

POLYGLOT

News from the NSW Multicultural Health Communication Service

better health through better communication

Summer 2015 Edition

Director's Message

Welcome to the Summer Edition of Polyglot.

2015 has been an exciting and productive year for our team here at the NSW Multicultural Health Communication Service.

As a group, we can say that we have worked successfully together with our partners delivering important health messages to culturally and linguistically diverse communities, and which have had significant outcomes.

The success of our campaigns, workshops, forums and projects is all due to the outstanding support of our colleagues from the NSW Ministry of Health departments, partner health, government and non-government organisations, community associations and members, multicultural health services at local health districts and media.

We are looking forward to 2016 and hoping to do more wonderful initiatives that will positively impact the health and well-being of multicultural communities across NSW.

I want to thank you all for continuously sharing our enthusiasm and passion this year. Here's wishing you and your loved ones a safe and festive season filled with warmth and joy.

Best wishes,
Peter Todaro
MHCS Director



Helping smokers from multicultural backgrounds stop smoking workshop



NSW Multicultural Health Communication Service (MHCS) in partnership with the Quitline and NSW Ministry of Health delivered a free one day training session held at the Claffy Lecture Theatre, Sydney Hospital on the 9th December 2015.

The purpose of the training was to provide information on smoking and smoking cessation; nicotine dependence and triggers as well as providing brief intervention strategies. The day also included a presentation on Quitline with a focus on the Multilingual Quitlines as well as a short session on supporting attendees in their work out in the community.

An aim of the day was to also encourage people who attended to deliver smoking cessation educational sessions in the communities they work with, particularly with those from Arabic, Chinese and Vietnamese backgrounds, so that the Multilingual Quitlines can be promoted. A CD-Rom containing relevant resources was provided for this purpose.

The event was very well attended with 34 people from a range of services, roles and positions.

26 completed evaluation forms were received with 24 (92.3%) people reporting an overall evaluation of good or very good.

The majority of those in attendance reported working with either some or all members of the Arabic, Chinese or Vietnamese communities. Participants also reported working with people from Tamil, Assyrian, Sri Lankan, Italian and Greek backgrounds as well as members from Aboriginal communities.

Workers skilled up to help smokers from multicultural backgrounds quit smoking (continued)

MHCS aims to hold further free training next year where the day will be broadened to include an afternoon workshop so attendees can explore ways to engage and reach people from multicultural backgrounds with a focus on Arabic, Chinese and Vietnamese communities and smoking cessation.

Please contact Nicole Stevens, Project Officer, NSW Multicultural Health Communication Service if you have any questions, would like any support to hold stop smoking information sessions with your community members or would like to join the NSW Multicultural Tobacco Control Network.

2016 – Look out for 'stop smoking educational sessions' in your area.

MHCS will keep you updated on any information or training sessions being held for the community.

E: Nicole.stevens@sesiahs.nsw.gov.au

P: **02 8753 5000**

*NSW Multicultural Health Communication Service would like to acknowledge the assistance of Tracey Greenberg, Graeme Curry and the Multilingual Quitline Advisors who attended on the day.



Outstanding knowledge sharing in developing innovative approaches to delivering health messages

Over 80 stakeholders from health services, government and non-government organisations, community groups and media practitioners came together for an outstanding knowledge sharing session at the Multilingual Information Stakeholders Forum held last September 30th at Novotel Parramatta; for the development of new and innovative approaches to engaging and communicating health messages for culturally and linguistically diverse (CALD) communities. There was an enthusiastic vibe that embraced the event making the overall atmosphere exhilarating, which allowed people to absorb all the learnings for the day.

The participants at the forum gave such wonderful feedback on the forum presentations and they were very impressed by the "world café style discussions", which was similar to a "speed dating" session where the speakers sat at their tables, discussed their programs and answered questions from the participants. The speakers had 10 minutes per group and then when time was up, the participants moved on to another table to continue the cycle.

The guest speakers who shared their expertise were from Health Consumers NSW, I & G Media, Innovation and Improvement, Innovation (iihub), South Eastern Sydney Local Health District, SBS Radio & Media, NPS Medicine Wise, Centre for Population Health - Western Sydney Local Health District, Make Healthy Normal, Identity Communications, Centre for Health and Social Research, The Mary MacKillop Institute for Health and Research Australian Catholic University.

Recommendations from the forum:

- Identify bilingual resources through staff surveys, collection of relevant information at employment, targeted recruitment, EOI, and offer them media training to communicate health messages and campaigns to CALD communities.

- Identify CALD champions and community leaders and NGOs and offer them media training to promote key health messages to their communities
- Establish bilingual health networks
- Provide media training for bilingual health professionals to conduct media interviews in their languages.
- Improving health literacy of CALD communities to better navigate the health system: Target top CALD communities in each LHD, identify their needs and develop health campaigns.
- Health Care NSW to call for a meeting with CALD health stakeholders
- MHCS to lead media training of designated bilingual health staff in different LHDs to better engage with CALD consumers
- MHCS in consultation with multicultural health managers to lead cultural competency training to communication officers in the different LHDs so they have a better understanding of cross cultural issues.



PHOTO GALLERY

Pink Sari Project

The Pink Sari Project participated at the Parramasala Festival in October for the second year. Over 100 women marched and danced to raise awareness about breast screening in Indian and Sri Lankan women.



The Multicultural Health Services at Western Sydney Local Health District and Nepean Blue Mountains Local Health District promoted the Pink Sari Project at the Health Expo 2015 in November.



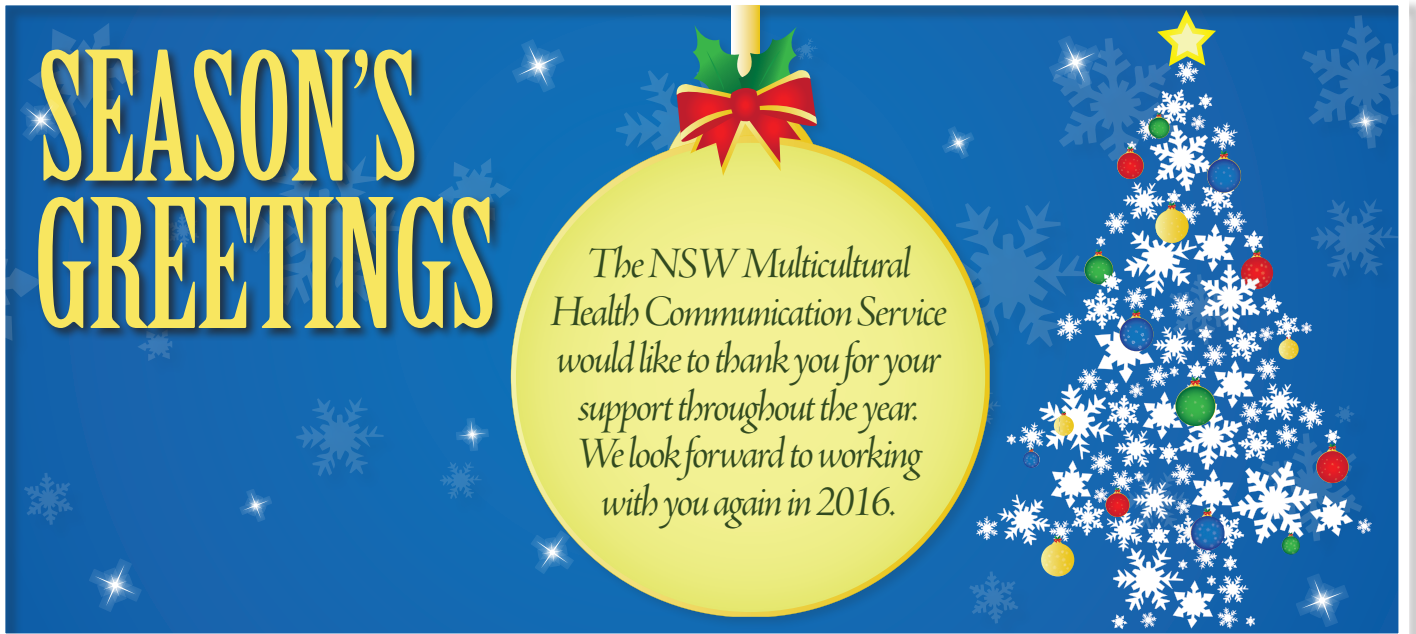
Multicultural Health Week and Multicultural Health Communication Awards 2015

Over 250 people attended the 2015 Multicultural Health Week Launch Event and the Multicultural Health Communication Awards at the Parliament House in September.

Health Minister Jillian Skinner and NSW Health Secretary Dr Mary Foley delivered speeches for Multicultural Health Week, as well as presented trophies and certificates to the outstanding Award winners.

It was a festive day of celebration of multilingual health resources developed for multicultural communities.





What's new on the MHCS website

NEW PUBLICATIONS

Privacy Leaflet for Patients

Eat Well, Age Well!

Interpreter Required Card

Services for Carers

Hospital and Community guide for Carers

Palliative Care

LANGUAGES

[Arabic](#), [Armenian](#), [Bosnian](#), [Chinese Traditional](#), [Croatian](#), [English](#), [Farsi](#), [Greek](#), [Indonesian](#), [Italian](#), [Japanese](#), [Khmer](#), [Korean](#), [Lao](#), [Macedonian](#), [Maltese](#), [Polish](#), [Portuguese](#), [Punjabi](#), [Russian](#), [Samoan](#), [Serbian](#), [Somali](#), [Spanish](#), [Thai](#), [Tongan](#), [Turkish](#), [Urdu](#), [Vietnamese](#)

[Greek](#), [Macedonian](#), [Mandarin](#)

[Arabic](#), [Chinese Traditional](#), [English](#), [Farsi](#), [Greek](#), [Hindi](#), [Italian](#), [Korean](#), [Tamil](#), [Turkish](#), [Urdu](#)

[Bengali](#), [Chinese Simplified](#), [Chinese Traditional](#), [English](#), [Greek](#), [Italian](#), [Russian](#)

[Arabic](#), [Bosnian](#), [Chinese Traditional](#), [Croatian](#), [English](#), [Greek](#), [Hindi](#), [Italian](#), [Macedonian](#), [Serbian](#), [Spanish](#)

[Arabic](#), [Chinese Traditional](#), [Croatian](#), [Dutch](#), [English](#), [Filipino](#), [French](#), [German](#), [Greek](#), [Hindi](#), [Hungarian](#), [Italian](#), [Macedonian](#), [Maltese](#), [Polish](#), [Punjabi](#), [Sinhalese](#), [Spanish](#), [Tamil](#), [Turkish](#)

For more information, contact MHCS Systems Manager, Rajan Manickarajah on **02 9816 0309** or email rajan.manickarajah@sesiahs.health.nsw.gov.au.

If you have stories, ideas and images promoting health issues to multicultural communities, and would like to share them on Polyglot or on our Facebook page, please contact our Media Manager Jesusa Helaratne on **02 9816 0306** or email jesusa.helaratne@sesiahs.health.nsw.gov.au