Dobrodošli (Welcome)

September marks the beginning of Spring, which is traditionally the time of year to clear out the old and bring in the new. At Queensland Health Multicultural Services, we are in the middle of our own form of Spring cleaning, wrapping up the work of the previous 12 months and putting into place new plans and new projects for 2010-11.

We recently completed the 2009-10 Multicultural Health Achievements report, which details the successes of Queensland Health in the area of multicultural health under the Queensland Health Strategic Plan for Multicultural Health 2007-12. This is our third report under the current strategic plan and it really shows the way that inclusive approaches to health care have been embedded in both the clinical and administrative functions of Queensland Health, as well as in the services delivered at local district level.

One of the most significant achievements in 2009-10 was the forging of a strategic partnership between Queensland Health Multicultural Services and the Aboriginal and Torres Strait Islander Health Branch which resulted in a consistent understanding of cultural competency at the organisational level. Under the strategic partnership, the Queensland Health Organisational Cultural Competency Framework has been incorporated into the Aboriginal and Torres Strait Islander Cultural Capability Framework 2010-2033. This means that there is now one organisational framework for cultural competency to be applied across the organisation, a first for Queensland Health.

In addition to the achievements report, we have also published the 2010-11 Implementation Plan which outlines the actions to be taken under the strategic plan this year. This is the second last implementation plan and it is exciting to see an increased involvement in multicultural initiatives from across the Queensland Health Divisions and Districts. This plan is also the last to be delivered before the introduction of a new whole of government multicultural policy, which will heavily influence the direction of future multicultural health strategies.

I hope you enjoy this latest issue.

Ellen Hawes
Director
Queensland Health Multicultural Services

Ellen with the Brisbane-based staff from the Queensland Health Interpreter Service team: L-R Angel Bogicevic, Angie Norris, Ellen Hawes and Ita Szymanska.

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1 Dobrodošli is the Bosnian word for welcome.
Strategic Plan for Multicultural Health update

A new plan outlining the initiatives that Queensland Health will implement in 2010-11 to improve the delivery of health services to culturally and linguistically diverse (CALD) communities is now available.

Queensland Health Multicultural Services Director Ellen Hawes said the 2010-11 Implementation Plan outlined the actions to be undertaken in 2010-11 under the Queensland Health Strategic Plan for Multicultural Health 2007-2012.

“This year we will continue to build on the achievements in each of the eight action areas of the Queensland Health Organisational Cultural Competency Framework,” Ellen said.

“These actions include expanding the use of interpreter services by implementing remote interpreting through video conferencing technology and enabling Queensland Health-funded non-government organisations to access the Queensland Health Interpreter Service.

“Other actions include the continued implementation of the Cross Cultural Learning and Development Strategy and the further development of multicultural health resources for staff and CALD communities.”

Ellen said that the plan clearly showed that multicultural health is increasingly being incorporated into core business of Queensland Health.

“This plan features a greater level of activity across the corporate divisions of Queensland Health, which develop the policies, plans and strategies that guide service delivery.”

For example:

- The Corporate Services Division will develop an annual equity and diversity plan.
- The Centre for Healthcare Improvement will develop scenarios which include non-English speaking patients in their clinical training programs and investigate the effectiveness of culturally tailored strategies included in the patient satisfaction survey for maternity services.
- The Performance and Accountability Division will continue to improve the collection and analysis of data on the health of CALD communities in Queensland.
- The Division of the Chief Health Officer will develop a new five year plan for multicultural mental health. It will also fund the development of a Certificate IV in Population Health (Multicultural Health), enhance funding for Multicultural Health Workers for chronic disease, implement culturally tailored approaches in health promotion strategies such as cancer screening initiatives, and evaluate the Living Well program which is a culturally tailored chronic disease prevention and self management program.

Activities planned in Health Service Districts include the:

- continued use of Bilingual Mental Health Promoters in stigma reduction and mental health literacy programs by the Queensland Transcultural Mental Health Centre in the Metro South Health Service District
- continuation of the Community Navigator positions to assist targeted CALD communities to access health services in the Metro South Health Service District
- recruitment of volunteers and members from diverse backgrounds for District Governance bodies, advisory councils and foundation programs and services in the Children’s Health Service District.

The 2010-11 Implementation Plan comprises the department’s annual Multicultural Action Plan, as required by the Queensland Government, and builds on the actions implemented in 2008-09 and 2009-10.

To download a copy of the 2010-11 Implementation Plan go to www.health.qld.gov.au/multicultural.
Caring for Muslim Patients

An updated handbook which contains information about the health care beliefs of Muslim patients has been published on the Queensland Health website.

Queensland Health Multicultural Services Principal Project Officer Marina Chand said the second edition of the Health Care Providers’ Handbook on Muslim Patients provided up-to-date information about medications, food requirements, birth and death practices, sexual health, and many other health topics.

“The handbook provides guidelines for health professionals caring for Muslim patients, and information about specific Islamic requirements that affect health care,” Marina said.

“The original handbook was published in 1996 and has been one of the most popular downloads on the Queensland Health website.

“With Islam now the second fastest growing religion in Queensland, this revised edition ensures the information is up-to-date with modern health care standards and practices."

The second edition of the Health Care Providers’ Handbook on Muslim Patients was developed as part of a joint project between Queensland Health Multicultural Services and the Islamic Council of Queensland.

Islamic Council of Queensland President Mohammed Yusuf said the handbook was an important resource for health care providers wishing to learn about the health care practices of Muslim patients.

“Muslim patients can often be misunderstood by health care providers. A resource like the Health Care Providers’ Handbook on Muslim Patients can help increase understanding and lead to better interactions between providers and their patients,” Mr Yusuf said.

The handbook was written under the guidance of an advisory committee comprising representatives from major Queensland Health facilities, the Islamic Council of Queensland, Islamic Women’s Association of Queensland, Council of Imams Queensland, the Queensland Muslim community and Mater Health Services.

It forms part of the Multicultural Clinical Support Resource folder, which is designed to be a ready-reference guide for health care providers on issues that affect people from culturally and linguistically diverse backgrounds.

For more information, or to download a copy of the handbook, go to www.health.qld.gov.au/multicultural.
Translated medical imaging consent information sheets

Information sheets explaining nine medical imaging procedures have been translated into 10 languages other than English and made available on the Queensland Health website.

The information sheets were translated by the Queensland Health Patient Safety and Quality Improvement Service into Arabic, Chinese (Cantonese and Mandarin), German, Greek, Hindi, Italian, Japanese, Spanish and Vietnamese.

The information sheets cover CT Scan, Contrast Enema, Iodinated Contrast, Intravenous Pyelogram (IVP), MRI Contrast Injection, MRI Scan, Obstetric Scan, Swallow/Meal under Imaging, and Ultrasound procedures.

The translated documents have been clearly flagged on the Informed Consent website and can be accessed at: www.health.qld.gov.au/consent/html/sub_specialties/medical_imaging.asp

Welcome to Rockhampton!

Refugees from Afghanistan and Sri Lanka who moved to Rockhampton recently to take up job offers with local businesses were welcomed to the community with a celebration attended by the local population, businesses and government.

The ceremony was held at the Rockhampton Regional Library and attended by more than 140 people, with an official welcome delivered by Rockhampton Deputy Mayor Rose Swadling.

To assist with the settlement process, a number of community and government organisations have joined together to support local service providers to meet the health and social services needs of the refugees.

Organisations include Queensland Health Multicultural Services, Queensland Transcultural Mental Health Centre, Refugee Health Queensland, Multicultural Development Association, Queensland Program of Assistance to Survivors of Torture and Trauma, Queensland Tuberculosis Control Centre, and local public health, Health Service District and mental health officers.

The senior medical officer from Refugee Health Queensland is also working with local general practitioners to provide education on health care screening and longer term health needs of refugees.

Mater launches Cultural Diversity Unit

A new Cultural Diversity Unit aimed at furthering organisational cultural responsiveness was launched in July at Mater Health Services.

The launch followed an 18 month Interpreting and Cultural Responsiveness project which included research, consultation, policy development and implementation, and support and education for staff.

Mater’s Mission Leadership Executive Director Madonna McGahan said the Cultural Diversity Unit would provide strategic and practical advice, support and education to staff to enable them to continually improve Mater’s cultural responsiveness to patients.

“As a Catholic health care organisation our mission is to serve people with kindness, respect, compassion, competence, holistically and without discrimination,” Ms McGahan said.

“One way we can achieve this is by enabling people to participate in their care by facilitating communication for patients with limited skills in English.”

Working in collaboration with clinical staff, the Cultural Diversity Unit will develop long term relationships with culturally and linguistically diverse communities to facilitate feedback on patient hospital experiences and enhance communication between patients and staff.

Staff will be responsible for developing organisation wide approaches and strategies in a range of areas including language services, policy development, community liaison, and education, both for staff and the public.

Jenny Ryan, who managed the Interpreting and Cultural Responsiveness project, has been appointed Cultural Diversity Coordinator and Interpreters Phuong Nguyen (Vietnamese) and Ling Ling Holloway (Mandarin and Cantonese) will also work in the unit.
Pit Stop Men’s Health Check Up for Refugees

More than 100 men from culturally and linguistically diverse backgrounds stopped in for a “health pit stop” recently at the World Refugee Week Community Festival at Annerley Soccer Club.

The Pit Stop Men’s Health Check Up was provided by general practitioners from Brisbane South Division and featured a mechanical theme to help provide a familiar setting.

The Pit Stop Men’s Health Check focuses on general health and encouraging men to maintain their health in the same way they maintain and service their vehicles, placing importance on regular ‘mechanical tune-ups’.

Check ups can include:
- chassis (hip to waist ratio)
- torsion (flexibility)
- exhaust (smoking)
- fuel additives (alcohol consumption)
- oil pressure (blood pressure)
- spark plugs (testicles)
- duco (skin cancer)
- extractor (colorectal cancer)
- shock absorbers (coping skills)

Multicultural Development Association Chief Executive Officer Kerrin Benson said it was important to encourage men from refugee communities to regularly visit their local GP to facilitate preventative health strategies.

Each man who participated was rewarded with a soccer ball to encourage physical activity in their daily lives.

Pit Stop participant Mohammed said, “I don’t normally go to the doctor, but when I saw the other men queuing up at the stall, I was curious and thought I would try it”.

The World Refugee Day Community Festival was organised by the Brisbane City Council in conjunction with Multicultural Development Association.

Translated transport information

Public transport and go card information is now available in 10 languages other than English on the Translink website.

Culturally and linguistically diverse (CALD) communities can access information about the public transport network, buying and using go cards, access and mobility, travel terms and conditions, and other frequently asked questions.

Three translated information brochures have also been printed in limited quantities to be distributed at key multicultural events.

Information has been translated into Arabic, Chinese (simplified), French, Greek, Italian, Japanese, Korean, Spanish, Serbian, Vietnamese.

For more information go to www.translink.com.au
What is your cultural background?
I am a Maori from New Zealand.

When did you arrive in Australia?
I arrived in Australia in February 2009.

What would you say is the biggest difference between Australian culture and your own?
(In New Zealand) we came from a place where family and culture was all around us and our children were being educated in an indigenious school. It has been a fantastic opportunity to come to a new country and meet and get to know people from different cultures.

How long have you worked for Queensland Health?
I have only worked with Queensland Health for two and a half months.

Please briefly describe the responsibilities of your role.
I have been employed to implement the Cape York Health Framework. A framework developed by the District CEO to reorient the Cape York Health Services District into an integrated family centred indigenous responsive care system.

What are the main communities that you come into contact with in your region?
I am working with indigenous communities in Cape York. I hope I can add value and share experiences and learning from indigenous development in New Zealand.

Any further information you would like to share?
The issues and priorities of multicultural communities are so diverse. I want to acknowledge the commitment of the sector - not for profit and government to meet these diverse needs.

I am aware, from a previous multicultural project that I worked on in Logan, that multicultural communities are very active in supporting their own communities. Many people from these communities give lots of volunteer hours to support community members in a range of issues.

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**BRiTA Futures program workshops**

A program that aims to help migrants to adapt successfully to life in a new country is running a series of eight workshops beginning in October.

The BRiTA Futures program aims to help adults and parents from a culturally and linguistically diverse background to find ways to live harmoniously in Australia.

The workshops will be held at Spiritus Counselling and Education in Woolloongabba and are free to attend.

The workshops cover a range of topics including health and wellbeing, the migratory process, the meeting of cultures, social connections, communication skills and more.

Workshops commence on Monday, 11 October from 5.30-7.30pm and will run for eight weeks.

For more information or to register your interest, please contact Spiritus Education Team on 3435 4300 or Queensland Transcultural Mental Health Centre on 3167 8333.