Welcome to the Summer edition of the Queensland Health Multicultural Services newsletter.

I am extremely happy to announce that Queensland Health Multicultural Services won the public sector award at the 2010 Queensland Government Multicultural Awards. The award recognises that Queensland Health is the leader in the implementation of government services, policies and programs that respond to the needs of Queenslanders from a culturally and linguistically diverse (CALD) background.

I would like to acknowledge the hard work and dedication of the many staff that have been involved in the various initiatives of the Queensland Health Strategic Plan for Multicultural Health 2007-12. Without the commitment of Queensland Health staff, the strategy would not have been so successful. I would also like to acknowledge the many community groups and stakeholders that have worked in partnership with us throughout the implementation of the strategy. Their knowledge and expertise has been key to ensuring programs and initiatives are responsive to the needs of CALD communities.

While we have made significant progress, there remains much to be done to ensure that people from a CALD background are able to equitably access health services and achieve equitable health outcomes. We need to continue to take a strategic approach to embedding organisational cultural competency throughout Queensland Health and we need to continue to support and improve the cultural appropriateness of our health services for CALD Queenslanders.

I know that the Queensland Health Multicultural Services team is a passionate, enthusiastic and highly skilled team that is up for the challenge.

I hope you enjoy the latest issue of our newsletter.

Ellen Hawes
Director
Queensland Health Multicultural Services

1 Καλώς ορίσατε (ka-los o-REE-sa-te) is the Greek phrase for ‘welcome’.
Multicultural Services wins State award!

Queensland Health Multicultural Services won the public sector award at the recent 2010 Queensland Multicultural Awards.

The award was accepted by Ellen Hawes, Marina Chand, Ann Garred, & Ita Szymanska.

The Queensland Multicultural Awards recognise people and groups whose outstanding efforts over a sustained period have helped promote multiculturalism, support new migrants and increase community awareness of the value of multiculturalism.

Awards are offered in the following categories:
- Outstanding Volunteer
- Community Organisation
- Private Enterprise
- Public Sector
- Education
- Media


Equity and Diversity Framework project

The Queensland Health People and Culture Strategic Services Engagement Unit has launched a new project which aims to achieve a Queensland Health workforce that reflects the diversity of the Queensland population.

Lindsey Bolivar has been appointed as Principal Consultant (Equity and Diversity) to coordinate the Equity and Diversity Framework project, which will develop targeted strategies to integrate equity and diversity policies and practices within the department.

Lindsey said the 12-month project would include the development of a Queensland Health Equity and Diversity Framework which will help ensure a consistent, department-wide approach to equity and diversity activities.

“The project aims to ensure Queensland Health fosters a work environment that promotes equity and diversity and puts in place recruitment and retention strategies that are culturally appropriate for Aboriginal and Torres Strait Islanders, people from a culturally and linguistically diverse (CALD) background, people with a disability, and women,” she said.

“The project is being run in partnership with the Queensland Health Equity and Diversity Reference Group and we will be consulting with internal and external stakeholders.”

Queensland Health Multicultural Services Director Ellen Hawes said the project presented an opportunity to develop a strategic approach to equity and diversity.

“The Queensland Health Strategic Plan for Multicultural Health 2007-2012 identifies Inclusive Recruitment and Retention as one of the eight core outcome areas where action is required to achieve organisational cultural competency,” Ellen said.

“This project will be instrumental in developing evidence-based practices which will guide the implementation of effective inclusive recruitment and retention strategies for culturally diverse staff.”

For more information go to http://qheps.health.qld.gov.au/peopleandculture/equity_diversity/home.htm (Queensland Health staff only) or contact Lindsey Bolivar on 3234 0286 or Lindsey_Bolivar@health.qld.gov.au.
New handbooks on Hindu and Sikh patients

Two new handbooks which assist health care providers to understand the religious beliefs and practices of Hindus and Sikhs that can affect health care are currently under development.

Queensland Health Multicultural Services project officer Theo Georga said the new handbooks would provide guidelines for health professionals caring for Hindu and Sikh patients, information about specific religious practices that affect health care, and other practical information.

“Health care providers need to have an understanding of the beliefs and religious preferences of their patients in order to provide patient centred care,” Theo said.

“Language and cultural issues are recognised barriers to the provision of safe health care.

“These handbooks will provide information to clinicians to equip them with the knowledge necessary to reduce the barriers for these groups.”

The handbooks are being developed in cooperation with the Hindu and Sikh communities of Queensland and representatives from six Queensland hospitals.

They will complement the recently updated Health Care Providers’ Handbook on Muslim Patients, which was published in July 2010, and form part of the Multicultural Clinical Support Resource folder.

The new handbooks are expected to be published by June 2010.

**Breathe on the sea**

Caring for someone with a mental illness can be extremely stressful, especially if the person is from a culturally and linguistically diverse (CALD) background.

Carers Queensland South Coast Regional Carer Services Officer Cheryl Seely said many carers have little time for social or recreational activities and can feel socially isolated.

“This can be compounded for those from a CALD background if services are not delivered in a culturally appropriate way,” Cheryl said.

“To help relieve some of this stress, Carers Queensland and the Commonwealth Respite and Carelink Service recently funded a social boat cruise for 22 carers to Wave Break Island on the Broadwater at the Gold Coast.

“The day was sunny, with breezes embracing the gentle smiling faces of the carers.

“It allowed them to socialise with other carers, enjoy a much needed laugh and to reclaim their lives, even if only for a short period of time.”

Carers Queensland runs a CALD Program to assist people who are from a CALD background and who require basic assistance to continue living at home and to access community care services.

The program is underpinned by a commitment to respect and maintain the cultural identity and integrity of all clients and their carers.

For more information go to [http://qld.carersaustralia.com.au/?qld/section/17:services-we-provide/12](http://qld.carersaustralia.com.au/?qld/section/17:services-we-provide/12) or call 3900 8100.

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2011 religious calendar now available

A religious calendar highlighting the various religious dates and celebrations throughout 2011 is now available on the Queensland Health multicultural health website.

The calendar was developed by Queensland Health Multicultural Services to help health workers to identify the various religious holidays and festivals which may affect the treatment of patients.

The new calendar was developed as part of the Multicultural Clinical Support Resource is available for download from [www.health.qld.gov.au/multicultural/support_tools/mcsr.asp](http://www.health.qld.gov.au/multicultural/support_tools/mcsr.asp).

Queensland Health staff should print a copy of the calendar and place it in their area’s Multicultural Clinical Support Resource folder.

The Multicultural Clinical Support Resource provides ready-reference information on issues that affect health care provision to people from culturally and linguistically diverse backgrounds. Folders are located throughout Queensland Health facilities.
Cross Cultural Learning and Development achievements

The inclusion of a cultural diversity component in Queensland Health orientation programs heads a list of significant training-related achievements for Queensland Health Multicultural Services in 2010.

Queensland Health Multicultural Services Principal Project Officer Gail Hyslop said the Cultural Diversity in Health Care orientation component had already been delivered to around 6000 new staff members.

“This is a significant achievement as it means that all new staff are aware of the importance of developing cultural competency from the beginning of their employment with Queensland Health,” Gail said.

“This is helping us to achieve one of the key actions required under the Queensland Health Organisational Cultural Competency Framework – the development of culturally capable staff.”

The Cultural Diversity in Health Care orientation component was developed as part of the Cross Cultural Learning and Development Strategy 2009-2012.

Other achievements of the strategy in 2010 have been:

- the roll out of a suite of cross cultural training programs resulting in 859 staff participating in one of 72 training sessions
- the development of training for oral health workers to accompany the new Guidelines for Oral Health assessment and treatment for refugees and asylum seekers
- engagement through a community of practice with the university sector (nursing) on cultural competency training
- development of a DVD to support cultural training including a suite of case scenarios
- integration of cultural issues into a variety of general Queensland Health training programs.


Mater holds orientation training for new interpreters

Mater Health Services is helping to increase the professionalism and excellence of interpreting services by holding orientation sessions for newly contracted interpreters.

Mater Health Services Cultural Diversity Coordinator Jenny Ryan said orientation sessions covered the use of the Queensland Health Interpreter Service Information System (ISIS), workplace health and safety, and professional ethics and standards.

"Maintaining a high level of professionalism among interpreters ensures health care providers and patients have a high level of confidence in the system," Jenny said.

Spanish Interpreter Patricia Avila said the orientation sessions allowed newly contracted interpreters to gain a better understanding of the professional expectations and requirements of interpreting at Mater.

Patricia said the orientation sessions allowed all new contractors to know and share in what it means to provide professional interpreting services.

Interpreters providing services to Queensland Health can also access professional training via Queensland Health Multicultural Services.

The Interpreting in a Health Context training program encourages participants to improve their knowledge and interpreting skills on an ongoing, self-paced basis, and provides participants with a good foundation to respond to ethical dilemmas they may encounter when interpreting.

The program aims to increase the self-confidence of interpreters in the performance of their duties in a health context so that, together with clinicians and staff, they can help facilitate the best health outcomes for Queenslanders from a culturally and linguistically diverse background.

For more information about Mater Health Services, please contact Jenny Ryan on 3163 8022.

Useful resources for staff and stakeholders

Practical guide to organising translations
A step-by-step guide to organising the translation of health information and other materials.

Covers planning, selecting a translation company, consultation and checking, communication and dissemination, and evaluation.


Multicultural Clinical Support Resource
The Multicultural Clinical Support Resource folder provides ready-reference information on issues that affect health care provision to people from culturally and linguistically diverse backgrounds.

It contains information and advice on topics such as communication, the impact of culture and language on health care, working with interpreters, religion, where to find translated health information, and Queensland Health multicultural policies, plans and initiatives.

The folder has been distributed to all Queensland Health clinical service points (hospital wards, clinics, treatment centres and community health centres) and is updated regularly.


2010 Queensland Multicultural Festival

Multicultural Queenslanders were shown how to make healthy choices about their food and lifestyle at the 2010 Queensland Multicultural Festival recently.

Free apples, recipe cards, cookbooks and other items promoting the Go for 2&5 message were handed out to people from more than 94 cultures at the Queensland Health stall.

A crowd of around 50,000 people were treated to a showcase of traditional dance, music, performances, workshops, and more than 100 food, craft and information stalls.

Staff from Queensland Health Multicultural Services, Queensland Transcultural Mental Health Centre, and Metro South Health Service District were on hand to hand out information and answer any questions.

The 2010 Queensland Multicultural Festival was held at Roma Street Parkland in Brisbane on Sunday 17 October.

Sharon Orapeleng, Ilia Szymanska Zahra Aboukoura at the 2010 Queensland Multicultural Festival