, Vietnamese
Title: Urinary tract infection in children Topic area: Infant Health	Children's Hospital	Arabic, Chinese, English, Vietnamese
Title: Immunisation Reminder Topic area: Forms, Letters and Signs Summary: Immunisation up-to-date?	Children's Hospital	Arabic, Chinese, English, Spanish, Vietnamese
Title: Security Policy Notice Topic area: Forms, Letters and Signs Summary: Protection of staff, patients and visitors	Children's Hospital	Arabic, Chinese, English, Macedonian, Vietnamese
Title: Home safety checklist Topic area: Infant Health	Children's Hospital	Arabic, Chinese, English, Vietnamese
Title: Gastroenteritis in children Topic area: Infant Health	Children's Hospital	Arabic, Chinese, English, Vietnamese
Title: Fever Topic area: Infant Health	Children's Hospital	Arabic, Chinese, English, Vietnamese
Title: Febrile convulsions Topic area: Infant Health	Children's Hospital	Arabic, Chinese, English, Vietnamese
Title: Prostate cancer: what are the treatment options? Topic area: Men's Health Summary: Information about different prostate cancer treatments to help men decide which is the best option for them.	MHCS	Arabic, Chinese, Croatian, English, Farsi/Persian, Greek, Italian, Macedonian, Maltese, Russian, Spanish, Turkish, Vietnamese
Title: How to be safe in and around the water Topic area: Injury Prevention Summary: Guidelines to help prevent you or your children from drowning	NSW Sport & Recreation	Arabic, Chinese, English, Korean, Macedonian, Turkish, Vietnamese

Title, Topic area, Summary	Origin	Languages:
<p>Title: Water Safety: Frequently asked questions</p> <p>Topic area: Injury Prevention</p> <p>Summary: Warnings on dangers of swimming in the sea; information on lifeguards, flags and signs. Safety in backyard swimming pools: supervision of children, learning resuscitation, preventing drowning of children in lakes, rivers and dams Safe practices on boats and when rock fishing.</p>	NSW Sport & Recreation	Arabic, Chinese, English, Korean, Macedonian, Turkish, Vietnamese
<p>Title: Women and HIV – Fact Sheet No 1 - Testing Fact Sheet No 2 - Newly Diagnosed Fact Sheet No 3 - Symptoms Fact Sheet No 5 - Pregnancy Fact Sheet No 6 - Parenting</p> <p>Topic area: HIV/AIDS</p> <p>Summary: A series of fact sheets for women about HIV.</p>	FPA Health	Arabic, Chinese, English, Khmer/Cambodian, Spanish, Thai, Vietnamese
<p>Title: 44+ For Women approaching menopause</p> <p>Topic area: Women's Health</p> <p>Summary: What is menopause (Change of life)? Exercise and Diet (How they can help)</p>	Health Translation Service	Arabic, Chinese, Croatian, English, Greek, Italian, Macedonian, Spanish, Turkish, Vietnamese
<p>Title: Peanut allergy</p> <p>Topic area: Diseases and Conditions</p> <p>Summary: Signs and Symptoms of peanut allergy</p>	DOH	Arabic, Chinese, English, Farsi/Persian, Indonesian, Japanese, Khmer/Cambodian, Korean, Macedonian, Portuguese, Serbian, Croatian, Spanish, Turkish, Vietnamese
<p>Title: Meningococcal disease</p> <p>Topic area: Diseases and Conditions</p> <p>Summary: What is Meningococcal disease, what are the symptoms, how can it be treated.</p>	DOH	Arabic, Bengali, Bosnian, Chinese, English, Farsi/Persian, Hindi, Indonesian, Japanese, Khmer/Cambodian, Korean, Lao, Macedonian, Punjabi, Portuguese, Serbian, Croatian, Samoan, Somali, Spanish, Filipino/Tagalog, Tongan, Turkish, Vietnamese
<p>Title: Car and Home: Smoke Free Zone Campaign</p> <p>Topic area: Tobacco</p> <p>Summary: How passive smoking harms children, and what parents can do to protect them.</p>	DOH	Arabic, Chinese, English, Vietnamese