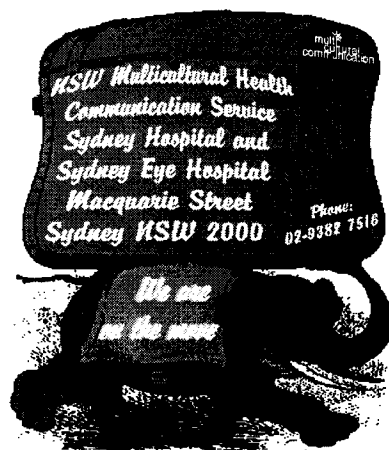


# POLYGLOT

Winter, August 2000

Vol 4 Issue No. 3

## Multicultural Communication on the move



After spending the first three and a half years of our life at Royal South Sydney Community Health Complex at Zetland, Multicultural Communication is moving to Sydney Hospital in Macquarie St, Sydney. The move will take place on 2<sup>nd</sup> August. We have been very comfortable where we are and it is quite an upheaval to move, but no doubt we will settle in quickly and feel "at home" at our new location. We hope you will visit us and call us if you need information about parking.

Our new telephone no. will be 02 9382 7516 and our fax no. will be 02 9382 7517; our email address remains the same <mhcs@sesahs.nsw.gov.au>.

ooOoo

### Health fax-back: a new service from Multicultural Communication

We have been well aware for some time (and this was confirmed by our survey) that many health workers still don't have easy access to the web but would like to be able to receive our publications. Consequently we have been investigating a new service - a fax-back system.

With health fax-back you can phone a 1300 number (for the cost of a local phone call), and using a special catalogue to identify the publication(s) and language(s) you want, you then just punch in unique code numbers for each publication as well as your fax number, and the publications of your choice will be faxed to you free of charge.

The fax-back system is currently being set up and we expect the service to be within the next few weeks. We'll keep you informed.

### Cardiac rehabilitation: a new resource now on web

After several months' work and many consultations and discussions, we have a new publication on the web. This is a 13 page resource

called *Heart Health and Cardiac Rehabilitation*, written by the National Heart Foundation's Cardiac Rehabilitation Co-ordinator, Barbara Carter in conjunction with Multicultural Communication. It is available in English, Arabic, Greek, Italian, Russian and Spanish, which are the languages identified by the Area Cardiac Rehabilitation Co-ordinators as the ones most needed. We hope you find it useful.

### Relaxation tapes

Following the article in our last issue of Polyglot regarding relaxation tapes, the following information is now available.

Relaxation tapes in Greek, Macedonian Spanish, and Vietnamese can be obtained from the Psychology Department, Prince Henry Hospital by phoning Toulia on 02 9382 5376.

Relaxation tapes in Cantonese, Croatian, Greek, Italian, Spanish, Turkish, Vietnamese and English can be obtained from the Healthy Lifestyle Unit in Crows Nest by contacting Wendy Bertany on 02 9439 4288

Tapes are approx \$14 plus \$2.00 postage and handling.

## Results of Polyglot survey

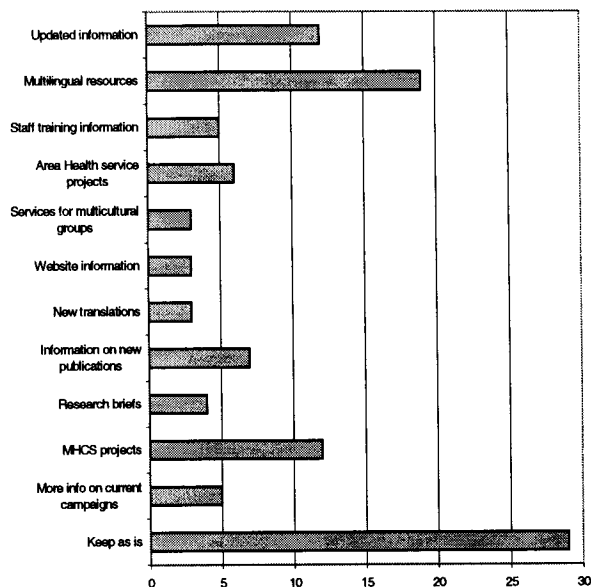
Thank you to everyone who responded to our survey. We received 163 returns, from a mail-out of 500 which was very pleasing. You provided us with some good ideas for future editions which we will be incorporating gradually as well as some very positive comments. 33 people want to change the way they receive Polyglot so we will be setting up an email distribution list. Some people are still having difficulties accessing our website and we will be contacting those people individually to try to help them work through their problems.

A few of the comments we received were:

- It has been very valuable to receive Polyglot. It has been a good way of finding out about multicultural health activities. Thank you.
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- Does this newsletter get circulated around TAFEs and Colleges and MRCs?
- I find Polyglot very useful. Its simplicity, snapshots of articles, ways of presenting topics are great.
- Rural access to the Ethnic Media Workshop would be appreciated.

- Wolf Sverak very prompt in responding to any technical website problem. Good customer service.
- Thank you for this excellent resource.

The following graph demonstrates what news or content respondents said they would like to see appearing in Polyglot.



## Web news

### Website hits

We are often being asked how many hits do we get on our website every month. We are never quite sure how accurate this data is, but we thought you might be interested to see how the number of hits is growing.

We have only provided a base figure from June 1999 and the actual figures from March, April, May of this year. You will see that each month there are two figures: the internet figure which shows the number of hits that come from our www address, and the intranet figure which shows the hits that come internally from people working in the health system. This is a very important figure for us because health workers are our major target group and you will see that the number has increased from 1,772 to 40,096 in one year.

Month	Internet	Intranet	Total
June, 1999	74,539	1,772	76,311
March, 2000	87,669	15,724	103,393
April, 2000	86,113	19,860	105,973
May, 2000	124,802	40,096	164,898

### Useful web sites

We won't overwhelm you - just a couple of useful sites in each edition.

**STARTTS** - Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (NSW) has a site that includes articles and multilingual information in Albanian, Arabic, Bosnian, Chinese, Croatian, Dari/Farsi, Kurdish, Serbian, Somali, Spanish, Tamil and Vietnamese. [www.startts.org](http://www.startts.org)

**Ethnomed at University of Washington** has a site with cultural profiles of the following communities: Amharic, Cambodian, Eritrean, Oromo, Somali, Tigrean and Vietnamese as well as a good range of multilingual information. <http://healthlinks.washington.edu/clinical/ethnomed>.

We hope you like them.

### Projects and Research Directory on the Net

Thanks to all those who submitted health promotion and/or research projects to our website. It's beginning to look quite useful. To check it out just click on Projects and Research Directory at the top of our home page and follow instructions. Do have a look and add your projects to the list.



## Point and click using PowerPoint!

**Demonstrating access to multilingual information...** an example of good practice in the distribution of multilingual resources from Franca Facci, Coordinator Multicultural Health Service, Illawarra Area Health Service

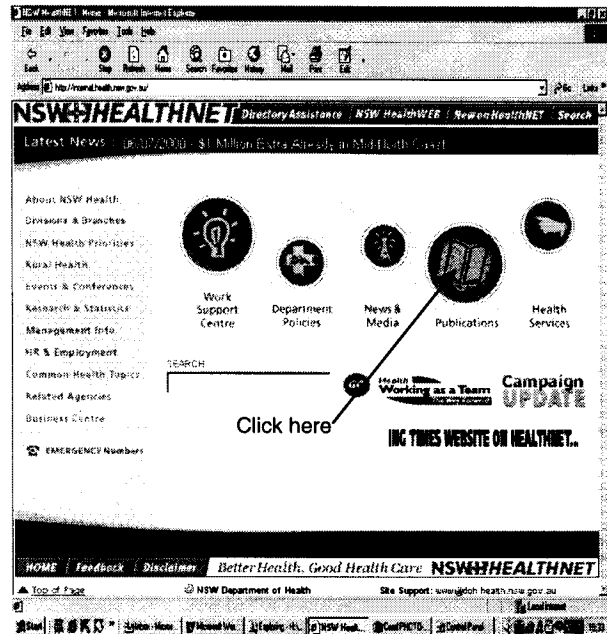
The idea came from the General Manager of Wollongong Hospital – to provide an online demonstration to the managers of the hospital on accessing multilingual information from the intranet. How do you make sure the network isn't experiencing problems on the day of the presentation?

The solution was to design a Power Point presentation that included all the screens that appear in the process of accessing the information from the Intranet. To make the presentation even more explicit, "click here" prompts were added. The PowerPoint presentation was in essence a simulation of the real thing but with guaranteed security that the system wouldn't fail you at the crucial moment.

The presentation to the managers was a success! It was an easy step by step visual presentation that made the process look so easy. Handouts of the slides were also

distributed, and a disk of the presentation also made available for those who wanted to present it to their own individual units.

Below is a sample screen from the presentation.



We would like to hear from our readers about the strategies being used for the promotion and distribution of multilingual resources. Please contact Clarita Norman, email: NormanC@sesahs.nsw.gov.au, or telephone 02 9382 7527 and let her know of your innovative ways of doing this.

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## World No Tobacco Day 2000: campaign for non English speakers

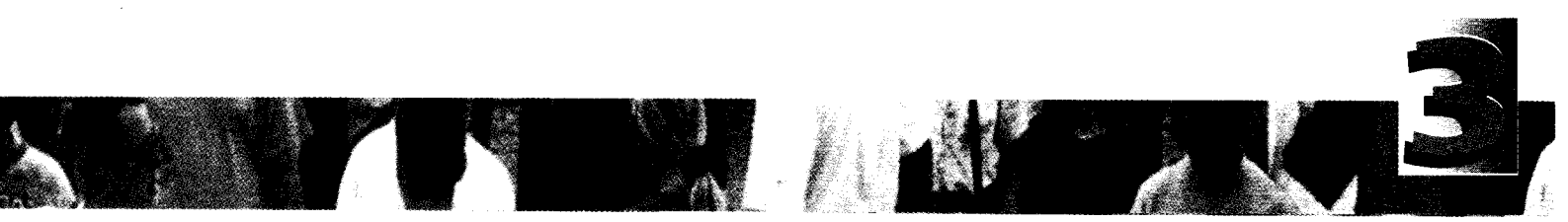
Multicultural Communication recently co-ordinated the NESB part of the World No Tobacco Day Campaign. This campaign targeted Arabic, Cantonese, Greek, Italian, Mandarin, Spanish and Turkish communities.

Radio advertisements were placed with relevant ethnic radio stations during the period 24<sup>th</sup> – 31<sup>st</sup> May 2000, and bilingual spokespersons were recruited and trained by Multicultural Communication to provide interviews on the campaign messages.

Major ethnic organisations were approached to facilitate dissemination of campaign materials by making their phone numbers available for orders and enquiries during the campaign week. Media releases were also sent to ethnic newspapers.

Over 200 calls were received and more than two and a half thousand copies of printed multilingual information on how to quit smoking were distributed during the campaign week.

For enquiries on the campaign you can contact Michael Camit on 02 9382 7528.



## Somali radio health segments go on air

From 20 July – 7 September 2000, 8 x five minute radio health information segments will be broadcast on Somali Radio, 2000 FM. (Thursdays 3-4pm on 98.5 FM).

Based on the NSW Refugee Health Service booklets, the segments will focus on various aspects of the health system.

For a copy of the booklet in Somali please contact Ramy Var, NSW Refugee Health Service on 02 9828 6597. Tapes of the Somali Radio Health Segments will be available in September, 2000. For more information please contact Michael Camit on 02 9382 7528.

## GPs and health information – study results

Bi-lingual GPs recently participated in a study organised by Liaison Officer Terry Chesher to explore ways to support GPs in the distribution of information in languages other than English. Five doctors, with patients from Khmer and Spanish communities, were briefed on the range of Health Column publications currently available from Multicultural Communication from which they chose publications they expected would be in high demand.

A month later these doctors were interviewed again and all felt that the range of publications was comprehensive and a valuable resource, written in clear language with information appropriate for intended readers. However they did not hand out as many as they expected to, due to the fact that time in consultations is primarily for diagnosis and treatment, and patients may expect this rather than preventive advice from their doctor. Doctors felt they needed a longer period of time to become familiar with the health column topics, and to also remember to hand them out during patient consultations. Each doctor has retained the collection of publications for future use, and will be kept up to date with each new monthly health column publication. It was suggested that campaigns focusing on individual topics, supplemented by distribution through health and community outlets, as well as using radio, would spread the word more effectively.

Available soon from Multicultural Communication are language-specific catalogues in Khmer and Spanish. Please email Terry at ChesherT@sesahs.nsw.gov.au, or telephone 02 9382 7529.

## What our Health Columns said ...

Date	Title	Subject
June 2000	Aged Care Services: helping older people live independently at home	Older people
July 2000	Diabetes in pregnancy – gestational diabetes	Diabetes
August 2000	Bedwetting in children	Diseases and conditions

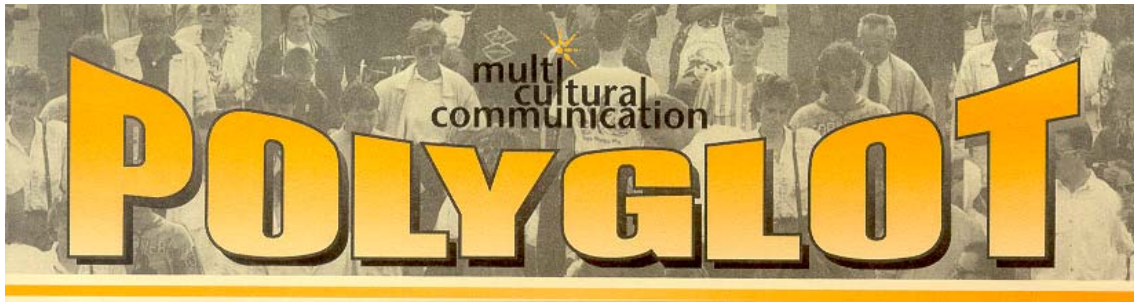
## Universal signs, symbols and communication tools

At the suggestion of the Multicultural Co-ordinators, we developed a submission to NSW Health to collect universal signs and symbols that could be used in health facilities, as well as health communication tools that are in usage. This project has been funded by NSW Health and we have committed to evaluating each item and mounting a display at the Diversity in Health Conference next year. If you know of any such items in use, please contact Alicia Lai on 93827526 or email LaiA@sesahs.nsw.gov.au.

**Deadline for  
next edition:  
30<sup>th</sup> September,  
2000**

Polyglot is published by the New South Wales Multicultural Health Communication Service. Articles for inclusion can be sent to Cecilia George, NSWMHCS, Sydney Hospital & Sydney Eye Hospital, P.O. Box 1614, Sydney, NSW 2000 fax no. 02 9382 7517 email: GeorgeC@sesahs.nsw.gov.au





Spring 99

Special Supplement to Vol 3 Issue No. 4

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## Domestic Violence A List of Multilingual Material

A list of multilingual resources was originally put together in early October this year however, we have since learned that some of the resources have not been reprinted because of budget restraints. To the best of our knowledge, the following information was correct as at 29th November 1999.

**Key to abbreviations:** Ara=Arabic, Asy=Asyrian, Bos=Bosnian, Chi=Chinese, Eng=English, Far=Farsi & Persian, Gre=Greek, Hin=Hindi, Ind=Indonesian, Ita=Italian, Jap=Japanese, Khm=Khmer, Kur=Kurdish, Lao=Laotian, Mac=Macedonian, Pol=Polish, Por=Portuguese, Rus=Russian, Scc=Serbian, Scr=Croatian, Spa=Spanish, Smo=Samoan, Som=Somali, Tgl=Tagalog, Tha=Thai, Tig=Tigrigna, Tur=Turkish, Vie=Vietnamese

***Immigrant Women Speak Out Association. Project against domestic violence.*** Gives a brief description of resources on domestic violence, printed on a credit card sized card in Amharic, Bos, Ind, Mac, Scc, Smo, Spa, Tgl, Tur and is available from Immigrant Women's Speak Out Assoc. Tel (02)9635 8022.

***Domestic Violence: you can live without it.*** Definitions, myths and facts about domestic violence, as well as information about the 24 hour domestic violence line. A4 three fold pamphlet in Ara, Chi, Lao, Rus, Scc, Smo, Spa, Tgl, Ton, Tur, Vie. Available from NSW Department of Community Services Domestic Violence Line Tel (02)9381 0401

***Domestic Violence: we can do something about it.*** Gives basic information on the following domestic violence issues: where it happens; where to get help; what an Apprehended Violence Order is and how to obtain one; referral services, including women's refuges; where to get help if sexual assault is involved; legal and financial help and counselling. Folded A4 pamphlet available from the Women's Information Service, Department for Women, tel 1800 817 227 in Ara, Chi, Gre, Ita, Khm, Lao, Mac, Por, Scc, Scr, Spa, Tgl, Tha, Tur, Vie.

***What can we do?*** A fact sheet also from the Women's Information Service, tel 1800 817 227. Folded A4 pamphlet available in Ara, Asy, Chi, Gre, Ita, Khm, Lao, Mac, Por, Scr, Spa, Tgl, Tha, Tur, Vie.

***The Domestic Violence Advocacy Service.*** Pamphlet explaining the role of this service. Available in. Ar, Chi, Gre, Ita, Kor, Mac, Pol, Scc, Scr, Spa, Tgl, Vie, from the Domestic Violence Advocacy Service Tel (02)9637 3741 and 1800 810 784.

**Taking Orders. Apprehended Violence Orders in NSW.** Video and booklet describing the process of taking out AVOs. Currently available only in English, but available in Arabic and Vietnamese early in the New Year. It is produced by the Domestic Violence Advocacy Service . Tel (02)9637 3741 and 1800 810 784.

**Domestic Violence and Apprehended Violence Orders.** Two separate fact sheets giving basic information on these issues, as well as a list of phone numbers providing recorded messages in ten community languages. Available from local police stations.

**Not everyone's nest is safe.** Basic information about emergency services for victims of sexual assault and domestic violence in Bos, Far, Hin, Pol, Tgl, on a bookmark which can be folded as a card. Available from the Immigrant Women's Health Service, tel: (02)9726 4044.

**The Women's Domestic Violence Court Assistance Scheme** is a pamphlet describing the services offered by this scheme in Ara, Chi, Gre, Ita, Spa, Tgl, Vie. A poster advertising the scheme is printed in Ara, Chi, Gre, Ita, Rus, Scc, Spa, Tgl, Tha, Tur, Vie. Both available from the Legal Aid Commission (02)9219 5792.

**Domestic Violence, We can all do something about it!** A leaflet produced by the Office of the Status of Women and is available on the internet at [www.dpmc.gov.au/news](http://www.dpmc.gov.au/news) in Ara, Bos, Chi, Eng, Far, Gre, Ita, Jap, Khm, Kur, Mac, Por, Rus, Scc, Scr, Spa, Tgl, Tha, Tig, Vie.

**Bookmarks, pamphlets and fridge magnets with basic information on domestic violence and where to get emergency help** available in Ara, Chi, Ton, Vie from Central Sydney Area Health Service, tel: (02)9515 3272, and from South Western Sydney Area Health Service, tel (02)9780 2796.

#### **Resources from the NSW Police Service.**

**Recorded telephone information.** Available in the following languages:

Arabic	1800 802 983 (Toll free) 9211 0169 (Sydney Area),
Croatian	1800 803 045 (Toll free) 9211 0187 (Sydney Area),
English	1800 802 979 (Toll free) 9211 0162 (Sydney Area),
Greek	1800 802 981 (Toll free) 9211 0165 (Sydney Area),
Italian	1800 802 982 (Toll free) 9211 0167 (Sydney Area),
Mandarin	1800 802 980 (Toll free) 9211 0163 (Sydney Area),
Serbian	1800 803 042 (Toll free) 9211 0179 (Sydney Area),
Spanish	1800 803 039 (Toll free) 9211 0171 (Sydney Area),
Turkish	1800 803 040 (Toll free)
Vietnamese	1800 803 041 (Toll free) 9211 0174 (Sydney Area),

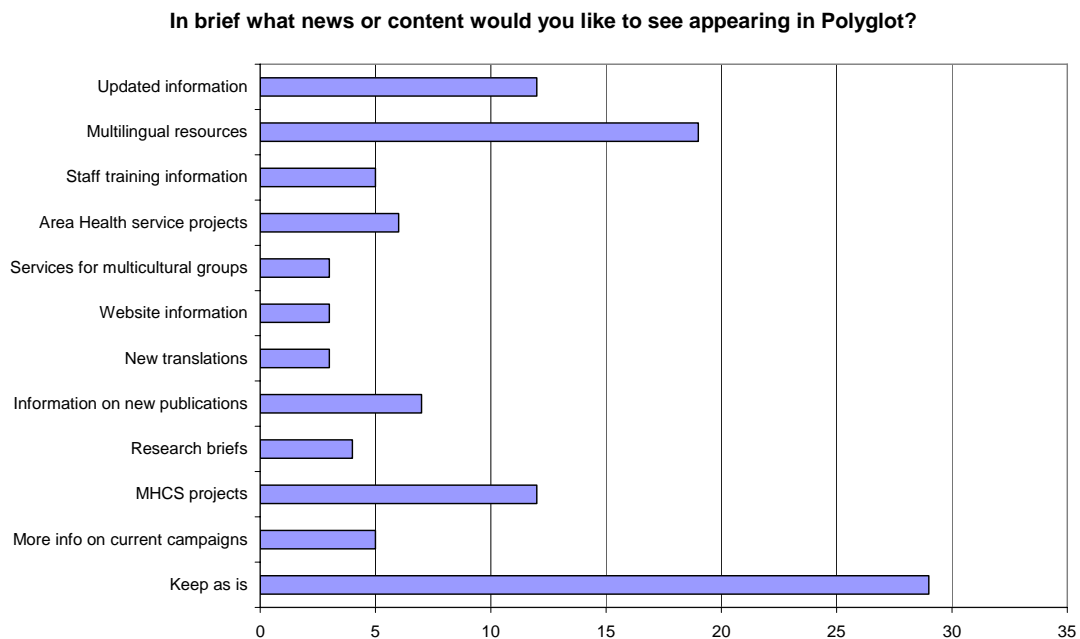
Information on domestic violence is also available on the NSW Police Service Website at [www.police.nsw.gov.au](http://www.police.nsw.gov.au) (click on **Prevention** and then on **Domestic Violence**).

Information on key services mainly for the municipalities of Rockdale, Kogarah and Hurstville printed on business size cards "*Violence hurts the whole family*". Are available from Rockdale Community Health Centre 9597 2644 in Ara, Bos, Chi, Eng, Mac and Spa.

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