



Autumn, 2003

Vol. 7 Issue 2

Introducing the first Multicultural Communication Awards



If you have produced a pamphlet, flyer, brochure, patient information, sign or symbol, educational or promotional material in a language other than English (multilingual health information) between 1 July 2002 and 30 June 2003, **you may be in the running to win \$1000!**

Recognising your contributions to multilingual health resources, Multicultural Communication has established an award program for health staff and NGO staff who produce multilingual health resources.

Entries will be judged on the effectiveness of the resources, quality of translations and potential benefits for non-English speakers in NSW. They don't have to be fancy – just USEFUL!

For more information and an entry kit call (02) 9382 7516, or visit <http://internal.health.nsw.gov.au/health-public-affairs/mhcs>
www.mhcs.health.nsw.gov.au

What's new in multicultural health projects and research?

Just a reminder that on our HealthNet site there's a page where you can list your multicultural health promotion projects or research with non-English speaking communities. You can also go there to check out what other people in the NSW health system are doing. It's easy to add your work to the listings - just go to <http://internal.health.nsw.gov.au/health-public-affairs/mhcs/research/>

This page isn't accessible on the worldwide web – only through the NSW health system.

Need help to use our website? We'll show you how

Since our offer in the last issue of *Polyglot* to train area staff on how to access and use our website, we've had a number of requests from hospitals to provide in-service training sessions.

Even if there are only 10 or 12 people per session, we consider it worthwhile for those staff members interested in locating multilingual resources for their patients/clients. If you'd like us to come to you, please call (02) 9382 7516, or email mhcs@sesahs.nsw.gov.au and we'll contact you to make a firm arrangement.

Centenary Medal for Ilona Lee

All too often, dedicated workers never get the recognition they deserve for their achievements and commitment. So we're delighted to announce that our manager, Ilona Lee, has been awarded the Centenary Medal for her contribution to multicultural health. Congratulations, Ilona, from the staff at Multicultural Communication.

Action needed to help Early Childhood staff use multilingual resources

Earlier this year public health trainee Marshall Tuck conducted a review of the multilingual information needs in Early Childhood Centres. His findings have led us to develop a plan for the production of new resources in early childhood centres. This plan is available from Cecilia George (02) 9382 7516 or georgec@sesahs.nsw.gov.au or at our website in the news section

The plan identifies the topics for which new multilingual resources are required and many of these resources are now in production through our fact sheet program. We are also translating several high quality English resources from Westmead Children's Hospital, Australian Breastfeeding Association and Parenting S.A., an initiative of the South Australian government.

Despite the high number of downloads of multilingual material on early childhood from our website (see below), many early childhood workers didn't know these resources existed. These findings have spurred us into action to ensure that staff members know how to access multilingual material for their non-English speaking clients in Early Childhood Centres. To begin with we are promoting the plan widely and, as the resources become available, they will also be promoted. Then during June and July, Carlo Jacobson and Michelle Young are also continuing to consult early childhood nurses about the best way for them to access and organize the resources.

Our most popular requests for information for early childhood services From October 2002 – January 2003 were:

| Topic | Languages | No. down loaded |
|---|---|-----------------|
| Settling baby to sleep | <i>Arabic, Chinese, Farsi, Indonesian, Japanese, Korean, Macedonian, Vietnamese</i> | 229 |
| Sad feelings after childbirth - a 'hidden' problem | <i>Arabic, Chinese, Farsi, Indonesian, Japanese, Punjabi, Vietnamese</i> | 194 |
| Sudden Infant Death Syndrome - how to lower the risk | <i>Arabic, Chinese, Khmer, Korean, Spanish, Vietnamese</i> | 177 |
| Successful breastfeeding | <i>Arabic, Chinese, Korean, Vietnamese</i> | 163 |
| Newborn screening: Test to protect your baby | <i>Arabic, Chinese, Indonesian, Japanese, Khmer, Korean, Vietnamese</i> | 160 |
| Breastfeeding or bottle feeding – which is best for babies? | <i>Arabic, Chinese, Vietnamese</i> | 155 |
| Why do children need immunisation? | <i>Arabic, Chinese, Korean, Vietnamese</i> | 143 |
| Does your child have a personal health record? | <i>Arabic, Chinese, Korean, Farsi, Vietnamese, Spanish</i> | 115 |
| Problems with a new baby? There's always someone to help | <i>Arabic, Chinese, Khmer, Croatian</i> | 99 |
| How to sterilize bottles and utensils | <i>Arabic, Chinese, Korean, Serbian, Croatian</i> | 95 |

The ten most common languages other than English downloaded for Early Childhood publications in the same period were:

| | | | |
|------------|-----|----------|----|
| Chinese | 222 | Croatian | 44 |
| Arabic | 212 | Japanese | 36 |
| Vietnamese | 121 | Spanish | 36 |
| Korean | 80 | Italian | 28 |
| Macedonian | 56 | Khmer | 28 |

Multilingual resources: Cancer is our next priority

At Multicultural Communication the next priority area is cancer, and our first step is a thorough review of what both health care workers and CALD communities need in the way of multilingual resources on this issue.

It takes time to get to know each new health area, and we'd welcome some input from you. Please contact us if you have any relevant information that may help us find out more about where the gaps are in multicultural resources on cancer.

For example, you may know of: existing resources and projects; important cancer issues which need multilingual resources; the needs of specific communities; or key contacts or networks that can help us find out more.

To see a list of our current resources on cancer - go to Cancer in our Catalogue Online at:
<http://internal.health.nsw.gov.au/health-public-affairs/mhcs/publications/Cancer.html>

Please direct any queries or feedback to: Carlo Jacobson, Multilingual Information Officer, Phone: (02) 9382 7526, email jacobsonc@sesahs.nsw.gov.au



Community Service Announcement

BreastScreen invites Women to Chinatown for a Free Breast X-Ray

Breast cancer knows no boundaries and can affect all women, regardless of their country, cultural background or lifestyle.

Central and Eastern Sydney BreastScreen is currently inviting women, especially those aged 50 to 69, to attend their mobile van for free breast X-rays at Chinatown. Women in this older age group benefit most from breast screening, but women over 40 are also invited to attend.

Breast screening saves lives. Early detection by having a free breast X-ray can detect breast cancer long before you or your doctor notices any problems.

The BreastScreen van will be on the corner of Little Hay and Dixon Street, Chinatown and is open Monday to Friday from 8am to 4.30pm until Friday 4 July. A female Chinese interpreter will be available every day to women who visit the mobile van. Although appointments aren't necessary, phoning BreastScreen on 9515 7842 to make an appointment may mean less waiting time.

For further information contact Diane McLeod, Promotion Officer: Tel: (02) 9515 8749, Fax: (02) 9515 8685 Mobile: 0403 869 436 Email: diane@ces.bsns.w.org.au



Diversity in Health Conference 2003

October 27th-29th, 2003

Abstracts are currently being invited for the Diversity in Health 2003 conference. The event will address the major issues facing the Australian community and its service providers, planners and policy makers, and showcase new and creative responses to the challenges of providing quality health care to Australia's multicultural communities.

Papers and posters should address the following major topics:

- Innovation in service design, development and delivery
- Creative technical solutions in health information & service delivery
- Creating healthy public policy
- Building capacity in communities & systems
- Dealing with diversity in consumers and carer participation
- Spirituality, health & well-being
- Diversity & creativity in health and well-being
- Health and well-being of refugees
- Creativity & innovation in clinical practice
- Innovation in discovery, research & evaluation

Abstracts should be submitted via email, on disk (through snail mail) or by fax. Deadline for submissions is 28 July 2003.

Conference information and abstract guidelines are available at: www.tmhc.nsw.gov.au/diversity.htm

Use our gateway to multilingual resources across Australia and the world

We have ways of connecting you with good multilingual material on other websites – just click on ‘useful links’ on our website and check out:

- **The ‘useful links’ box.** This provides a menu of subjects, as listed on our website – clicking on a topic will link you to websites with relevant translated material.
- **Sites containing multilingual resources on a wide range of health topics.** Some sites listed in this grid are interstate or overseas websites with good health resources – sometimes in languages difficult to access in Australia. Others are ‘portals’, meaning they act as entrances to several good sites offering multilingual material. If you drag your cursor on to one of the names listed on this grid, a box will appear, giving you a brief description of the site.

We are constantly looking for websites with multilingual resources, so if you find a new one, please let us know.

Another improvement to our website

Some people have suggested it would be easier to search for resources on our site if we collated publications according to specific topic areas. We have now done this for Physiotherapy, Maternity and Early Childhood.

| Topic area: | Title: |
|-----------------|---|
| Early Childhood | Publications related to Early Childhood |
| Maternity | Publications related to Maternity |
| Physiotherapy | Publications related to Physiotherapy |

New Multicultural Health Promotion Officer for SWOP

Jeffrey Dabbhadatta has joined the Sex Workers’ Outreach Project (SWOP) to provide education and support to sex workers from non-English speaking backgrounds. SWOP’s multicultural project has culturally and linguistically appropriate resources in a number of community languages on health and well being, legal issues, client education, STDs and other issues. Jeffrey can be contacted on (02) 9319 4866 or by email at jeffreyd@acon.org.au.

Publications withdrawn from MHCS Website to date

| Subject | Title | Publication Number |
|--------------------------|--|--------------------|
| Health Services | Commonwealth Carer Respite Centre | AHS-6185 |
| Injury Prevention | How to enjoy the water safely | BHC-3155 |
| Pregnancy and Post Natal | It’s healthy to know your genes | BHC-3475 |
| Pregnancy and Post Natal | Having a baby? Get to know your midwife | BHC-4500 |
| Older People | Looking for nursing home accommodation? How the NSW Transcultural Age care | BHC-4950 |

New articles on our website since last issue

After lengthy negotiations with the NSW Health Care Complaints Commission, their publication *How to Get the Best from Your Health Service: Rights and Responsibilities* is finally on our website. Many NSW Health workers had expressed the need for language versions of the publication. We advocated on their behalf and finally the HCCC translated the publication and gave it to us to add to the web.

The publication is comprehensive and informative. It is produced in Arabic, Chinese, Italian, Greek, Macedonian, Spanish, Korean, and Vietnamese.

The Commission also says that in the near future they will have a multilingual version of a fact sheet describing their services and *The Patient Support Service* brochure will be translated at the beginning of the next financial year.

See enclosed list for more resources added to our website since the last issue of Polyglot

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| Deadline for next edition: 20th June, 2003 | 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 . |
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Multilingual resources recently added to Multicultural Communication's website:

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|--|---|
| Title: Official Visitors Topic area: Mental Health/Illness Summary: The role of Official Visitors | Languages: Ara, Chi, Cro, Eng, Gre, Ita, Kor, Mac, Mlt, Pol, Por, Scs, Spa, Tur, Vie |
| Title: Travelling to Saudi Arabia for the Hajj Topic area: Immunisation Summary: Travelling to Saudi Arabia for the Hajj | Languages: Ara, Eng |
| Title: Early Childhood Health Centres - How can they help? Topic area: Infant Health | Languages: Ara, Chi, Eng, Fas, Ind, Jpn, Khm, Kor, Lao, Scs, Spa, Tha, Tur, Urd, Vie |
| Title: Epidural injection Topic area: Medical Procedures, Instructions and Tests Summary: Pain management | Languages: Ara, Chi, Eng, Vie |
| Title: Epidural analgesia Topic area: Medical Procedures, Instructions and Tests Summary: Pain management | Languages: Ara, Chi, Eng, Spa, Vie |
| Title: Intrathecal drug delivery trial Topic area: Medical Procedures, Instructions and Tests Summary: Pain management | Languages: Ara, Chi, Eng, Vie |
| Title: Lumbar sympathetic nerve block Topic area: Medical Procedures, Instructions and Tests Summary: Pain management | Languages: Ara, Chi, Eng, Vie |
| Title: Patient controlled analgesia (PCA) Topic area: Medical Procedures, Instructions and Tests Summary: Pain management | Languages: Ara, Chi, Eng, Spa, Vie |
| Title: Stellate ganglion block Topic area: Medical Procedures, Instructions and Tests Summary: Pain management | Languages: Ara, Chi, Eng, Vie |
| Title: Why does my baby need a hearing check? Topic area: Infant Health Summary: NSW Statewide Infant Screening - Hearing (SWISH) Program | Languages: Ara, Chi, Cro, Eng, Fas, Ind, Jpn, Kor, Lao, Mac, Par, Scs, Spa, Tha, Tur, Vie |
| Title: Why does my baby need a repeat hearing screen? Topic area: Infant Health Summary: NSW Statewide Infant Screening - Hearing (SWISH) Program | Languages: Ara, Chi, Cro, Eng, Fas, Ind, Jpn, Kor, Lao, Mac, Par, Scs, Spa, Tha, Tur, Vie |
| Title: Why does my baby need a diagnostic assessment? Topic area: Infant Health Summary: NSW Statewide Infant Screening - Hearing (SWISH) Program | Languages: Ara, Chi, Cro, Eng, Fas, Ind, Jpn, Kor, Lao, Mac, Par, Scs, Spa, Tha, Tur, Vie |
| Title: Female patients requesting female staff in hospitals or in a clinic Topic area: Health Services Summary: Information for women and their families | Languages: Ara, Eng, Tur |
| Title: Severe Acute Respiratory Syndrome (SARS) Topic area: Diseases and Conditions Summary: Chief health officer alerts. A contagious form of pneumonia identified in southern China since November 2002 | Languages: Chi, Eng, Vie |
| Title: Where are your kids? Topic area: Injury Prevention Summary: Driveway safety | Languages: Ara, Chi, Eng, Gre, Ita, Kor, Tur, Vie |
| Title: How to get the best from your health service Topic area: Health Services Summary: Rights and Responsibilities | Languages: Ara, Chi, Eng, Gre, Ita, Kor, Mac, Spa, Vie |

Abbreviations for languages

For some time we have been listing on the back page of our newsletter all recent publications that have been placed on our website. This listing includes information on the languages available for each publication. These languages are abbreviated and for the information of those who are not familiar with the abbreviations the following may be useful to you:

| | | | | |
|--------------|-------------------|---------------------|----------------|----------------------|
| Alb=Albanian | Dut=Dutch | Jpn=Japanese | Por=Portuguese | Tam=Tamil |
| Amh=Amharic | Eng=English | Khm=Khmer/Cambodian | Pan=Punjabi | Tet=Tetum |
| Ara=Arabic | Fas=Farsi/Persian | Kor=Korean | Pus=Pushto | Tha=Thai |
| Arm=Armenian | Fre=French | Kur=Kurdish | Rum=Romanian | Tir=Tigrigna |
| Asy=Assyrian | Ger=German | Lao=Laotian | Rus=Russian | Ton=Tongan |
| Ben=Bengali | Gre=Greek | Rus=Russian | Smo=Samoan | Tgl=Filipino/Tagalog |
| Bsn=Bosnian | Hin=Hindi | Mac=Macedonian | Scs=Serbian | Tur=Turkish |
| Chi=Chinese | Hun=Hungarian | Mlt=Maltese | Som=Somali | Ukr=Ukrainian |
| Scr=Croatian | Ind=Indonesian | Orm=Oromo | Sor=Sorani | Urd=Urdu |
| Dar=Dari | Ita=Italian | Pol=Polish | Spa=Spanish | Vie=Vietnamese |