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Smoke-Free Environment Act 2000 - A breath of fresh air for restaurant owners.

Chinese, Vietnamese, Korean and Arabic restaurant owners can now learn about recent changes to the Smoke-Free Environment Act 2000, in their own languages, from kits available from the Better Health Centre.



Launch of information kits concerning the Smoke Free Environment Act, in Hurstville

The Chinese and Vietnamese kits were launched at two Sydney restaurants in September, starting with a function at Sunny's Seafood Restaurant in Hurstville. This event was coordinated by South East Health which is working with Hurstville City Council to reduce the local community's exposure to environmental tobacco smoke. Guest speakers included the deputy mayor of Hurstville, Dr Peter Wong, MLC, Hurstville City councillor, Shirley Chan, and local GP Dr Ven Tan. The

speakers congratulated local Chinese restaurant owners for considering their customers' health and providing them with smoke free dining.

The launch for Vietnamese restaurant owners at the Pho Viet Restaurant in Cabramatta was organised by the NSW Multicultural Health Communication Service in conjunction with SWSAHS. Speakers, including Fairfield councillors Thang Ngo and Sarah Trapla, and Dr Huy Quoc An, President of the Australian Vietnamese Health Professionals' Association NSW, told the audience how the changes to the law will benefit the restaurant industry.

Restaurant owners report that customers are now staying longer as a result of the cleaner environment - great news for both restaurants and customers alike. With heavy fines for not complying with the Act, there are good reasons for restaurants to discourage customers from lighting up.

For more information on the Smoke Free Environment Act, contact the Public Health Unit, South East Health on (02) 9382 8333.

For a free information kit on the Smoke-Free Environment Act, restaurant owners can contact the Better Health Centre on (02) 9816 0492. Copies of fact sheets about the legislation are available in Arabic, Chinese, English, Korean and Vietnamese at www.mhcs.health.nsw.gov.au.

Commendation for our publication on speech pathology

The Multicultural Communication website was named 'Site of the Month' in July by Dr Caroline Bowen whose website for speech language pathologists is <http://www.slpsite.com>. Our publication *Does someone you know need a speech pathologist?* was commended for quality, usability, authority and design.

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New Policy on Multilingual Information

Important guidelines from NSW Health regarding a policy change relating to the production of multilingual resources are enclosed for NSW health workers and NGOs funded by NSW Health. The policy covers the obligations of NSW health workers to locate and use existing resources, produce new ones and share them across Area Health Services.

Its purpose is to make it easy to share multilingual resources, and to save time and money by avoiding duplication. Please help us publicise this important new policy among your colleagues.

A new resource for carers

Tapes explaining the role of Carer Respite Centres are now available in eleven languages. The Respite Centres, which operate nationally, offer emergency or short term respite for carers, and are part of a Commonwealth initiative to support carers.

The tapes are available from Community Options (Hunter Area Health Service) on (02) 4924 6099 in Cantonese, Croatian, Greek, Hungarian, Italian, Macedonian, Polish, Russian, Serbian, Ukrainian and Vietnamese.

Best practice in gentle exercise for older people

To learn more about best practice in gentle exercise for older non-English speakers, Multicultural Communication has produced a new literature review, *An overview of falls prevention and gentle exercise for older people from culturally and linguistically diverse backgrounds*.

This paper aims to develop a clearer understanding of lessons learned from past and current activities promoting gentle exercise among older CALD people. It's also a starting point for further investigation and development of best practice principles in this area. To obtain copies, email <georgec@sesahs.nsw.gov.au>.

How changes to dental health services will affect refugee clients

Changes to public dental health services in NSW will affect anyone using these services, including refugees. An information sheet on the new Priority Oral Health Program has been developed for community workers working with refugees. Copies are available from the NSW Refugee Health Service on (02) 9828 6600.

Who's at risk from skin cancer?

Everyone. Although people with fair skin and blue eyes have a higher risk, people with darker skins can still develop skin cancer. This, and other important information about sun protection, appears in the Multicultural Communication fact sheet for October 2001.

Outdoor workers are at risk - as are indoor workers who spend weekends or holidays in the sun. People with many moles or freckles are more at risk, so are people who were sunburnt or spent a lot of time in the sun as children.

The information has been translated into languages for groups identified as high priority – Arabic, Assyrian, Bosnian, Chinese, Indonesian, Japanese, Khmer, Korean, Lao and Vietnamese. Selection is based on factors such as how recently they arrived, population size, high need, low English proficiency and whether there's translated information available.

Look for the fact sheet on our website. It will also be available to those without access to the HealthNet or HealthWeb via Fax-back 1300 859 659. You can also obtain hard copies as usual from your local Area Health distributor.

Review of publications moving along

We have almost finished the review of our publications database which aims to delete superfluous publications and ensure our web material stays up to date and appropriate.

Completing this project has relied on feedback from experts consulted to evaluate the publications - and shown us just how demanding and complex it is to ensure the accuracy of multilingual health resources.

We're very pleased with the results and have established a system to enable us to constantly update all resources on our website.

Good reviews for our child protection video

Our child protection video, *The challenges of parenting in another land - discussing the issues*, has recently been evaluated.

60 questionnaires were sent to members of the Arabic community and 28% responded. 65% of the respondents had used the video; of these, 64% had viewed the video less than five times, 27% had viewed it six to ten times, while one respondent viewed it more than ten times. The video was generally watched with groups and families.

The video was well received, with comments like "very positive", and "people liked it very much".

82% of viewers believed the audience learned from the video, specifically about :

- Child abuse
- Effects of migration
- How to identify stress
- How to improve the understanding of challenges faced by parents
- How and when to give time to their children
- Strategies to manage family problems
- How to relate to children on their return from school
- Increasing parenting skills.

Feedback from respondents included comments that it would have been better to base the video

on several family scenarios, rather than one, while one viewer said the video was too lengthy. But most comments were very positive, saying that the video would be in use for a long time, that the audience identified with the family and that it's a good resource for workers.

Which language groups have the highest need for multilingual information?

Multicultural Communication has been assessing which groups have the highest need for multilingual information on specific subject areas, e.g. early childhood, maternity, older people's health, general health, women's health.

To help us do this we commissioned a report, *Demographic Analysis of the Need for Multicultural Information*, based on data from the 1996 Census, the NSW Health Survey, the NSW Midwives' Data Collection and the Department of Immigration and Multicultural Affairs Settlement database.

Multicultural Communication will use this information to evaluate the languages for our monthly fact sheet as well as:

- to base advice to NSW Health or other health services about which communities should be targeted for community education or campaigns
- as the basis for recommendations to the Department about the need for multilingual information on specific topics requested by area health service staff.

For copies of the report, contact Cecilia George at Multicultural Communication on (02) 9382 7516, or by email <georgec@sesahs.nsw.gov.au>.

See this USA website for more translated health material

Go to:

<<http://medstat.med.utah.edu/library/refdesk/24lang.html>> to view *The 24 Languages Project* which has over 200 brochures in 24 languages. The material is categorised by language, and the site, which is connected to the Utah Department of Health, is clear and easy to use.

Centrelink service

Centrelink has an information service to assist people of culturally and linguistically diverse backgrounds.

You can phone 131 202 from 8am to 5pm daily for information in Arabic, Bosnian, Cantonese, Croatian, Filipino, Greek, Italian, Khmer, Korean, Macedonian, Maltese, Mandarin, Persian, Polish, Portuguese, Russian, Serbian, Spanish, Turkish and Vietnamese. All other languages are available on a callback basis.

In line with Centrelink Policy, all callbacks are completed within three hours of the initial call.

Partnerships for better communication

Our new strategy for working with the health system to help us provide information for CALD communities is to develop partnerships with health workers in two fields - Emergency Departments and Women's Health Units. For each of these two areas we now have a reference group to advise us on their particular communication issues and needs.

- The Emergency Department group expressed the need for multilingual information on how Emergency Departments operate and on why people often have to wait for long periods in Emergency Departments. In response to this need, Multicultural Communication developed a fact sheet on this topic. The fact sheet will be translated into eighteen languages, forwarded to our fact sheet distributors and all languages placed on our website. The next initiative is to conduct a mini education campaign on the use of Emergency Departments which is planned for early next year.
- The Women's Health group decided we should first look at information on antenatal and early parenting issues. The group's first task is to map existing resources, assess their quality and decide what other strategies or resources are needed.

If you'd like to join one of the reference groups, please email us on <mhcs@sesahs.nsw.gov.au>.

What our health fact sheets said...

Sept 2001	Title: Sad feelings after childbirth – a 'hidden' problem Topic area: Pregnancy and Post Natal Summary: Symptoms and help for women suffering from Post Natal Depression	Languages: Arabic, Assyrian, Chinese, Farsi, Indonesian, Japanese, Khmer, Korean, Punjabi, Samoan, Serbian, Spanish, Thai, Tongan, Turkish, and Vietnamese
Oct 2001	Title: Save your skin from Australia's commonest cancer Topic area: Cancer Summary: Why sunlight can cause serious problems, including a potentially fatal skin cancer, & how to protect the skin & eyes from harm.	Languages: Arabic, Assyrian, Bosnian, Chinese, Indonesian, Japanese, Khmer, Korean, Lao and Vietnamese

Deadline for next edition: 20th December, 2001	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 >.
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