

POLYGLOT

News from the NSW Multicultural Health Communication Service

better health through better communication

September 2013 Edition

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DIRECTOR'S MESSAGE

Welcome to the September edition of Polyglot.

The past three months have been a busy but excellent time for the NSW Multicultural Health Communication Service (MHCS).

In this newsletter, read about the new multilingual resources available on our new website for both health professionals and multicultural communities that have been developed for our key campaigns including Multicultural Health Week, Problem Gambling, Get Healthy and also the outstanding winning resources from the Multicultural Health Communication Awards.

We owe the success of our projects to the trust, support and cooperation of the NSW Ministry of Health, partner organisations, ethnic media, stakeholders, fellow health workers and managers of the Multicultural Health Services in Local Health Districts.

Best wishes,
Peter Todaro
MHCS Director

A NEW 'TEACH-BACK' TRAINING RESOURCE LAUNCHED FOR MULTICULTURAL HEALTH WEEK 2013

Clinicians and health workers in NSW can now download the new "Teach-Back" training resource launched for Multicultural Health Week.

Health literacy and safer use of medications were the themes for this year's Multicultural Health Week: "Working together for safe, quality care" celebrated from 2 – 9 September. The week raised awareness on the importance of communication between healthcare professionals and their patients and safer use of medication through better communication.

MHCS partnered with the Illawarra Shoalhaven Local Health District, the Clinical Excellence Commission and Why Documentaries to produce a short training video on the 'teach-back' technique.

'Teach-back' is a simple three step process clinicians and health professionals can use to check how well they explained medical information to their patients.

Download the video from www.multiculturalhealthweek.com.

MHCS coordinated the state-wide activity in partnership with the Clinical Excellence Commission (CEC) and NPS MedicineWise in consultation with Multicultural Health Services in Local Health Districts across NSW.

MULTICULTURAL
Health
WEEK 2013
2-9 SEPTEMBER



Speakers at the launch event of Multicultural Health Week Mon 2 Sept in Sydney: Janice Petersen, SBS TV Broadcaster, Dr Greg Stewart, Director of Operations, Ambulatory and Primary Care SESLHD, Dr Mary Foley, Director General of NSW Ministry of Health, Peter Todaro, Director of NSW Multicultural Health Communication Service, Gloria Antonio, Executive Manager of NPS MedicineWise, Prof Cliff Hughes, CEO of Clinical Excellence Commission and Prof Megan Jane-Johnstone, Director of Centre for Quality and Patient Safety Research, Deakin University



NEW PROBLEM GAMBLING BOOKLET TO HELP ARABIC SPEAKERS

A new multicultural resource to help Arabic speaking communities in NSW was launched during Multicultural Health Week.

The Arabic booklet entitled “Problem Gambling: Help for Family and Friends” was launched by Christopher Naughton, Chair of Responsible Gambling Fund Trustees together with Member for East Hills, Glenn Brookes on 6 September in Bankstown.

The resource explains the warning signs to identify problem gambling, its effects on families and children. The booklet also provides advice on how to seek assistance for a family member or friend including counselling, legal advice, and gambling self exclusion schemes.

The NSW Government has committed \$15 million in the June Budget to its Responsible Gambling Fund (RGF) to help address problem gambling. MHCS has been funded by RGF since 2009 to run the campaign addressing multicultural communities.

Counsellors from Arab Council Australia (ACA), Auburn Asian Welfare Centre, Greek Welfare Centre, the Italian Association of Assistance (Co.As.It.), the Vietnamese Community in Australia NSW and the Multicultural Problem Gambling Service of NSW contributed to the development the new Arabic booklet.



Mr Hani El Halu, ACA Strengthening Families Unit Manager, Ms Randa Moussa, ACA Strengthening Communities Unit Manager, Mr Christopher Naughton, Chair, Responsible Gambling Fund Trustees, Mr Heshmat Shahid, Arabic Problem Gambling Counselor and Mr Glen Brookes MP, Member for East Hills

The resource is available for free through ACA. It can also be downloaded from the Gambling help website:

www.gamblinghelp.nsw.gov.au



HEALTH MINISTER JILLIAN SKINNER'S MORNING TEA WITH MULTICULTURAL MEDIA

Minister for Health and Minister for Medical Research Jillian Skinner invited multicultural media for morning tea at the NSW Parliament House.

The informal gathering was held on 29 August and was attended by over 20 members of the ethnic press.

Minister Skinner candidly answered many questions from the media about key NSW Health initiatives which included strategies on organ and tissue donation, updates on the tobacco prevention, palliative care, safety in public hospitals and Multicultural Health Week's focus on safer use of medicine for multicultural patients in 2013.



Minister Skinner with members of her media advisory staff, the MHCS team, Philippine Consulate General in Sydney and representatives from ethnic media

EXCELLENCE IN MULTILINGUAL COMMUNICATIONS CELEBRATED

Outstanding new multilingual health resources in over 50 different languages have been recognized at the Multicultural Health Communication Awards this year.

The Awards Presentation held on July 8 at the Parliament House acknowledges good practice in multicultural health communication for staff working in all areas of health. The awards program rewards health staff committed to producing quality resources addressing the needs of migrant communities. Health Minister Jillian Skinner congratulated all of the award winners for producing quality resources that make it easier for multicultural communities across the state to access health services.

There was a record number of 37 submissions worth over \$550 thousand in production and distribution that cover a wide range of resources with health fact sheets, brochures, posters, DVDs and web based resources.

To view the winning multilingual health resources visit the MHCS website: www.mhcs.health.nsw.gov.au.



Health Minister Jillian Skinner delivers the keynote address at the NSW Multicultural Health Communication Awards



The Multicultural Illawarra/Shoalhaven Local Health District team receives their award from MHCS Director, Peter Todaro, and President of the Legislative Council, Don Harwin, for the Government Brochure over \$5,000 Category for the resource: "Having your questions answered about Organ and Tissue Donation" and "Sharing our ideas and Beliefs"

DOCTORS "GET HEALTHY" FOR THEIR COMMUNITIES

General Practitioners and health professionals from the Indian, Filipino and Sri Lankan communities in NSW have taken on the Get Healthy campaign positively to encourage their patients to lead active and healthier lifestyles.

With funding from the NSW Office of Preventative Health, MHCS ran workshops for close to 270 doctors and health workers in partnership with 5 community medical associations: Australian Indian Medical Graduates Association Inc., Australian Medical Aid Foundation, Philippine Australian Medical Association, the Sri Lankan Doctors Association NSW, the Multicultural Health Services in Central Coast and Macarthur with Medicare Local South Western Sydney.

The presentations were facilitated by Accredited Dietician and Nutritionist Priya Iyer who shared her knowledge on health prevention and management in multicultural groups. At the talks, Get Healthy Manager Michelle Maxwell and Senior Project Officer Samantha Raheb also presented a comprehensive view of the service encouraging GPs to promote the service through referrals and advice their multicultural patients to use the free interpreting line.

Visit www.gethealthynsw.com.au for more information about the free coaching line.



Doctors from the workshops were keen on learning how Get Healthy can help their patients



Dietitian Priya Iyer and Get Healthy Manager Michelle Maxwell explain the Get Healthy program benefits

WHAT'S NEW ON THE MHCS WEBSITE

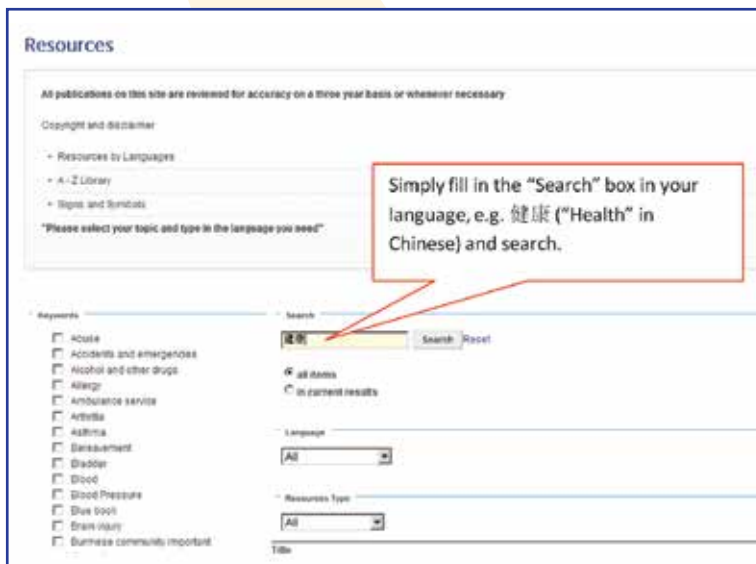
The MHCS website has a new look with more features to help health workers in their search for key multilingual resources.

Minister for Health Jillian Skinner launched the new website in July and announced that the upgraded search engine will make it easier to access multilingual health information such as medical conditions, treatments and health services.

The MHCS website currently receives over five million hits per year, and provides information in over 65 languages.

New features include:

- Search information “in language”
- Media centre that provides multilingual media releases and audio-visual resources
- Community profiles for the highest multicultural population groups from the 2011 Census



NEW PUBLICATIONS	LANGUAGES
Asthma & Allergy	Arabic, Chinese Simplified, English, Korean, Spanish, Vietnamese
Asthma & Lung Function Tests	Arabic, Chinese Simplified, English, Korean, Spanish, Vietnamese
Asthma & Healthy Living	Arabic, Chinese Simplified, English, Korean, Spanish, Vietnamese
Asthma & Wheezing in the First Years of Life	Arabic, Chinese Simplified, English, Korean, Spanish, Vietnamese
Asthma & Older Adults	Arabic, Chinese Simplified, English, Korean, Spanish, Vietnamese
Asthma & Complementary Therapies	Arabic, Chinese Simplified, English, Korean, Vietnamese
Stop Smoking Start Repairing Poster - Burmese translation	English, Burmese
Video – consumer testimonial	Italian (with English subtitles)
Video demonstration of Teach Back	Scene 1 English, Scene 2 English
Hydrotherapy exercise cue cards	Arabic, Chinese Traditional English, Greek, Italian, Macedonian
Patient Information and Privacy a Guide for Carers and Family	Arabic, Chinese Simplified, English, Vietnamese

If you have developed multilingual resources that you would like to showcase on our new site, please share them with us by contacting Systems Manager Rajan Manickarajah on: T. 02 9816 0309 or E. rajan.manickarajah@sesiahs.health.nsw.gov.au.

