



Multicultural Communication

A Service of the NSW Department of Health

newsletter

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Vol 9 Issue 1

From the Manager's desk

I've now been with Multicultural Communication for six months, and the time has gone very quickly. I'm fortunate to be working with a team of enthusiastic and creative people, and look forward to building on the many achievements of the Service.

- We are planning to broaden the role of our website. In addition to bilingual health resources, it will provide resources for health professionals. These would include good practice communication models, projects in areas such as counseling, support services, disability, as well as research with CALD communities.
- Multicultural Communication recently had a two-day planning workshop aimed at rethinking the way we work and setting new directions – a document outlining our plans will be available soon. In general, we felt that the areas where the Service could make a significant contribution included research, social marketing and communication, information development, distribution, consultancy and advice.
- We have begun to put together cultural profiles of CALD communities that include information on morbidity and mortality profiles. We are collecting data sets from around the State, including inpatient data sets. If you have specific data sets related to a health area, we would like to have them.
- MHCS presented a paper outlining multicultural communication strategies for CALD Communities called *Yesterday, Today and Tomorrow: Multicultural Communication*. This was presented at the multicultural health conference in Illawarra.
- Samantha Ngui has joined us as Research/Project Officer to work on the Department of Ageing and Disability Home Care Project (DADHC). We are very happy to have Samantha working with us. Samantha, who was formerly with the Eastern Sydney Multicultural Access Project, is very experienced in multicultural issues, and will make a valuable contribution to MHCS and to CALD communities.
- Michelle Young, our Research Officer, has decided to remain on Maternity leave until the end of June 2005. Her replacement until then will be Kelly Betts, who previously managed an international project with Oxfam, and has extensive experience in the areas of research and training.

I look forward to working with you in the New Year.

Peter Todaro

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Multicultural Communication's latest projects

Here are the projects that we've either completed or are currently working on:

Information on medical imaging for CALD communities

We are currently working with the SESAHS Multicultural Health Unit on a medical imaging project to identify what information CALD communities need about medical imaging. The aim of the project is to develop templates that can be used by health services.

Signs and Symbols information on our website soon

After so many requests for health communication tools, we have collected information on multilingual signs and symbols produced by health services and other agencies to include on our website. This new information will be available for downloading soon.

CD of multilingual early childhood and maternity resources

To help those services that have no access to information on the net, MHCS has developed and distributed 100 CDs containing all multilingual resources related to maternity and early childhood (at the time of production).

Nutrition – a priority for 2004-05

Nutrition is one of our priority areas this financial year, and besides collating a database of existing multilingual resources on nutrition, we have also surveyed Area Health Service dietetics' departments to assess their use of multilingual resources and their needs for future resources. We are publishing a report based on this information that will set out future priorities for nutrition resources and outline how Multicultural Communication will help. The report will be circulated later in 2005.

We are also considering partnerships with both the Heart Foundation and the Dietitians' Association of Australia (DAA) to develop more resources. The proposed partnership with the DAA would involve developing resources on diabetes. These would be based on information on the needs of CALD communities identified in a joint project by the DAA and the Diabetes Educators' Association.

Emerging communities need more health information

We are getting increasing requests for resources in emerging languages, such as Sudanese. In consultation with the Refugee Health Improvement Network, we have developed a resource folder containing demographic profiles of emerging communities, along with contact details for agencies working with these groups. This information will be useful for services that may be developing resources in refugee health. The folder is available in the MHCS library.

Improving resources for men's health

Together with FPA Health, we are applying for funding for projects on reproductive health for men from the Andrology Centre, a federally funded NGO.

New working group aims to reduce duplication of resources

Together with the CSAHS Health Translation Unit and the SWSAHS Health Translation Unit, we have established a new working group called Cross-Area Translations that will meet monthly. The idea is for all three services to keep one another informed of projects to avoid duplicating resources. Other goals are to:

- share information about frequent requests for resources where no funding is available, so that we can advocate for funds to get the resources developed
- standardise frequently used resources such as consent forms and surveys so that they can be used statewide.

Submissions/Tenders

- A submission to work on the National CALD Falls Prevention Campaign, in partnership with the Centre for Ethnic Health UNSW and the Federation of Ethnic Communities' Councils of Australia (FECCA).
- Developing Communication to CALD Communities and Diversity Training – a request from the RTA for educating Road Safety Officers in Metropolitan Sydney.
- A Submission has been sent to the NHMRC Cultural Competence Committee, which is developing a tool to help State departments and area services to improve their cultural competency.
- A submission has been sent to NSW Health for funds to undertake research on men's health in CALD communities.

Social Marketing/Communication Campaigns

Communication and Research Project

We have had funding from the Department of Disability, Ageing and Home Care to research the communication needs of CALD communities. This project is progressing well, and a report will be available soon.

YouthSafe - Arabic and Chinese Campaign to improve young drivers' safety

Thanks to funding from YouthSafe, a service funded by the RTA, we are working on a campaign to improve road safety among young drivers. Its aim is to assist parents from CALD communities to help their children to become safer drivers. A report will be available soon.

Consultancies/Advice

Consultations and advice continue to be central to the role of MHCS, and we have provided advice to many State departments and services. A system for documenting this work needs to be developed. Our projects have included:

- Participation in the NSW Breastfeeding Project, a committee set up to promote breastfeeding in NSW.
- Participation in the Cancer Institute workshop on building the NSW Tobacco Communication strategy.
- Launching the Arabic-English booklet on diabetes for Arabic speakers.

Suicidality, Interpersonal Trauma, and Cultural Diversity – what are the links?

The Education Centre Against Violence (ECAV) has been funded through the National Suicide Prevention Strategy for a two-year project to investigate the links between suicidality, interpersonal trauma and cultural diversity.

While there's a substantial amount of literature on suicide and interpersonal trauma, and on suicide across cultures, as well as a growing body of knowledge on interpersonal trauma across cultures, there's a marked gap in the literature that brings these three areas together.

Studies that specifically investigate the prevalence of suicide and suicidality in relation to experiences of domestic violence, sexual assault and childhood abuse in a cross-cultural context are very scarce.

More research is urgently needed to shed light on the implications for suicide prevention, intervention and post-intervention work with CALD communities. It's hoped that this project will stimulate the interest of both researchers and practitioners in this area.

The project is currently in the consultation and data-gathering phase. It's expected that the findings will help develop a learning resource to educate frontline workers. The focus of the resource will be on improving cultural competence in addressing the risk of suicide in the context of interpersonal trauma.

If you would like more information about the project, a copy of the literature review or to be involved by taking part in an individual interview or focus group discussion, please contact Sarah Stewart, Senior Project Officer, Education Centre Against Violence on (02) 9840 3791 or email Sarah_Stewart@wsahs.nsw.gov.au

Publications on MHCS Website

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 Withdrawn
Parenting	Use words that help, not hurt	BHC-3425	11/04
Health Services	Medicare - the questions people ask	BHC-5440	11/04
Men's Health	Why are men less healthy than women?	BHC-5075	10/04
Women's Health	The 'emergency' pill - an option to prevent unwanted pregnancy	BHC-5055	10/04
Diseases and Conditions	Instructions for pad and bell treatment of bedwetting at night	HTS-677	09/04
Infant Health	Coping with croup	BHC-5170	09/04
Medical Procedures, Instructions and Tests	Bone marrow donors needed urgently	BHC-3480	09/04
Older People	Preventing the abuse of elderly people	BHC-3435	09/04
Infant Health	Jaundice in babies	HTS-671	08/04
Sexual Health	Chlamydia	SSH-5450	07/04
HIV/AIDS	Why people with HIV or AIDS need our support	BHC-3180	07/04
Sexual Health	What you should know about herpes	BHC-3360	07/04
HIV/AIDS	Children living in a world with AIDS	BHC-4415	07/04

A list of the publications which have been added to our website since our last Polyglot issue is attached.

Deadline for next edition: 28th February, 2005	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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