



Autumn March 2002

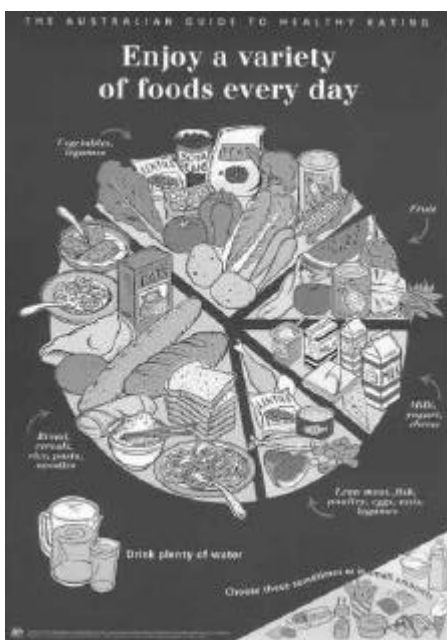
Vol 6 Issue 2

## Our strategic plan – your opinion counts

Our last Strategic Plan, developed in 1999, covered the period July 1999 to June 2002. We have now begun work on a new three year plan to take us to June, 2005.

Besides consulting stakeholders, we'd also value the opinions of those of you who use our services. If you have comments on the way we work or what we offer, please email us on [mhcs@sesahs.nsw.gov.au](mailto:mhcs@sesahs.nsw.gov.au) and someone will call you to hear your comments.

## Translating the *Australian Guide to Healthy Eating*



At the request of a number of health workers, we are planning to produce the poster, *An Australian Guide to Healthy Eating*, in a range of languages. The general consensus of the Nutrition Network is that this will be extremely helpful, especially as it will include lists of culturally suitable foods for each language group.

This will be a joint project with Diabetes Australia who has already begun compiling lists of culturally relevant foods.

When the artwork is ready, we'd like to consult as many bilingual health workers as possible to make sure it contains what you need. If you'd like to be part of the consultation process, please phone Ilona Lee (02)9382 7518 or email [leei@sesahs.nsw.gov.au](mailto:leei@sesahs.nsw.gov.au)

## Coming soon - ethnicity data from the 2001 Census

We're looking forward to the release of this data in June. We expect to have access to the data soon afterwards – in the past we've had to wait at least two years for new information, so this will be a "first".

It will be a boon to all of us and make planning, based on hard data, much easier.

## Website links to access more multilingual resources

In response to lots of questions about other organisations with multilingual websites, we are currently preparing a useful links page. This page should be available shortly on our website and we hope it will help you find the best resources for your needs. Sites to be listed are from the Commonwealth Government, NGOs and other State government departments. Please check them out, and if you know of any other sites we can add, please contact Clarita Norman at Multicultural Communication. Email: [normanc@sesahs.nsw.gov.au](mailto:normanc@sesahs.nsw.gov.au) Facsimile: (02) 9382 7517; Telephone: (02) 9382 7516.

## Regular health segments on Australian Chinese radio, 2AC

Each Monday, starting on May 20, 2002 at 10.50am, listeners of 2AC (Cantonese Channel) will be able to learn more about health through a new program.

The ten minute health segments are based on existing fact sheets/health columns from the Multicultural Communication Website.

The idea of converting this print information to a radio format was conceived by Viola Yeung of the Health Promotion Unit of Blacktown/Mt Druitt Community Health Centre at WSAHS, and is supported by Multicultural Communication.

The series will use a variety of formats including drama and testimonials to introduce different health issues. Scheduled topics include

- What is health?
- Community Health Services
- Chinese Quitline
- Tobacco - reasons and ways to quit
- Health care interpreters
- Water and health
- Why does weight matter?
- Getting older - how to take charge of your future

The program is being trialled for 13 weeks, and listeners will have the chance to phone in with feedback on the program and nominate other health topics.

The program also needs Cantonese speakers who are working in a specific area of health and are willing to be interviewed on issues raised in the fact sheets. For more information, or to let us know if you'd like to take part or offer suggestions for future topics, call Michael Camit at Multicultural Communication on (02)9382 7528, [camitm@sesahs.nsw.gov.au](mailto:camitm@sesahs.nsw.gov.au) or Viola Yeung on (02) 9881 8745. (See also our article, *Bilingual health professionals needed for ethnic radio interviews*)

## Evaluating multicultural skills training in SWSAHS

Since 1997 SWSAHS has used a cultural diversity training program, *Multicultural Skills for Health Staff*. A two day professional development program developed with the University of Sydney's Cultural Diversity Training Unit, it aims to "facilitate appropriate and culturally sensitive service provision by staff in SWSAHS to clients from non-English speaking background (NESB) communities". (*Trainer's Manual*, 1997)

NSW Multicultural Health Communication Service is now evaluating this program to

- assess the outcomes for workplace practice
- identify needs for further development of the program
- improve implementation of the program within SWSAHS

## NSW Health's Chief Health Officer Alerts on the Web

A new feature of the NSW HealthWeb homepage is an icon for the Chief Health Officer's "health alerts". The latest alert on Peanut Allergy is available in Arabic, Chinese, Croatian, Farsi/Persian, Indonesian, Japanese, Khmer/Cambodian, Korean, Macedonian, Portuguese, Serbian, Spanish, Turkish, Vietnamese. Where appropriate, these health alerts will be made available in a number of languages other than English.

## One year of Fax Back

Our Fax back Service (phone 1300 859 659) has been operating for one year and, whilst its use is lower than we anticipated, the range of materials being requested is quite diverse. The top ten requests have been for:

1. *Don't let diabetes steal your sight*
2. *Domestic violence hurts the whole family*
3. *Caring for babies' teeth*
4. *Asthma and children*
5. *Are you making the most of health services in your area?*
6. *Before you hit a child – stop and think*
7. *12 alternatives to hitting your child*
8. *Drinking alcohol – how much is healthy?*
9. *Headlice – the facts*
10. *How to keep your blood pressure healthy*

The most commonly requested languages have been English, Chinese and Arabic followed by Portuguese, Spanish and Korean.

## More multilingual websites

The University of Texas Health Science Center in the US has created a site with health information in Spanish and English for the Latino/Hispanic community.

Topics include:

Ageing, alternative medicine, consumer health, medical reference, nursing nutrition, child health, HIV/AIDS, cancer, cardiovascular health, dictionaries and communication aids, government resources, journal resources, mental health, intellectual disability, nursing, substance abuse, and women's health.

<http://www.library.uthscsa.edu/clhin/resources/index.cfm?Topic=Hispanic%20Health>

Another useful site is [www.semda.org/info](http://www.semda.org/info) where you'll find food pyramids adapted for Arabic, Chinese, Indian, Italian, Japanese, Polish, Portuguese, Russian, Thai, and Yugoslav diets, plus a number of others. Although the words are in English, the foods referred to are ethno-specific and each pyramid is followed by a suitable recipe that conforms to the dietary guidelines.

## Bilingual Health Professionals needed for Ethnic Radio Interviews



Multicultural Communication occasionally gets requests from ethnic broadcasters who need bilingual health workers to be interviewed on particular health issues.

We are compiling a list of bilingual speakers willing to be interviewed on ethnic radio on their specific area of health. Interviews are usually based on an approved "questions and answers" script. Free training on radio/interview skills will be provided.

If you're a bilingual health professional who'd like to take part, please call Michael Camit on (02) 9382 7528, email: [camitm@sesahs.nsw.gov.au](mailto:camitm@sesahs.nsw.gov.au)

## Good reasons to read *Polyglot* on the Net/Web

As you may know, *Polyglot* can be accessed through the HealthNet as well as the HealthWeb. What's the difference between *Polyglot* on paper and *Polyglot* on your computer screen? The screen version is easier to read, more colourful, has more pictures – and even slide shows – of events we report on.

In the last issue, *Polyglot Summer 2002*, for instance, many of you were curious about the prize winning posters in our *Creativity and Water Safety* campaign - you can find them in the electronic version, both as thumbnails and enlarged in pdf format. Simply click on the thumbnail.

*Polyglot* on the Net/Web is easier to navigate and you'll find the articles you're interested in much faster. If you want to email someone mentioned in an article, the person's name is usually a link to his/her email address. If you want to explore a website featured in *Polyglot*, click on the link provided and there you are.

Go on, have a look at the electronic version of *Polyglot*. Tell us what you think and email your ideas or comments to Wolf Sverak at [sverakw@sesahs.nsw.gov.au](mailto:sverakw@sesahs.nsw.gov.au)

## What our Health Fact Sheets said ...

Feb 2002	<b>Title:</b> Arthritis – you can do something about it <b>Topic area:</b> Diseases and Conditions <b>Summary:</b> Osteoarthritis is very common in older people. This guide, which includes information on exercise and diet, explains how to relieve the pain and discomfort of the condition.	<b>Languages:</b> Arabic, Chinese, Croatian, English, Farsi, Greek, Italian, Khmer, Korean, Lao, Macedonian, Polish, Russian, Serbian, Spanish, Vietnamese.
Mar 2002	<b>Title:</b> Ways to prevent pregnancy <b>Topic area:</b> Women's health <b>Summary:</b> A guide to contraceptive methods available in Australia	<b>Languages:</b> Arabic, Chinese, Croatian, English, Farsi, Indonesian, Khmer, Korean, Macedonian, Punjabi, Spanish, Thai, Tongan, Turkish, Vietnamese.
Apr 2002	<b>Title:</b> Asthma – the basic facts <b>Topic area:</b> Asthma <b>Summary:</b> Information for people with an interest in asthma	<b>Languages:</b> Croatian, English, Indonesian, Japanese, Korean, Macedonian, Spanish.

<b>Deadline for next edition: 20<sup>th</sup> June, 2002</b>	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: <a href="mailto:georgec@sesahs.nsw.gov.au">georgec@sesahs.nsw.gov.au</a> .
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