



Polyglot Summer 2003

Vol 7 Issue 1

恭賀新禧

HAPPY CHINESE NEW YEAR

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安

"Si Ji Ping An"  
May you be blessed with peace  
and safety in all four season.



Ram in a Flock of Ewes

出  
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平  
安

"Chu Ru Ping An"  
May you be blessed with peace  
and safety wherever you are.

Dear Colleague,  
Thank you for your support and wishing  
you all the best for the new year.  
From the team at  
Multicultural Communication.



Ilona Lee

Dear Colleagues,

We're looking forward to an exciting year. Multicultural Communication is establishing an annual award for the most useful multilingual health resource produced each year by Area staff. We're not looking for the glossiest production – but the one that would be most valuable statewide to staff in their work with non-English speaking clients. It is gratifying to know that the Director General has expressed support for this initiative.

Everyone who submits a resource that meets the criteria will receive a certificate from NSW Health. The prize for the winning entry is \$1,000 towards the purchase of electronic equipment – a digital camera or scanner, for instance – that can be used in the workplace.

Information about the awards will be circulated soon through CEOs - please watch out for it and send us any multilingual resources produced since July 2002. The winner will be announced during Multicultural Health Week in July.

Another project this year is to spend more time doing in-service training to help Area staff access our website resources - not everyone has computer access, and some staff have had little training in the use of the Internet or HealthNet. We're happy to come to hospital units or community health centres to demonstrate how to use both the net, and our fax-back service, and to discuss any communication issues staff may have in their work with non-English-speaking patients. If you're interested, please contact me on 9382 7518 or at [Leei@sesahs.nsw.gov.au](mailto:Leei@sesahs.nsw.gov.au)



Carlo Jacobson

Don't forget you can also get advice over the phone to help you use the website or fax-back service. Just call Wolf Sverak on 9382 7525, 7.30am-4pm, Monday to Friday.

This year we're pleased to welcome Carlo Jacobson, a graduate in Spanish and Latin American Studies, and Social Work as our Multilingual Information Officer. We're delighted to have someone permanently in this position who will bring a new slant to the work.

Ilona Lee

### **New health column in 2AC Chinese Daily**

Have you produced good health information in Chinese that the *2AC Chinese Daily* newspaper can use in its regular health column?

This relatively new publication now features some of Multicultural Communication's health resources in Chinese. If you produce any Chinese language resources, which may suit the weekly column, or have suggestions for future topics, contact Michael Camit on 9382 7528 or email: [camitm@sesahs.nsw.gov.au](mailto:camitm@sesahs.nsw.gov.au)

*2AC Chinese Daily* is published Mondays to Saturdays and has a weekend magazine. For advertising, contact James Mok or Rita Leung on 9262 7666 or email [acgroup@bigpond.net.au](mailto:acgroup@bigpond.net.au)

### **Using our "useful links" to access other websites**

Scanning our website for mental health information recently, a staff member from the Cultural Equity Unit at Wentworth Area Health Service was disappointed not to find what she needed. Later, she found what she was looking for on the Transcultural Mental Health Centre website. Why, she wondered, don't we have the information, or at least provide a link to TMHC?

The answer is we have so many topics to cover that, where there's a service specialising in a particular health issue – in this case, mental health, we usually leave the topic to them. But our website does provide links to TMHC and other organisations.

If the information you want isn't on our site, go to the "useful links" page via the arrow in the top right hand corner of the home page. Click on the topic heading you need. The topic headings are the same as those listed on the left hand side of our home page. This will take you to any links we recommend. We only register links to legitimate organisations with multilingual information. Under *Mental Health*, for example, we link to the Transcultural Mental Health Centre, and to the Alzheimer's Association.

A lot of work goes into checking out organisations and setting up this service - please use it, and let us know what you think of the links we recommend.

### **Praise from the UK's National Health Service**

*"Hi. My name is Tasnim and I work for Rochdale Primary Care Trust, a National Health Service organisation in England. I found your website and had to write to tell you how brilliant I think it is. Apart from the information in English, I can't use too much of it - my clients speak mainly Urdu and Bengali (I did find one article for the Bengali Community). However I understand that the website covers most languages spoken in Australia. I think it is a really useful tool and a good way to get health information out to all the diverse communities, or to people who work with them. Keep up the good work!"*

## Hats off to Multicultural Communication

Vikki Millar of Blacktown Community Health read with satisfaction a comment from a Canadian reader saying how useful our website is. Vikki says it's hats off to anyone who's ahead of Canada, particularly in health.

## Spotlight on the Filipino language and community

What should we call the language of our publications for people from the Philippines - Filipino, Pilipino or Tagalog? Richie Buenaventura, Head of the Filipino Language Program at SBS Radio shed light on this with a fascinating history of the language of the Philippines - an archipelago with over 200 regional languages such as Tagalog, Bisaya, Ilocano, and thousands of dialects spread over 7,100 islands.

In 1935 there was a move to establish a single language to unify the nation. The idea was to select one regional language to provide the framework of grammar and vocabulary for the official language, but to incorporate words and phonetic sounds from other languages like Bisaya, Ilocano and Spanish as well.

Tagalog, the language used in Manila and spoken by people in government and business, became the base language. But not everyone agreed with this, so to soothe feelings of regionalism and convey the spirit of a national language that embodied other languages, a new name was needed. So it was that the official national language was named Pilipino. As planned, Pilipino borrowed words from other languages - the Spanish word for 'book' *livro*, for example, became *libro* in Pilipino, replacing the Tagalog word *aklat*.

In 1971 the language debate resurfaced, with discussion on the influence of languages like English that introduced new phonetic sounds such as 'f' (as in Fred) and 'v' (as in Victor) that didn't exist in Pilipino. To reflect these new sounds, the official language was renamed Filipino. Having understood this, we asked Richie which name we should use for the language of our resources for people from the Philippines.

"Unless they're translated specifically in Bisaya, Ilocano, Cebuano or other major regional languages, you need to ask who is your audience and what term would they be familiar with", she said. "Most workers would understand the term 'Filipino' rather than 'Tagalog' - as they will be the ones distributing the information, I suggest labelling all the translated information as Filipino/Tagalog. "

For more information, contact Richie on 9430 2883 or email [rizalina.buenaventura@sbs.com.au](mailto:rizalina.buenaventura@sbs.com.au)

### Area Health Services by Proficiency in Spoken English for Persons born in the Philippines

Area Health Service	Very well	Well	Not well	Not at all	Not Stated (Language or Proficiency)	% spk Eng not well not at all	Total
Far West AHS	28	14	-	-	-	-	42
Macquarie AHS	45	17	-	-	3	-	65
New England AHS	72	38	-	3	-	3	113
Mid Western AHS	85	47	9	3	-	8	144
Mid North Coast AHS	133	78	3	-	6	1	220
Southern AHS	183	49	3	-	-	1	235
Greater Murray AHS	163	66	3	-	3	1	235
Northern Rivers AHS	169	74	12	-	-	5	255
Central Coast	383	131	37	-	15	7	566
Hunter	389	214	31	6	9	6	649
Illawarra	468	200	24	-	15	3	707
Northern Sydney	2274	599	71	9	50	3	3003
Central Sydney	2635	1162	151	18	60	4	4026
South Eastern Sydney	2926	854	135	18	85	4	4018
South Western Sydney	5618	1873	240	21	124	3	7876
Western Sydney	14791	4829	719	54	259	4	20652
<b>Total</b>	<b>30362</b>	<b>10245</b>	<b>1438</b>	<b>132</b>	<b>629</b>		<b>42806</b>

ABS 2001 Census of Population and Housing

## A Snapshot of People from the Philippines from the 2001 Census

- 52,319 people recorded their country of birth as the Philippines. 42,867 speak Tagalog (Filipino), 308 speak Cebuano, 139 speak Ilocano and 185 Bisaya.
- Women outnumber men. In the 25-74 year age group there are 13,249 men and 24,436 women. There are few people aged over 75; 63% are aged between 25-54.
- The community includes many new arrivals, with 19% arriving since 1996. The English language proficiency of people speaking Tagalog (Filipino) is high (see Table 1 below.)
- The population of Filipinos is spread across the state in the 2001 census, but most are in metropolitan areas, particularly Western Sydney.

## Pain management – new multilingual resources available shortly

The Pain Management Centre at Liverpool Health Centre has produced the following resources in Arabic, Chinese, Spanish and Vietnamese: *Patient Controlled Analgesia; Epidural Analgesia, Epidural Injection; Stellate Ganglion Block; Intrathecal Drug Delivery Trial; Lumbar Sympathetic Nerve Block.* These resources are very much in demand - congratulations to the centre and its leader, Sandra Tutt.

## Publications recently added to our website

<b>BHC-6115</b> Subject Summary	Injections for newborn babies - why they're important Immunisation A guide to two injections given to newborn babies in hospital. These are an injection of vitamin K to help prevent a serious disorder called vitamin K deficiency bleeding, and an injection to immunise the baby against hepatitis B.	Languages: Ara, Chi, Eng, Fas, Ind, Khm, Kor, Lao, Scc, Spa, Tha, Tur, Vie
<b>SSH-6135</b> Subject Summary	Chlamydia and Gonorrhoea Sexual Health Symptoms, complications and treatment for the infection known as chlamydia and gonorrhoea	Languages: Eng, Ind, Jpn, Kor, Spa, Tur
<b>DOH-6140</b> Subject Summary	Tuberculosis Information Diseases and Conditions What is tuberculosis and how can it be treated	Languages: Ara, Chi, Eng, Fas, Ind, Kor, Spa, Tet, Tgl, Vie
<b>AHS-6145</b> Subject Summary	Chronic bronchitis, emphysema and airway narrowing (COPD) Diseases and Conditions Conditions like chronic bronchitis, emphysema and airway narrowing are known as 'chronic obstructive pulmonary disease' (COPD). This guide explains how people with this problem can manage their condition.	Languages: Chi, Eng, Gre, Ita
<b>AHS-6150</b> Subject Summary	Chest Clinic/Service Details Forms, letters and signs Letter to inform new arrivals of details of their chest X-ray appointment	Languages: Chi, Eng, Gre, Ita
<b>AHS-6155</b> Subject Summary	Eat and drink safely - a carer's guide to safe swallowing Diseases and Conditions Practical information for carers on safe swallowing to accompany the swallowing video. Explains what normal swallowing is, how to help a person eat safely, and how to recognise signs of problems with swallowing.	Languages: Eng, Gre, Spa
<b>AHS-6160</b> Subject Summary	If you are pregnant, or think you may be, please inform a staff member before you have an X-ray. Forms, letters and signs Asks women who are pregnant or think they might be, to inform staff before having an X-ray	Languages: Ara, Chi, Eng, Gre, Ita, Rus, Spa

Ara=Arabic;Chi=Chinese;Eng=English;Fas=Farsi;Gre=Greek;Ind=Indonesian;Ita=Italian;Jpn=Japanese;Khm=Khmer;Kor=Korean;Lao=Laotian;Rus=Russian;Scc=Serbian;Spa=Spanish;Tet=Tetum;Tgl=Tagalog;Tur=Turkish;Vie=Vietnamese

<b>Deadline for next edition: 20<sup>th</sup> March, 2003</b>	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: <a href="mailto:georgec@sesahs.nsw.gov.au">georgec@sesahs.nsw.gov.au</a> .
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