



Diversity in Health Conference

The Diversity in Health Conference, held at Darling Harbour in May this year, offered a feast of presentations from around 250 speakers and organisations, including Multicultural Communication.



Our service was represented by:
Clarita Norman speaking on *Multilingual information and new technologies*

Ilona Lee on *Distributing multilingual information across the health system*

Michael Camit on *Towards good practice in the use of the ethnic media*, and

Michelle Young on *Improving reach to emerging communities: Evaluation of a Somali Radio Project*.

On display at our stall were examples from our *Signs, Symbols and Communication Tools* project compiled by project officer Neil Poetschka. This was a collection of resources used to communicate with non-English speakers in both the Australian and international health sector and, like all our presentations, received very positive feedback.

At the *Signs and Symbols* stall we asked visitors to fill in an evaluation form telling us which signs they found most useful. We offered a \$100.00 prize for the best entry and it was won by Samia Labib of DAMEC. Thanks to everyone who participated in the evaluation.



ANY DAY ANY TIME ANYWHERE IN AUSTRALIA TIS DOCTORS PRIORITY LINE - 1300 131 450

Did you know that the Translating and Interpreting Service provides a fee-free telephone interpreting service to help doctors communicate with their non-English speaking patients?

If the consultation is claimable under Medicare, a doctor in private practice can call the telephone interpreting service on the Doctors priority line 1300 131 450.



Review of publications on our website

This first comprehensive review of all publications on our website is moving along, but proving to be a huge task.

So far we have discovered some doubling up of information, as well as some examples where information needs to be updated – for instance, the recommended SPF factor to help prevent skin cancer, has been increased from SPF15+ to SPF 30+. Some contact details on the publications are also no longer current, but we're unable to change them at this stage because of the high cost. When we corrected a total of 11 words in one publication in 14 languages recently, the cost was \$50 per language – a total cost of \$700 for a single publication.

One of the major issues of this project is finding appropriate and available experts in particular fields to thoroughly review the content of the publications. It is not possible for us to edit every publication – it is only possible to decide whether the material is accurate and current enough to remain on the website. If you can provide names of experts who would be willing to help us review the publications on our site or any other suggestions – please contact Clarita Norman on email normanc@sesahs.nsw.gov.au

The initial review of about 450 publications will be finalised in about two months. We are also developing new systems for the database to make it easier to do regular reviews in the future.

Use of our website greater than ever

There's been a huge increase in the use of our website this year, with total hits increasing from 126,892 to 449,233 between January and May. The increase has been in both the use of the internet and the healthnet.

Better still, more material is now being downloaded in other languages – this is a welcome change because, at one stage, more material was being downloaded in English than any other language. The highest numbers of hits in May for multilingual publications were:

- Diabetes fact sheets (Chinese, Arabic)
- What women should know about hysterectomy (Italian, Spanish)
- Headlice (Italian)
- Heart health and cardiac rehabilitation (Italian)
- Blepharitis -Cataracts -Diabetes and your eyes (Italian)
- What parents should know about bullying (Chinese, Greek)

Useful website: Centre for Culture, Ethnicity and Health

You'll find this useful website at <http://www.ceh.org.au> – it has good resources, including:

- Links to sites with multilingual material
- Register of Victorian Health Promotion Projects
- Access to the Centre's library catalogue

Have you tried the fax-back service yet?

The response to our new fax-back service has been great. If you don't have access to the net, it's a fast way to access multilingual information. Just phone 1300 859 659 and ask for a catalogue which will be faxed to you. You can then order the publications you need by phone and receive them immediately by fax.

More multilingual information to help smokers quit

Two new fact sheets have been produced as part of the recent *World No Tobacco Day 2001* campaign. They are:

- *Products to help you stop smoking*
- *Reasons to quit smoking.*

Both are available in Arabic, Assyrian, Chinese, English, Farsi, Greek, Indonesian, Italian, Japanese, Korean, Portuguese, Samoan, Spanish, Tongan, Turkish and Vietnamese.

You can download these and other multilingual publications from our website at www.mhcs.health.nsw.gov.au

Both fact sheets are also available through our fax back service on 1300 859 659.

Interpreting conference – the news from Montreal

Our liaison officer Terry Chesher, in her capacity as chair of the International Committee for Community-Based Interpreting, attended the Third International Conference on Interpreting, *Critical Link 3*, held in Montreal in May this year. Delegates to the conference included interpreting professionals, educators, researchers and service providers who are involved in interpreting in health, legal and social settings.

Training, selection and accreditation of interpreters in health care and legal settings were broad topics of interest, while cultural issues, minority language, human rights and political issues underpinned all discussions. Also highlighted was the importance of interpreters obtaining the professional recognition they deserve. Terry presented *Community based interpreting: the interpreters' perspective** a report on the committee's survey of interpreters worldwide.

Health interpreting was a popular topic and had two round tables. At the first – an overview on

health care interpreting research to date – participants asked for more information on Multicultural Communication's model on translation of questionnaires and proposed guidelines. The second round table focussed on the ethical challenges of interpreting sensitive material, and introduced a new training video on interpreting in sensitive areas.

Papers presented included *Assessing costs of health interpreter programmes* (Canada); *Provider impact on the quality of medical interpretation* (USA); *Techniques for convincing health care administrators to provide interpreters* (USA); *Interpreting in health care settings – the cultural divide* (NZ); *The role of the HCI – reconciling codes of ethics* (Australia); *interpreting for the perpetrator – partner assault* (Canada).

Other papers covered issues such as sign language interpreting, training partnerships with community organisations, linguistics, mental health, standards and certification, working conditions and user expectations. Research papers included an analysis of interpreter-doctor-patient communications from the perspective of Linguistics, Interpreting Studies and Health Sciences, and a study on patient consultations with and without interpreters.

A number of questions were raised for the future, including the need for further education of service providers, users and other professionals.

The fourth Critical Link Conference will be in Stockholm from May 20-23, 2004 at Stockholm University, and the theme will be *Professionalisation of Interpreters in the Community*. Information will be available at <www.tolk.sy.se/CL2004> via the Critical Link website, <www.criticallink.org>. Call for papers will be in 2002, with a deadline for abstracts in March 2003.

* For copies of this paper, and further information about the conference, contact Terry Chesher at chesher@sesahs.nsw.gov.au

New multilingual resources

- *Support and Understanding* is the name of a new brochure from the Multicultural HIV/AIDS service in Arabic, Chinese, Croatian, English, Khmer, Portuguese, Spanish, Thai and Vietnamese. This has been developed for service providers working with clients of culturally and linguistically diverse backgrounds who are living with, or are affected by, HIV/AIDS. It's available from the Multicultural HIV/AIDS Service, Level 5, Queen Mary Building, Grose Street, Camperdown, NSW 2050. Tel (02) 9515 3998.
- *Diet and Dialysis*, a video in Arabic produced by Multicultural Health in Liverpool, is a guide to help patients understand the issues relating to impending kidney failure. To buy a copy, or for more information contact Lydia Farag by phone (02)9828 6222 or mobile 0411 786 245.
- *Sexual Assault and Sexual Assault Counselling* The Education Centre Against Violence have a number of booklets targeting specific culturally and linguistically diverse communities. Check their website www.ecav.health.nsw.gov.au for more information

What our health fact sheets said

June 2001	<p>Title: Using medicines, herbal medicines and vitamin preparations wisely</p> <p>Topic area: General Health</p> <p>Summary: Guide to using prescription drugs and complementary medicines safely - what you should know and what you should discuss with your doctor.</p>	<p>Languages: Arabic Chinese Croatian Greek Hungarian Italian Korean Macedonian Maltese Polish Russian Serbian Spanish Ukrainian Vietnamese</p>
July 2001	<p>Title: Questions women ask about abortion</p> <p>Topic area: Women's Health</p> <p>Summary: Medical information for women about options for terminating pregnancy</p>	<p>Languages: Arabic Assyrian Chinese Farsi Indonesian Japanese Khmer Korean Punjabi Samoan Serbian Spanish Thai Tongan Turkish Vietnamese</p>
August 2001	<p>Title: Gentle exercise – nothing to lose and much to gain.</p> <p>Topic area: Exercise</p> <p>Summary: Gentle exercise helps make your bones stronger and less likely to break</p>	<p>Languages: Arabic Chinese Croatian Greek Italian Korean Macedonian Maltese Polish Portuguese Russian Serbian Spanish Turkish Vietnamese</p>

<p>Deadline for next edition: 20th September, 2001</p>	<p>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.</p>
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