

POLYGLOTT

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How to access our website

Many people are still having difficulty using our website - here's an easy guide to finding our site and downloading information.

If you're on the Internet (HealthWeb):
the simplest way is to type in our address <http://www.mhcs.health.nsw.gov.au> and then hit the "enter" key. This will take you directly to our home page - don't forget to bookmark the site for future use.

If you don't have Internet access but can operate through the Intranet (HealthNet):
there are several ways of reaching us. Again, we suggest you type in our internal address, <http://internal.health.nsw.gov.au/health-public-affairs/mhcs> then hit the "enter" key. (We know this is a long address but, again, you can bookmark the address for future use.)

How to find the information you need. Once you reach our home page, click on Catalogue Online at the top of the page. You will see a list of subjects on the left hand side of the page, and a search box in the centre of the page. The easiest way to find information is via the list "Publication by Subject" on the left hand side of the page. However, if the subject you want isn't easily identifiable in the list, another option is to type a word or phrase in the search box and hit "search".

The difference in the result will be that the topic from the subject list will give you only those articles categorised under that topic heading, while using the search facility will produce a list of every item that mentions the word you have typed in. Obviously the search option will provide you with a much longer list - you'll then have to sift through it to find what you want.

Downloading the information. When you have decided which article you want, and in which language, you will be asked if you have downloaded Adobe Acrobat Reader (a program which enables your computer to "read" text in other languages). If the answer is no, follow the instructions on the screen to download Adobe. Downloading Adobe on to your computer is free and allows your computer to access multilingual information in the future.

Some of the information on our website is laid out horizontally, some vertically. When it appears on your screen, go to "print preview" and check whether to print it in "portrait" or "landscape". To print, do not go to "file" and "print" - instead, hit the print icon on your tool bar.

If you still can't retrieve the information you want, call Wolf Sverak on (02) 9382 8149 and he will try to help you by phone.



Developing resources for Child Protection

NSW Health has provided Multicultural Communication with funding to produce multilingual material for statewide users of services working on child protection.

Last April, a seminar on child protection and ethnic communities was held to develop criteria for selecting three target communities, to advise on the appropriate content of the resources, and discuss the best way to distribute them. The seminar recommended that resources should aim to inform the specific communities about child abuse, child protection and good parenting in NSW, about the legal obligations of government agencies involved in child protection, and about services available for assistance to families and individuals.

Using the seminar's guidelines, the Arabic, Bosnian and Chinese communities were chosen. The following outline explains the background to the development of each resource.

- **Arabic**

Consultations with Arabic speaking workers concluded that audio or audiovisual material, supported by some printed information would be the most appropriate (radio programs were considered, but DoCS has already developed a similar project). As the resource would be for Arabic speaking workers to use with Arabic speaking clients and/or groups, it was decided to produce a video in Arabic with printed support material.

正視虐兒問題
積極伸出援手
讓我們幫助受影響的家庭和兒童



- **Chinese**

Talks with Chinese workers agreed that written material was one of the best ways to reach the Chinese speaking community. As good material on child protection was already available in Hong Kong, Multicultural Communication arranged to adapt it. This is now available as four pamphlets, *What is Child Neglect?*, *What is Child Abuse?*, *What is Physical Abuse?*, and *What is Psychological Abuse?* We also have available bookmarks in Chinese listing 12 alternatives to hitting. For copies of pamphlets or bookmarks, call Cecilia George on (02) 9382 8111.

- **Bosnian**

As Bosnian workers suggested passing on information via the Bosnian family magazine ZENA 21, Multicultural Communication has commissioned the Bosnian Information and Welfare Centre in Lidcombe to produce specific articles for the magazine on the subject of child protection.

Other strategies include translating existing pamphlets produced by NAPCAN (National Association for Prevention of Child Abuse and Neglect), DoCS and other organisations, producing a resource list of existing services, and compiling kits made up of the resources and distributing them through Bosnian workers.



Getting the message across to the ethnic media.

The Ethnic Media Workshop held in Western Sydney in November last year generated many requests for more training in this area. In response to this, our Communication Officer, Michael Camit, presented a full day workshop on the issue for the staff of the Western Sydney Area Health Service in March.

Called *Working Effectively with Cross Cultural Media*, it covered the theory of social marketing and advertising, how to develop communication strategies, and how to apply them to working with the ethnic media and with NESB communities. Topics included creativity and copywriting for radio and print, and how to place ads and evaluate campaigns. The workshop also provided examples of good practice and of award winning radio/print health ads.

For more information, or to discuss your training needs in the area of media and multicultural health communication, contact Michael Camit (02) 9382 8138, email <camitm@sesahs.nsw.gov.au>.

Caring for a person with dementia – information tapes now available:

Audiotapes for home carers from culturally and linguistically diverse backgrounds are available in Cantonese, English, Greek, Italian, Maltese, Polish, Russian and Turkish from the Aged Care Training Institute at RMIT University. The tapes are free of charge, and may be ordered by writing to The Aged Care Training Institute, 230 Rosanna Road, Rosanna, Vic. 3084 or by phone (03)9457 4697, Fax (03)9458 3437 or email <acti@rmit.edu.au>.

Topics include: symptoms of dementia; basic care needs for people with dementia; strategies for communicating with a person with dementia; stress reduction strategies for carers, and information on assistance available.

Review of health column distribution

As part of a review of health column distribution in the Northern Sydney Area Health Service, a letter went to key organisations in the area, including TAFE, AMES and neighbourhood centres, telling them of the availability of health columns on the Multicultural Communication website. Most of these organisations say they would still prefer the Northern Sydney Multicultural Health Service to let them know monthly of the availability of the latest health columns.

The next part of the review will involve notifying the interagencies in the area (both NESB and general) how to access multicultural health information. Health staff will also receive an email with information on how to access the Multicultural Communication web site via the intranet.



Polyglot is now on the Internet/Intranet

This edition of Polyglot, which is published quarterly and distributed in hard copy through health system networks, is now available through the "News" section of our Internet and Intranet page. Back issues are also available.

To find the Intranet page, please go to <<http://internal.health.nsw.gov.au/health-public-affairs/mhcs>>, for the Internet page, go to <<http://www.mhcs.health.nsw.gov.au>>. You will find the link to Polyglot Online on the bottom of the page.

Working with GPs to distribute multilingual health information

Liaison Officer Terry Chesher is doing a pilot study to trial a model of working with GPs as a way of distributing printed health information in other languages. Two GPs with Khmer Speaking patients, and two with Spanish speaking patients are being asked to choose which Multicultural Communication publications they would like to hand out to their patients. They will then be provided with language-specific kits which they will hand out over a four week period.

At the end of this time, the doctors will be interviewed and asked to comment on the effectiveness of distributing multilingual information in this way. They will also be asked for any other ideas about how we can best support GPs in providing health information to patients.

What our Health Columns said ...

Date	Title	Topic heading
March 2000	Getting older? Why your teeth and gums are important for good health	Dental care
April 2000	Does your child have a Personal Health Record?	Infant health
May 2000	What's in your child's lunchbox?	Nutrition

Do you know of relaxation tapes in other languages?

Multicultural Communication is collecting information on relaxation tapes in other languages. If you know of any, please contact Cecilia George on (02) 9382 8111, or email <GeorgeC@sesahs.nsw.gov.au> with details of languages, cost and availability.

Deadline for next edition: 30th June, 2000.	Polyglot is published by the New South Wales Multicultural Health Communication Service. Articles for inclusion can be sent to Cecilia George, NSW MHCS, RSSCHC, Locked Bag 1156, Waterloo Delivery Centre NSW 2017, fax No. (02) 9382 8120, email: GeorgeC@sesahs.nsw.gov.au
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