



Multicultural Communication

A Service of the NSW Department of Health

newsletter

Winter 2005

Vol 9 Issue 3

Two outstanding winners take the prize in the 2005 Multicultural Communication Awards



In its third year, the Multicultural Communication Awards, held annually to recognize best practice in developing multicultural health resources, has produced not one, but two outstanding winners.

A flipchart developed by the Chinese Australian Tobacco & Health Network to help health and childcare workers raise the Chinese community's awareness of tobacco-related health risks won the trophy in the Government Organisation category.

The National Prescribing Service took home the trophy in the Non-Government Organisation category for a resource entitled *Medimate*, a practical consumer guide to using medicine in Chinese, Greek, Italian and Vietnamese.

The presentation of the Awards, held in the President's Dining Room, Parliament House, Macquarie St. Sydney, was hosted by the The Hon Meredith Burgmann, President of the Legislative Council. A list of contact details for all successful entrants in this year's Awards program is enclosed in this issue of *Polyglot* for your information.

In his speech during the presentation to the winners, Peter Todaro, Manager of the NSW Multicultural Health Communication Service, said, "The main reason we hold this event is to thank all the people who work so hard in developing effective materials for multicultural communities."

Our guide to producing good resources, *Guidelines for the Production of Multilingual Resources*, is available for health workers to download from our website at www.mhcs.health.nsw.gov.au

A new look for our website

Look out for some major changes to our website later this year.

Along with audio and visual capacity, and a better search facility, there will be one single website that's accessible to everyone – this will replace the current system of having both an intranet site (<http://internal.health.nsw.gov.au/health-public-affairs/mhcs>), accessible to health workers within NSW only, and an Internet site (www.mhcs.health.nsw.gov.au), available to all.

The new site will also have a new look - a simplified structure and a design that's more in keeping with our mother site, NSW Health. *Keep the following information for reference – it will help you find your way around the site once it's up and running.*

- The main navigation bar for all pages other than our multilingual resources will be moved from the top to the left side of the screen.
- The former "**Subject**" based navigation has moved inside and can be accessed through a click on "**Factsheets by topics**". The same applies to finding factsheets listed by language - click on "**Factsheets by language**".
- When you select a topic on our "**Factsheets by topics**" page, all resources for this topic will be in alphabetical order, with the title, publication number, publication date, review date, author, summary and languages. The languages act as hyperlinks to the translated material in PDF format. We have discarded the English text in HTML format – it was difficult to print and often required extensive scrolling. To read the English or any of the language versions, click on the desired language. To print the text - optimised for laser or good quality ink jet printer – just click the print button. To download the PDF file, move your mouse over the name of the language, hit the right hand mouse button and select "**Save Target As**". Navigate to a suitable location on your hard disk or network drive and click "**OK**". That allows you to easily access the resource without having to log on the web.

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We're also developing a system that allows faster update and easier maintenance of our resources. A Contents Management System called TeamSite, similar to that used by NSW Health, will eventually allow us to publish new resources within hours of becoming available to us. This will free up more of our time to spend on other tasks, including the development of multilingual resources and translation projects.

When the new website becomes available, you'll find a "**Feedback**" button on the home page. Tell us what you think about our new site in the "**Additional Comments**" field - we'd really like to hear from you.

Happy surfing!

Wolf Sverak

Reproductive health information needs of culturally and linguistically diverse (CALD) men

Multicultural Communication is joining with FPA Health to develop an important new resource on reproductive health for men in 12 community languages.

It will be based on *A User's Guide - what every man needs to know*, an existing English resource from Andrology Australia, the Australian Centre for Excellence in Male Reproductive Health. Andrology Australia, which is administered by the Monash Institute of Medical Research, is funding this project.

To adapt the resource and ensure that it is sensitive to men's needs, it will be tested for cultural appropriateness with bilingual health workers and focus groups of men from Culturally & Linguistically Diverse (CALD) backgrounds. Where possible, these groups will include men from metropolitan as well as regional and rural areas.

The resource will then be posted on the websites of Multicultural Communication, Andrology Australia and FPA Health, and promoted to key users. The languages will be Arabic, Bosnian, Chinese, Dari, Farsi, Greek, Italian, Khmer, Korean, Serbian, Turkish, and Vietnamese.

With this resource, Multicultural Communication is once again involved in developing a much needed resource – we'll keep you up to date on its progress

Multilingual signs and symbols improve communication – download them from the Multicultural Communication website

You'll find a collection of useful signs and symbols under the Resources link on our home page. These resources have been classified according to their function in the health system and are grouped into four categories - bilingual phrases, alert the system, signs, and pictograms.

Some key points to remember are:

- To be used effectively the resources should be easy for staff to locate, and be reproduced and distributed across the health system.
- It is the responsibility of health staff to ensure that the information is received and understood, not just made available.
- Health care workers should not see these communication tools as a substitute for interpreters.
- Communication tools should only be used after a formal language assessment has been done.

Clients with motor function impairments, cognitive impairments, physical disabilities etc, may be physically unable to use the tools. Some clients, may also be unable to understand the purpose and function of signs and symbols because of low literacy, or because they're unfamiliar with the concept of communication tools.

New resource on baby walkers and play centres

Based on our consultations with Child and Family Health workers, there has been a high demand for a resource on baby walkers and play centres – play centres are similar to baby walkers, but without wheels.

According to our feedback, baby walkers and play centres continue to be used by some communities. There is a significant number of injuries associated with their use, but there is an absence of health information available on them in other languages.

An estimated 2580 infants are injured each year by just seven items – and baby walkers are third on this list (Queensland Injury Surveillance Unit 2003). While baby walkers now have mandatory safety standards, they are still linked to injuries and need constant parental supervision. We now have a website resource on baby walkers in 13 languages (Arabic, Chinese, English, Farsi, Indonesian, Japanese, Khmer, Korean, Serbian, Spanish, Thai, Turkish and Vietnamese). This resource is a joint initiative of Multicultural Communication, the Lower North Shore & Ryde Child and Family Health Service and KIDSAFE (Child Accident Prevention Foundation of Australia), with financial assistance from the NSW Health Injury Prevention Unit.

We have consulted with bilingual Child and Family Health workers and parenting groups to ensure the resource is culturally appropriate.

Multilingual resources to explain Home and Community Care (HACC) to CALD communities

We now have a list of multilingual resources about Home and Community Care Services across NSW.

The list is a result of our recently completed communication research project for the Department of Ageing, Disability and Home Care (DADHC) which describes the range, quantity and quality of information available to CALD communities about HACC services for older people, people with disabilities and their carers.

The research project's final report, together with a communication toolkit for service providers across NSW, is also being finalised.

For more information about the resources, contact Michael Camit on 02 9382 7528 or email camitm@sesahs.nsw.gov.au

Our fact sheet on teenage moods to be used in 2005 World Mental Health Day campaign

The 2005 World Mental Health (WMH) Day campaign in October will include our fact sheet *Teenage moods: what is common and what is not* in its package of educational material.

The focus of this year's campaign is Mental and Physical Health Across the Life Span, and the MHCS fact sheet will form part of the educational information on teenagers and 'tweens'.

The WMH Day project has been one of the largest campaigns of the World Federation for Mental Health for over 12 years, and now reaches organisations and individuals in over 180 countries.

The National Breast Cancer Centre and MHCS – partners in a nationwide breast awareness campaign

What happened to women who developed breast cancer before the advent of breast screening or chemotherapy? They would find a lump in their breast, and be told that the breast would have to come off to make sure to "get it all" – but, for most of them, by the time they could feel a breast lump, the disease would have already spread to other parts of the body through the lymph nodes.

Now, thanks to free breast cancer screening and early intervention, mortality rates have dropped by around 22 per cent in the last decade. But the facts are:

- Breast cancer is still the biggest cause of female cancer death in Australia
- Around 2500 women die from breast cancer related causes every year
- The lifetime risk of developing breast cancer before age 75 is one in eleven
- Breast cancer incidence has risen by about seven per cent in the last ten years
- Breast cancer is rare before age 25, most women who develop breast cancer are over 50
- Men can also get breast cancer – around one in a hundred cases of breast cancer occur in men.

This year the National Breast Cancer Centre (NBCC) is running a national campaign to encourage younger women to be aware of any changes in their breasts. Women in the 50 to 69 years age group should also be aware of any changes, but have regular mammograms too. The campaign will also offer information for women who have recently been diagnosed with breast cancer.

The good news for CALD communities is that the NBCC is using MHCS to disseminate this information Australia wide to women from the Arabic, Chinese (Mandarin/Cantonese), Greek, Italian and Vietnamese communities. The campaign will be launched in October to coincide with Breast Cancer Month. For more information go to the NBCC website: www.nbcc.org.au. For a free mammogram call BreastScreen on 13 20 50.

Having a Baby in Australia: A new video for culturally relevant antenatal education



Antenatal education is important for all women, but pregnant women from some cultures do not access antenatal care in Australia for reasons such as cost, transport, work, childcare, and issues of modesty.

In 2001, staff of the Royal Hospital for Women in Sydney (RHW) realised that, while Bangladeshi women were increasingly accessing perinatal care at the hospital, they did not attend antenatal classes and arrived at hospital, unprepared for birth and the postnatal period. Because so little was known about this community's cultural needs and beliefs relating to childbirth, the hospital's Centre for Women's Health Nursing undertook a research study - *Developing Culturally Sensitive Care for Bangladeshi Childbearing Women*.

The research, strongly supported by the Bangladeshi community, helped develop guidelines for clinical care and inform the development of educational tools and resources, including an educational video - *Having a Baby in Australia*.

The first resource of its kind in Australia, the video was made with Bangladeshi families in their homes and in the various RHW services, has a dual purpose – to educate health professionals about Bangladeshi cultural practices in relation to childbirth, and to educate the Bangladeshi community about preparation for childbirth in Australia. Available in Bengali or English, the video's commentary has a health promotion focus, and includes graphics to help explain each trimester of pregnancy, as well as stages of labour and delivery, and the postpartum period. Members of the Bangladeshi community participated in the video to depict their practices.

Some aspects of Bangladeshi cultural practices which need to be modified are shown in scenes encouraging women to eat less rice and more vegetables, and in scenes encouraging a supportive and active role for husbands throughout the childbearing experience, especially during labour and delivery which are very unfamiliar to husbands.

The video also explains important services such as interpreter services, clinic visits and care during pregnancy, labour and birth. There's also information about self-care after pregnancy. Availability of choices of food, space for prayer and the roles of midwives and doctors in providing care in clinics and hospitals are part of the script.

Midwives and Childbirth Educators caring for Bengali speaking women will find this 30-minute videotape easy to use, culturally appropriate and affordable. The Bengali version provides a framework for Bangladeshi couples to build antenatal knowledge, prepare for birth and early parenting, and facilitates them in asking questions about their care while valuing their unique cultural needs. The English version orients health professionals to the practices and needs of Bangladeshi childbearing families.

This video is available at a cost of \$25 (including GST) in either Bengali or English from:

Centre for Women's Health Nursing
Royal Hospital for Women,
Barker Street, Randwick, NSW, 2031

For more information please contact Shamim Islam on (02) 9382 6741.

... on the move again!

Multicultural Communication is moving to a new location. As from 1st October, 2005 our offices will be located at Building 11, Gladesville Hospital, Punt Road, Gladesville, and our postal address will be P.O. Box 58, Gladesville NSW 2111.

New and withdrawn publications from our website

A list of publications that have been added to our website, and also those that have been withdrawn since the last issue of Polyglot is attached.

Deadline for next edition: 18th Oct, 2005

Polyglot is published by NSW Multicultural Health Communication. Articles for inclusion can be sent to Cecilia George, NSW Multicultural Health Communication, P.O. Box 58 Gladesville, NSW 2111, or by email: georgec@sesahs.nsw.gov.au.

The best way to find us



... And in more detail

