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Peter Todaro appointed as Multicultural Communication's new manager



After holding senior positions in the areas of alcohol and other drugs, HIV/AIDS and health planning, Peter Todaro took up the position of manager at MHCS in May. His 19-year career in the health service has included key projects such as establishing the Drug and Alcohol Multicultural Education Centre (DAMEC), and the Multicultural HIV/AIDS and Hepatitis C Service.

Peter, who has a Masters Degree in Communication and Culture, as well as Graduate Diplomas in both Business and Clinical Dependence Studies, is committed to multiculturalism and the use of good communication to improve the wellbeing of Culturally and Linguistically Diverse Communities (CALD).

Multicultural Communication is delighted to have Peter on board.

Review of publications

Most publications on our website are now due for review. This is a long, painstaking job requiring the help of experts in each topic field to advise on the accuracy and currency of each resource.

After the review, many publications will need modifying or replacing. As each resource has many language versions and needs the expertise of translators and/or checkers, this can be expensive. We have been working with several branches of NSW Health to negotiate funding to cover these costs.

Languages of the world – information to keep you up to date

In many countries a number of different languages are spoken, and NSW Health staff working with non-English speakers often need help to identify a client's language according to their country of birth. After many requests for information about this, we tracked down a document at <http://www.infoplease.com/ipa/A0855611.html>. See attached list.

Better access to multilingual information on cancer

Since March this year Multicultural Communication has been working with the Cancer Council NSW to improve provision of multilingual information on cancer.

Our projects have included:

- Producing a database for the Cancer Council of worldwide links to multilingual web resources. This database covers a range of topics including cancer prevention, specific cancers, treatment, information for people living with cancer on issues such as psychosocial and emotional needs, diet, lifestyle, rehabilitation and palliative care. The database will improve access to quality cancer resources for consumers in languages other than English.
- Assisting the Cancer Council's Multicultural Cancer Information Service (MCIS) to develop a communication strategy to raise awareness about cancer issues among CALD communities on cancer issues. The MCIS will promote the service to the Greek, Chinese and Italian communities in upcoming events such as *Daffodil Day* in August and *Relay for Life* held in September.

Accessing health information on the web – without a computer

To help staff who have no computer access and are unable to download multilingual health resources from the web themselves, each Area Health Service has nominated key people to provide copies of resources. The following list tells you who to contact in your area. The list is also available on the intranet as part of the Catalogue of NSW Multilingual Health Resources online.

Distributors of Multilingual Health Information Fact Sheets			
AREA HEALTH SERVICES	Contact	Fax Number:	Phone Number:
CENTRAL COAST	Multicultural Health Coordinator	02 4320 2562	024320 2972
CENTRAL SYDNEY	Area Director, Multicultural Health Services, Division of Population Health	9515 9540	9515 9281
FAR WEST	Director Primary Health Care	08 8080 1683	08 8080 1505
	Executive Assistant to General Manager, Upper Western Sector	02 6870 8879	02 6870 8877
GREATER MURRAY	Manager & Interpreter in Charge, Health Care Interpreter Service	02 4276 2487	Tel & TTY: 02 4274 4211 1800 247 272
HUNTER	Information Services Officer, Hunter Population Health	02 4924 6490	02 4924 6499
	Director, Migrant Health	02 4924 6287	02 4924 6285/286
	Librarian, Gardiner Library, John Hunter Hospital	02 4921 3775	02 4921 3779
ILLAWARRA	Coordinator & Administration Officer, Multicultural Health Service	02 4276 4546	02 4274 6233
	Manager & Interpreter in Charge, Health Care Interpreter Service	02 4276 2487	Tel & TTY: 02 4274 4211 1800 247 272
MACQUARIE	Media and Public Relations Manager	02 6841 2225	02 6841 2222
MID NORTH COAST	Secretary to Manager Community Health Service	02 6592 9607	02 6592 9315
MID WESTERN	Administrative Assistant, Public Health Unit	02 6339 5555	02 6339 5538
NEW ENGLAND	Director, Service Development, Population Health & Research	02 6766 3003	02 6766 2288
NORTHERN RIVERS	Manager Health Promotion	02 6622 2151	02 6620 7517
NORTHERN SYDNEY	Area Manager, Multicultural Health Service	8877 5320	8877 5311
SOUTH EASTERN SYDNEY	Planning & Evaluation Officer, Multicultural Health Unit	9382 3351	9382 3338
SOUTH WESTERN SYDNEY	Translation Unit Liverpool Hospital	9828 6090	9828 6804
	Area Coordinator, Multicultural Health Services, Division of Population Health	9828 6940	9828 6937
SOUTHERN	Manager & Interpreter in Charge, Health Care Interpreter Service	02 4276 2487	Tel & TTY: 02 4274 4211 1800 247 272
	Community Liaison Officer	02 6299 6363	02 6299 6199
WENTWORTH	The Cultural Equity Unit	02 4734 1601	02 4734 1604
WESTERN SYDNEY	Senior Multicultural Health Promotion Officer	9840 4100	8838 2167
	Health Promotion Officer The Health Promotion	9845 8309	9845 7789
WESTERN SYDNEY (BLACKTOWN & MT DRUITT)	Librarian, Health Promotion Service, Blacktown Community Centre	9622 5945	9881 8765

Ideas for managing multilingual health resources

Besides delivering clinical care, a midwife's role may include providing women and their families with multilingual information on pregnancy, birth, post-natal care and other relevant topics. But with so many different handouts available in so many languages, it's not always easy to ensure resources are up to date and available.

Multicultural Communication has been visiting maternity wards in metropolitan Sydney to gather ideas on how different units manage their resources.

One ward with a good system is the Postnatal ward (1 West) of St George Hospital in Kogarah.

"When I was sick overseas and in a hospital where English was not spoken, I realised how important it was for patients to have relevant and accessible information in their language," says Elizabeth Steinlein, Midwifery Unit Manager of Postnatal Services at St George Hospital. "It gave me peace of mind to read pamphlets in English."

That experience, together with her information management skills, helped Elizabeth put together a good system for managing multilingual information on maternal, infant and postnatal care topics from the MHCS website. Postnatal midwife, Chris McLennan, is responsible for putting all relevant resources on the ward computer.

The ward has developed the following strategies for dealing with some of the problems of managing resources:

Problem: Some staff find it can take too long to download information from Multicultural Communication's intranet.

Solution: Chris worked with the hospital's Information Technology department, and downloaded all maternity-related information on to the ward computer at the midwives' desk. Topics were then grouped into languages. This means that with one click of a button all materials in, say, Chinese, can be printed out quickly without relying on the intranet connection.

Problem: The computer is not working.

Solution: Master files of hard copies of all multilingual materials are kept up to date on the ward in case of computer glitches.

Problem: How do you keep track of new multilingual health resources and make sure publications are up to date?

Solution: Elizabeth receives *Polyglot* via email. She prints this out so Chris can monitor announcements of new maternity resources, and identifies those that should be deleted. Chris then checks the ward's files to ensure they have new publications and that the old ones are removed.

Tell us your tips. If you have any other ideas for managing multilingual health information in your ward or service, Multicultural Communication would like to hear about them. Please contact Michael Camit, Marketing Communication Coordinator on 02 9382 7528 or email camitm@sesahs.nsw.gov.au

Parenting conference with a multicultural perspective

Parenting Imperatives: A National Parenting Conference will be held this year from September 6 to 8, 2004 at the Adelaide Convention Centre. This conference is relevant to anyone working with parents or who work with or care for children.

Of special interest to multicultural health workers is Professor Meredith Small, Professor of Anthropology, at Cornell University, who works in the field of ethno-paediatrics, the study of parents, children and child rearing across cultures. She is the author of *Our Babies, Ourselves: How Biology and Culture Shape the Way We Parent*. One of her presentations discusses how culture affects early childhood.

To register, simply download an application form at: <http://www.cyh.com/helpline/parentingconference/index.htm>

Commendations for MHCS from Vietnam and the Netherlands.

It's great to get overseas feedback and know we're helping services in other parts of the world.

- The Tu Du Hospital in Vietnam. This hospital which boasts 100 births per day (they claim they will make the Guinness Book of Records!) say they download much of our parenting information to use as a teaching tool for mothers and medical staff.
- The Selam Network in the Netherlands collects health information in Turkish for use in both Turkey and in Turkish communities in the Netherlands, and find the resources on our website very helpful.

The following articles were added to the Multicultural Communication Website in April 2004:

Publication details		Languages
Title: Attention Cleaners - Your Safety Is Important Subject: Injury Prevention Summary: How to deal with needles, sharps bins and what to do when an accident occurs		Eng, Kor
Title: How to exercise your Rights & Responsibilities as a consumer who uses Mental Health Services Subject: Mental Health/Illness Summary: Rights and Responsibilities		Ara,Chi,Scr,Eng,Tgl,Scs,Spa, Tur,Vie

Publication details		Languages
Title: Subject: Summary:	Autism - How to help and understand your child Mental Health/Illness Facts about Autism Spectrum Disorders. Understanding and managing a child with autism. Where parents can find help.	Ara,Chi,Eng,Gre,Tur,Vie
Title: Subject: Summary:	Avian Influenza ('Bird Flu') Diseases and Conditions A new epidemic of severe influenza.	Chi,Eng,Ind,Jpn,Khm,Kor, Lao,Tha,Vie
Title: Subject: Summary:	Protecting Children and Young People and reporting to the Department of Community Services Abuse Information about the Children and Young Persons (Care and Protection) Act 1998.Reporting children and young people at risk and the role of the Department of Community Services (DoCS).	Ara,Bsn,Chi,Scr,Eng,Fas,Ind, Jpn,Khm,Kor,Lao,Mac,Por, Rus,Scs,Spa,Tha,Tur,Vie
Title: Subject: Summary:	Constipation (1 year and beyond) Infant Health Constipation describes how hard your child's poos are and how difficult or painful it is to poo, not just how often your child goes to the toilet	Ara,Chi,Eng,Ind,Khm,Kor, Scs,Tha,Tur,Vie
Title: Subject: Summary:	Antenatal Edinburgh Scale Pregnancy and Post-Natal JL Cox, JM Holden, R Sagovsky (1987) University of Edinburgh For office use only English version of EDS introduction	Ara,Chi,Eng,Tgl,Hin,Khm, Scs,Spa,Vie
Title: Subject: Summary:	Postnatal Edinburgh Scale Pregnancy and Post-Natal JL Cox, JM Holden, R Sagovsky (1987) University of Edinburgh For office use only English version of EDS introduction	Ara,Chi,Eng,Tgl,Hin,Khm, Scs,Spa,Vie
Title: Subject: Summary:	Hepatitis C Treatment Information Combination Therapy (Interferon and Ribavirin) Hepatitis Explains the treatments for hepatitis C and the possible side effects that may occur as a result of the treatment	Ara,Chi,Eng,Ita,Khm,Spa,Vie
Title: Subject: Summary:	Hepatitis C: Don't be afraid to ask Hepatitis Commonly asked questions about hepatitis C	Ara,Eng,Spa,Vie
Title: Subject: Summary:	Australian Bone Marrow Donor Registry Medical Procedures, Instructions and Tests Donate Bone Marrow and Offer Someone the Chance of a Lifetime	Eng,Vie
Title: Subject: Summary:	Smoking & Pregnancy Tobacco Smoking and its effect on unborn babies	Ara,Bsn,Chi,Eng,Jpn,Kor, Spa,Turk,Vie
Title: Subject: Summary:	Stay Healthy this Winter General Health Chief Health Officer Alerts	Ara,Chi,Scr,Eng,Gre,Ita,Khm, Kor,Mac,Pol,Por,Rus,Scs, Spa,Tha,Tur,Vie.

The publications listed below have been withdrawn from the Multicultural Communication website because they were either inaccurate or superseded by a more recent edition.

Subject	Title	ID No.	Date removed
Hepatitis	Hepatitis B	HTS-853	05/04
Asthma	Asthma and the over 50s	BHC-3420	03/04
Nutrition	Healthier ways to cook and shop	BHC-3710	03/04
Nutrition	Don't be fooled by weight loss gimmicks	BHC-5030	02/04
Alcohol and other drugs	Is your drinking safe?	BHC-3165	02/04

Deadline for next edition: 20th August, 2004	Polyglot is published by NSW Multicultural Health Communication Service. Articles for inclusion can be sent to Cecilia George, NSWMHCS, Sydney Hospital & Sydney Eye Hospital, P.O. Box 1614, Sydney, NSW 2001. fax no. (02) 9382 7517 email: georgec@sesahs.nsw.gov.au .
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Languages by Countries
 from: <http://www.infoplease.com/ipa/A0855611.html>

Country	Languages
Afghanistan	Pushtu, Dari Persian, other Turkic and minor languages
Albania	Albanian (Tosk is the official dialect), Greek
Algeria	Arabic (official), French, Berber dialects
Andorra	Catalán (official), French, Castilian, Portuguese
Angola	Bantu, Portuguese (official)
Antigua and Barbuda	English
Argentina	Spanish (official), English, Italian, German, French
Armenia	Armenian
Australia	English
Austria	German 98% (small Slovene, Croatian, and Hungarian-speaking minorities)
Azerbaijan	Azerbaijani Turkic, Russian, Armenian
Bahamas	English
Bahrain	Arabic (official), English, Farsi, Urdu
Bangladesh	Bangla (official), English
Barbados	English
Belarus	Belorussian (White Russian)
Belgium	Dutch (Flemish); French; German; legally bilingual (Dutch and French)
Belize	English (official), Creole, Spanish, Garifuna, Mayan
Benin	French (official), African languages
Bhutan	Dzongkha (official)
Bolivia	Spanish (official), Quechua (official), Aymara (official)
Bosnia and Herzegovina	The language that used to be known as Serbo-Croatian but is now known as Serbian, Croatian, or Bosnian, depending on the speaker's ethnic and political affiliation. It is written in Latin and Cyrillic
Botswana	English (official), Setswana
Brazil	Portuguese
Brunei Darussalam	Malay (official), Chinese, English
Bulgaria	Bulgarian
Burkina Faso	French (official), tribal languages
Burundi	Kirundi and French (official), Swahili
Cambodia	Khmer (official), French, English
Cameroon	French and English (both official); 24 major African language groups
Canada	English, French (both official)
Cape Verde	Portuguese, Criuolo
Central African Republic	French (official), Sangho, Arabic, Hansa, Swahili
Chad	French and Arabic (official), more than 100 tribal languages
Chile	Spanish
China	Chinese, Mandarin, also local dialects
Colombia	Spanish
Comoros	French and Arabic (both official), Shikomoro (a blend of Swahili and Arabic)
Congo, Republic of	French (official), Lingala, Kikongo, others
Congo, Democratic Republic of the	French (official), Swahili, Lingala, Ishiluba, and Kikongo, others
Costa Rica	Spanish
Côte d'Ivoire	French (official) and African languages (Diaula esp.)
Croatia	What was once known as Serbo-Croatian is now known as Serbian, Croatian, or Bosnian, depending on the speaker's political and ethnic affiliation
Cuba	Spanish
Cyprus	Greek, Turkish (official), English is widely spoken
Czech Republic	Czech; Slovak minority
Denmark	Danish, Faeroese, Greenlandic (an Inuit dialect), small German-speaking minority
Djibouti	Arabic and French (both official), Afar, Somali

Country	Languages
Dominica	English (official) and French patois
Dominican Republic	Spanish, English widely spoken
East Timor	Tetum, Portuguese (official), Bahasa Indonesia, English
Ecuador	Spanish (official), Quechua
Egypt	Arabic
El Salvador	Spanish
Equatorial Guinea	Spanish (official), French (2nd official), pidgin English, Fang, Bubi, Creole
Eritrea	Afar, Bilen, Kunama, Nara, Arabic, Tobedawi, Saho, Tigre, Tigrinya
Estonia	Estonian (official), Russian, Finnish, English
Ethiopia	Amharic (official), English, Orominga, Tigrigna, over 70 languages spoken
Fiji	Fijian, Hindustani, English (official)
Finland	Finnish, Swedish (both official); small Sami- (Lapp) and Russian-speaking minorities
France	French, declining regional dialects (Provençal, Breton, Alsatian, Corsican)
Gabon	French (official), Fang, Myene, Bateke, Bapounou/Eschira, Bandjabi
Gambia, The	Native tongues, English (official)
Georgia	Georgian (official); Russian; Armenian; Azerbaijani
Germany	German
Ghana	English (official), Native tongues (Brong Ahafo, Twi, Fanti, Ga, Ewe, Dagbani)
Greece	Greek
Grenada	English
Guatemala	Spanish, Indian languages
Guinea	French (official), native tongues (Malinké, Susu, Fulani)
Guinea-Bissau	Portuguese, Criolo, African languages
Guyana	English (official), Amerindian dialects
Haiti	Creole and French (both official)
Honduras	Spanish (official), English widely spoken in business
Hungary	Magyar (Hungarian), 98.2%; other, 1.8%
Iceland	Icelandic
India	Hindi (official), English (official), Bengali, Gujarati, Kashmiri, Malayalam, Marathi, Oriya, Punjabi, Tamil, Telugu, Urdu, Kannada, Assamese, Sanskrit, Sindhi (all recognized by the constitution). Dialects, 1,652
Indonesia	Bahasa Indonesia (official), Dutch, English, and more than 583 languages and dialects
Iran	Farsi (Persian), Azari, Kurdish, Arabic
Iraq	Arabic (official) and Kurdish
Ireland	English, Irish Gaelic
Israel	Hebrew (official), Arabic, English
Italy	Italian; small German-, French-, and Slovene-speaking minorities
Jamaica	English, Jamaican Creole
Japan	Japanese
Jordan	Arabic (official), English
Kazakhstan	Kazak (Qazaq), state language spoken by 64.4% of population; Russian, official language spoken by 95% of population and used in everyday business
Kenya	English (official), Swahili (national), and several other languages spoken by 25 ethnic groups
Kiribati	English (official), I-Kiribati (Gilbertese)
Korea, North	Korean
Korea, South	Korean
Kuwait	Arabic (official), English
Kyrgyzstan	Kyrgyz (official); Russian is de facto second language of communication
Laos	Lao (official), French, English
Latvia	Latvian
Lebanon	Arabic (official), French, English
Lesotho	English and Sesotho (official); also Zulu and Xhosa
Liberia	English (official) and tribal dialects
Libya	Arabic, Italian and English widely understood in major cities
Liechtenstein	German (official), Alemmanic dialect

Country	Languages
Lithuania	Lithuanian (official), Polish, Russian
Luxembourg	Luxembourgish, French, German
Macedonia	Macedonian (official), which uses the Cyrillic alphabet, Albanian (official), Turkish, other
Madagascar	Malagasy and French (both official)
Malawi	English and Chichewa (both official)
Malaysia	Malay (official), Chinese, Tamil, English
Maldives	Dhivehi (official); Arabic, Hindi, and English are also spoken
Mali	French (official), African languages
Malta	Maltese and English (both official)
Marshall Islands	Both Marshallese and English are official languages. Marshallese is a language in the Malayo-Polynesian family
Mauritania	Arabic and Wolof (official); French
Mauritius	English, French (official); Creole, Hindi, Urdu, Hakka, Bojpoori
Mexico	Spanish, Indian languages
Micronesia	English is the official and common language; major indigenous languages are Chukese, Pohnpeian, Yapese, and Kosrean
Moldova	Moldovan (official; virtually the same as Romanian), Russian, Gagauz (a Turkish dialect)
Monaco	French (official), English, Italian, Monégasque
Mongolia	Mongolian, 90%; also Turkic, Russian, and Chinese
Morocco	Arabic (official), French, Berber dialects, Spanish
Mozambique	Portuguese (official), Bantu languages
Myanmar	Burmese, minority languages
Namibia	Afrikaans, German, English (official), several indigenous
Nauru	Nauruan (official) and English
Nepal	Nepali (official), Newar, Maithali, Bhojpuri, Tharu, Tamang, and others
The Netherlands	Dutch, Frisian
New Zealand	English (official), Maori
Nicaragua	Spanish
Niger	French (official); Hausa; Songhai; Arabic
Nigeria	English (official), Hausa, Yoruba, Ibo, and more than 200 others
Norway	Two official forms of Norwegian: Bokmål and Nynorsk
Oman	Arabic (official); also English and Indian languages
Pakistan	Punjabi 48%, Sindhi 12%, Siraiki (a Punjabi variant) 10%, Pashtu 8%, Urdu (official) 8%, Balochi 3%, Hindko 2%, Brahui 1%, English, Burushaski, and others
Palau	Palauan, English (official)
Palestinian State (proposed)	Arabic, Hebrew, English, French
Panama	Spanish (official); many bilingual in English
Papua New Guinea	English, Tok Pisin (a Melanesian Creole English), Hiri Motu, and 717 distinct native languages
Paraguay	Spanish (official), Guaraní
Peru	Spanish and Quéchua (both official), Aymara, and other native languages
The Philippines	Filipino (based on Tagalog) and English (both official); regional languages: Tagalog, Ilocano, Cebuano, others
Poland	Polish
Portugal	Portuguese
Qatar	Arabic (official); English is also widely spoken
Romania	Romanian (official); Hungarian- and German-speaking minorities
Russia	Russian, others
Rwanda	Kinyarwanda, French, and English (all official)
St. Kitts and Nevis	English
St. Lucia	English (official) and patois
St. Vincent and the Grenadines	English (official), French patois
Samoa	Samoan and English
San Marino	Italian
São Tomé and Príncipe	Portuguese
Saudi Arabia	Arabic, English widely spoken

Country	Languages
Senegal	French (official); Wolof, Serer, other ethnic dialects
Serbia and Montenegro	Serbian 95%, Albanian 5%. What was once known as Serbo-Croatian is now known as Serbian, Croatian, or Bosnian, depending on the speaker's political and ethnic affiliation. It is written in Latin and Cyrillic
Seychelles	English and French (both official), and Seselwa (a creole)
Sierra Leone	English (official), Mende, Temne, Krio
Singapore	Malay, Chinese (Mandarin), Tamil, English (all official)
Slovakia	Slovak (official), Hungarian
Slovenia	Slovenian; most can also speak Serbo-Croatian
Solomon Islands	English, Solomon Pijin (an English pidgin), over 60 indigenous Melanesian languages
Somalia	Somali (official), Arabic, English, Italian
South Africa	Xhosa and Zulu (official), English, Afrikaans, Ndebele, Sesotho sa Leboa, Sesotho, Swati, Xitsonga, Setswana, Tshivenda
Spain	Castilian Spanish (official), Catalan, Galician, Basque
Sri Lanka	Sinhala (official), Tamil, English
Sudan	Arabic (official), English, tribal dialects
Suriname	Dutch (official), Surinamese (lingua franca), English widely spoken
Swaziland	English and Swazi (official)
Sweden	Swedish
Switzerland	German, French, Italian (all official), Romansch
Syria	Arabic (official), French and English widely understood
Taiwan	Chinese (Mandarin)
Tajikistan	Tajik
Tanzania	Swahili and English (both official), local languages
Thailand	Thai (Siamese), Chinese, English
Togo	French (official), Ewé, Mina (south), Kabyé, Cotocoli (north), and many dialects
Tonga	Tongan (an Austronesian language), English
Trinidad and Tobago	English (official), Hindi, French, Spanish
Tunisia	Arabic (official), French
Turkey	Turkish
Turkmenistan	Turkmen, 72%; Russian, 12%; Uzbek, 9%
Tuvalu	Tuvaluan, English
Uganda	English (official), Swahili, Luganda, Ateso, Luo
Ukraine	Ukrainian
United Arab Emirates	Arabic (official), English as a second language
United Kingdom	English, Welsh, Scots Gaelic
United States	English, sizable Spanish-speaking minority
Uruguay	Spanish
Uzbekistan	Uzbek, Russian, Tajik, other
Vanuatu	Bislama (a Melanesian pidgin English), English, French (all 3 official)
Vatican City (Holy See)	Latin, Italian, and various other languages
Venezuela	Spanish (official), various indigenous languages in the remote interior
Vietnam	Vietnamese (official), French, English, Khmer, Chinese
Western Sahara (proposed state)	Hassaniya Arabic, Moroccan Arabic
Yemen	Arabic
Zambia	English (official) and local dialects
Zimbabwe	English (official), Ndebele, Shona (85%)