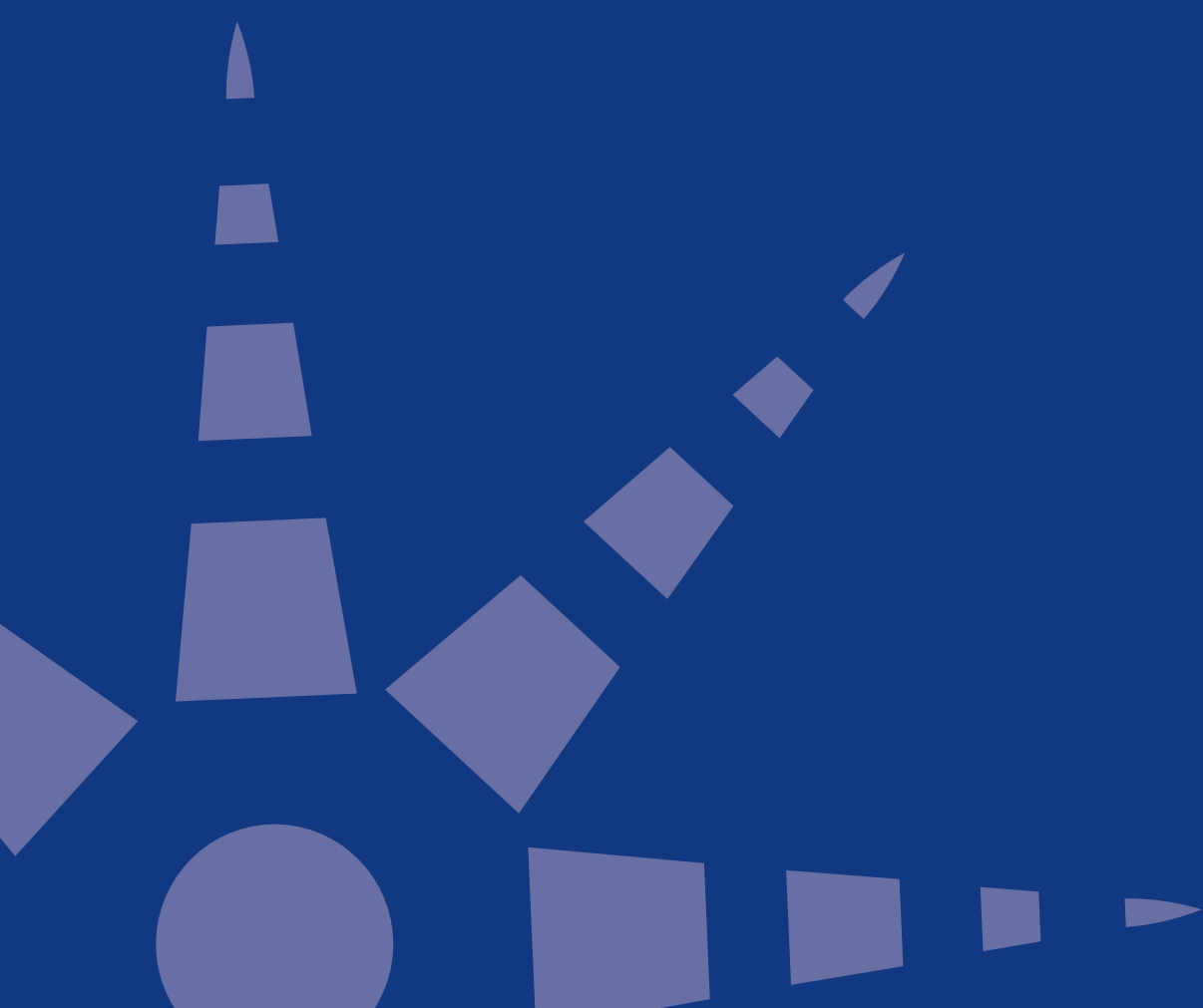


# Multilingual Health Information Stakeholders Forum

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**Coordination of multilingual health resources**

21 May 2014



# Multilingual Health Resources Coordination: Can We Do It Better?

Can Multilingual Health Resource Coordination be done more efficiently and effectively in NSW? Stakeholders from non-government organisations, local health districts, NSW Ministries, and the private sector met to discuss the issues surrounding this topic at the 2nd Multilingual Health Information Stakeholders Forum on 21 May 2014.

## Why a forum on this topic?

The NSW Multicultural Health Communication Service often receives requests from various organisations for multilingual resources on specific topics. Local Health District Services, specifically multicultural health services, also receive requests to advocate for funding and the production of health information that is not currently available.

“The joint challenge faced by us all is how best to respond to these issues in a coordinated way?”



# Forum recommendations

The good news from this forum was that the majority of initiatives suggested by stakeholders was not about “starting from scratch” but enhancing and taking existing initiatives to the next level. Specifically, four key actions were recommended:

## 1. Needs assessment and gap analysis:

internal analyses are frequently conducted by individual organisations and state-wide services on their own communities, however MHCS could consolidate these assessments into a state-wide multidimensional analysis that more broadly identifies NSW multicultural communities and their informational needs.

A community of practice, via an email list could be established to allow sector professionals to elicit and share knowledge on resource development.

## 2. Portals and Facebook pages

**in-language:** a call was made to either establish language-specific Facebook pages whereby a range of health issues could be discussed, or re-orient the MHCS website to include direct links to all health resources related to a specific language. The importance of focus testing these sites with multicultural communities was stressed to enable easier navigability and cultural appropriateness.

## 3. Quality assurance of resources:

MHCS could categorise website resources that have been produced by MHCS or other health organisations that have followed a trusted protocol versus resources developed externally. Further, the MHCS review process could expand its scope from a “reminder” service to web publication data provision, and good practice guides for effective resource development.

## 4. Translations and Activity

**Based Funding:** to overcome the issue of translations not being included in activity based funding of facilities, a recommendation of the forum was to work with the National Safety & Quality Health Standards, particularly Standard 2 that promotes consumer participation. MHCS could develop a communications campaign educating CALD communities about Standard 2, and their roles and responsibilities to be engaged and advocate for changes within the health system.



# The way forward

The Multicultural Health Communication Service will collaborate with the NSW Ministry of Health, Local Health District Multicultural Health Directors and selected non-government organisations to consider and advance the recommendations from the Forum.

For further information on this Forum, please contact **Nidia Raya Martinez, MHCS** on **9816 0347** or email **[nidia.rayamartinez@sesiahs.health.nsw.gov.au](mailto:nidia.rayamartinez@sesiahs.health.nsw.gov.au)**

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## Multilingual Health Information Stakeholders Forum

An initiative by  **multicultural health communication**

The purpose of the NSW Multilingual Health Information Stakeholders' Forum is to advise and support the Multicultural Health Communication Service to identify, develop and distribute high quality and priority multilingual health information in appropriate languages.

