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New child protection resources in Arabic and Bosnian



التحديات التي تواجه الأهل في تربية أطفالهم في بلد آخر
مناقشة الموضوعات المتعلقة بتربية الأطفال

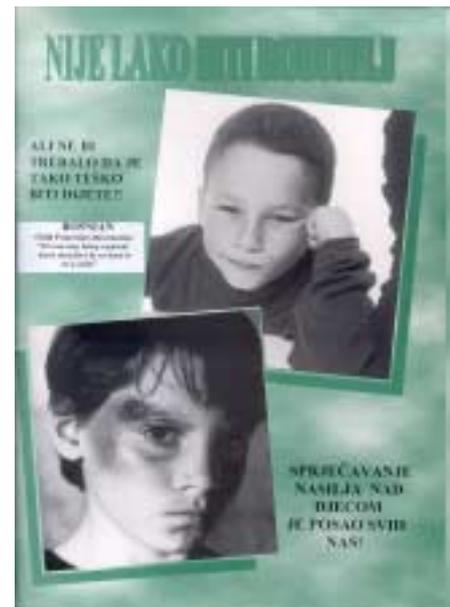
A child protection video in Arabic, produced by multicultural communication is available now, along with a child protection kit developed by the Bosnian Information and Welfare Centre.

Launched at the Community Relations Commission, Community Centre (formerly Ethnic Affairs Commission) in Ashfield in November, the video called *The Challenges of Parenting in Another Land: Discussing the issues*, was produced with the help of the Arabic community following their request for a resource on parenting issues in Arabic. Divided into two parts, the first is a dramatised family scenario, while the second is a forum of key individuals from the Arabic community discussing parenting issues.

The video is available, free, from Multicultural Communication.

A 28 page Bosnian Child Protection Kit, commissioned by Multicultural Communication, contains the following resources:

- Eight pamphlets from the National Association for the Prevention of Child Abuse and Neglect (NAPCAN) translated into Bosnian.
- Translations of two articles from *The Parenting Magazine*, produced by the Department of Community Services – *Discipline and your teenager* and *Self esteem and your teenager*.
- Translation of the fact sheet *Child Protection is Everybody's Business* from the NSW Commission for Children and Young People.
- A summary of consultations with young Bosnian children and their parents, discussing family issues which arise from experiences of trauma and migration.



For information about the kit, contact the Bosnian Information and Welfare Centre on (02) 9749 9177.

Multicultural Communication's new location: Sydney Hospital, Macquarie St., Sydney: Phone (02) 9382 7516 Fax (02) 9382 7517

NSW Multicultural Health Communication Service

Royal South Sydney Community Health Complex, Ground Floor, Joynton Avenue, Zetland NSW 2017

Phone: (02) 9382 8111 Fax: (02) 9382 8120 email: mhcs@sesahs.nsw.gov.au, website: <http://mhcs.health.nsw.gov.au>

New ways to access our website

Five Area Health Services have now established easy ways to access Multicultural Communication's website:

- **Illawarra Area Health Service** has publicised details of our site on their notice board, inviting health workers to visit it, and have also established a link from the notice board to our site.
- **Central Sydney Area Health Service** now has a direct link to our site from its home page and is also developing an email list of those staff members who are most likely to need multilingual resources. The aim is to keep them up to date with our new material as it becomes available.
- **Mid Western Area Health** is the first Area to authorise an email list of all their health workers to keep them informed of existing and new resources.
- **South Eastern Area Health Service** has had a link to our site from its Multicultural Health home page for over a year.
- **Central Coast Area Health Service** has an icon on its home page which links directly to our site.

Where to find more quality health information on the web

HealthInsite is a website developed by the Department of Health and Aged Care to provide access to good online information about a wide range of health issues.

Material on the site comes from a number of government and non-government organisations around Australia and has been reviewed by an expert committee to ensure both its quality and its accuracy. It includes information in English and other languages produced by our service and many others.

Visit HealthInsite at www.healthinsite.gov.au. To access multilingual information, select the topic and then search for the language you need.

For more information, contact Kate Thomas (02) 6289 5788 at HealthInsite.

Do you know of any other websites with useful multicultural/multilingual health information? If you do, let us know and we'll publicise them in future issues of Polyglot.

Web hits – our ups and downs

Month	Internet	Intranet	Total
July	93,088	15,547	108,635
August	152,166	49,693	201,859
September	128,017	15,774	143,791

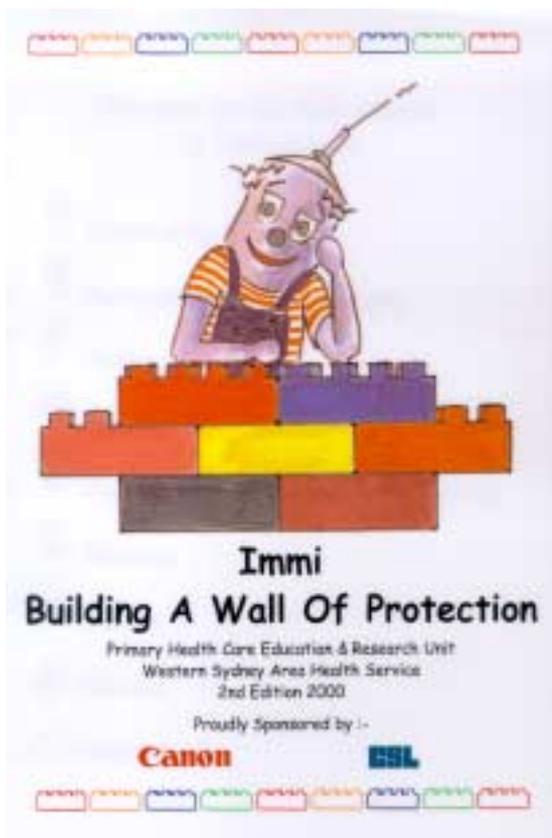
We can't explain why, but from month to month there are considerable variations in the numbers of hits on our website. See what we mean!

Bilingual fitness leaders up and running

Six bilingual exercise leaders have now been accredited to run gentle exercise programs for non-English speakers, and give talks on physical activity. The leaders, who between them speak five languages - Spanish, Persian, Cantonese, Mandarin and Filipino – are all graduates of Loftus TAFE and were assisted through a joint project by Multicultural Communication, Aim for Fitness and TAFE. For more information, call Michael Camit on (02) 9382 7528.



Innovative new resource on immunisation



IMMI is the name of an educational resource kit on immunisation. Now in its second edition, the kit is the result of three years of research and includes two brightly illustrated A4 and A3 flip charts, an educator's manual and a video, *Protect Your Baby for Life*. All resources in the kit have been focus tested with groups of English and non-English speaking parents from the Auburn municipality, as well as health professionals. It contains clearly presented information on the nine vaccine preventable diseases, and details of the latest immunisation schedule for children.

Westmead Hospital's Primary Health Care Education and Research Unit (PERU), which publishes the IMMI kit, has also developed an innovative community education strategy where volunteers and community groups are trained as immunisation leaders to spread the word about immunisation. Evaluation of the project indicates this is a successful way to get the immunisation message across.

For more information about the kit, please contact Kristina Luburic or Dr Smita Shah on (02) 9845 6677.

Multicultural Communication has a copy of the new edition and will loan it on request.

Keeping multilingual resources up to date – can you help?

In line with our protocol to ensure that all our resources are up to date, we have begun reviewing all multilingual material on the Multicultural Communication website. NSW Health is helping with this project by arranging for appropriate experts to review publications from the former Health Translation Service. Meanwhile, Multicultural Communication has the task of reviewing the remaining material to make sure the information is current. We have around 300 articles, some translated in up to 35 languages, each language needs to be individually looked at. This will amount to more than 4,000 items under review – if you would like to comment on, or contribute to, this review, please contact Clarita Norman at NormanC@sesahs.nsw.gov.au or telephone (02) 9382 7527.

Our research service targets Chinese and Somali speakers

Recent projects by Multicultural Communication's research service have included surveys with the Somali and Chinese communities:

- A telephone survey of 645 Chinese speakers, undertaken for Central Sydney Area Health Service's Health Promotion Unit. This was to evaluate a resource produced by Central Sydney to help Chinese speaking migrants improve their knowledge of health issues and health services.
- A survey of 200 Somali speakers to assess the reach of the Somali Health Information Programs which were broadcast on 2000 FM radio earlier this year. These programs were developed by the NSW Refugee Service, together with Multicultural Communication. The survey used the chain referral technique known as "snowballing" to identify Somali speakers who were interviewed by phone before and after the programs were broadcast.

How the US is using our multilingual resources

Requests to use our material from both overseas and interstate organisations are increasing. Here's a snapshot of who's using what:

From Houston, Texas: "We are a medical library in the middle of the largest medical complex in the world and are developing consumer health kiosks to be placed in Asian communities around our city. We are concentrating on the languages of Vietnamese and Chinese. Can we have your permission to reproduce some of your handouts for our citizens?"

From Washington: "I have had a look at your website and it is fabulous. We are at the University of Washington Medical Centre and would like to use your material in Arabic, Lao, Thai, Serbian and Vietnamese for health education purposes."

From St Louis, Missouri: "The Development for Saint Louis Effort for AIDS would like to use your articles on AIDS for education purposes."

From California: "I am an Arabic Instructor at the Defence Language Institute, Monterey, California. I am teaching the Arabic language to service members and I would like to give students articles from your web page. Materials of this type help to bring the language and culture alive for students and motivate them to learn the real Arabic language."

And closer to home...

From South Australia: "The Hoi Sinh Committee would like to use some of your information relating to drug use, harm minimisation and treatment services, for young Vietnamese people in South Australia."

From Victoria: "North-East Valley Division of GPs would like to produce your multilingual information on a CD for our members."

What our Health Columns said...

Date	Title	Subject
September 2000	Overcoming sleep problems	Diseases & Conditions
October 2000	What women should know about hysterectomy	Women's Health
November 2000	Ecstasy – understanding the risks	Alcohol Tobacco & Other Drugs

Help us to help you

As part of a marketing activity to promote our Service, could you please pass *Polyglot*, together with the enclosed questionnaire, to a colleague who might like to be added to our mailing list. The completed forms should be faxed back to **(02) 9382 7617**.

**Deadline for next edition:
20th December, 2000**

Polyglot is published by the New South Wales Multicultural Health Communication Service. Articles for inclusion can be sent to Cecilia George, NSW MHCS, Sydney Hospital & Sydney Eye Hospital, P.O. Box 1614, Sydney, NSW 2001 fax no. 02 9382 7517 email: GeorgeC@sesahs.nsw.gov.au



Questionnaire

I would like to receive the following :

(please tick)

Polyglot Newsletter (Multicultural Communication Newsletter)

Via email post

More information about services offered by Multicultural Communication

Multilingual Health Information Catalogue

AS NEW INFORMATION IS PRODUCED..

Multilingual Information on a specific HEALTH topic **eg. Pap smears, brain injury**

Please specify _____

Any Health Information in a specific language **eg. Chinese, Arabic**

Please specify _____

Would you prefer to receive information via email? YES / NO

Does your organisation have a website?

What is the address? _____

Have you ever used our Website to access multilingual health information? YES/NO

Have you ever used our Service before ? YES/NO

If YES, which product/ service? _____

Name _____

Department/ Branch /Organisation _____

Postal Address _____

Email address _____

Telephone _____ **Fax** _____

Please post/fax/email this form to :

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