Resources

Contact People At Hospitals

These people can be contacted with any queries regarding cultural issues arising during the hospital care of people from diverse cultural backgrounds. They may also be able to access relevant translated information for patient education such as pamphlets, videos, and booklets. Forms, questionnaires and other resources for patients in various languages may also be available.

Liaison role for community groups and staff.
Royal Women's Hospital
Tel: (07) 3253 7186
(currently Irene Szogi)

Patient Liaison Officer,
Gold Coast Hospital
Tel: (07) 55 718 21
(currently Carol Hobson)

Ethnic Liaison Officer for Aged Care Assessment Team,
Gold Coast Hospital
Tel: (07) 55 718 211
(currently Joseph Bayer)

Community and Public Sector Organisations

Brisbane Migrant Resource Centre (07) 3844 8144
Ethnic Community Council of Queensland (07) 3844 9166
Logan City Multicultural Neighbourhood Centre (07) 3808 4463
A.C.C.E.S.S. Inc. - Logan and Beenleigh Migrant Resource Centre (07) 3808 9299
Ethnic Communities Council Gold Coast (07) 5532 4300
Multicultural Information Network Service Inc. (Gympie) (07) 5483 9511
Migrant Resource Centre Townsville-Thuringowa Ltd. (077) 724 800
Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT) (07) 3391 6677
Ethnic Mental Health Program (07) 3891 7911
Croatian Mental Health Program (07) 3891 7933
Queensland Transcultural Mental Health Centre (07) 3240 2833
Islamic Women's Association (07) 3857 5898

**Translating and Interpreting**

Translating and Interpreting Service  Tel: 131 450

**Resource Kits and Manuals**

All the public hospitals in Southeast Queensland have multicultural kits, which are usually kept in each ward/department, for use by all staff. These generally contain lists of words in different languages which facilitate basic communication if an interpreter is not present, *A Guide to the Use of Professional Interpreters in Health Services* produced by Queensland Health, and other information about using interpreters. They may also contain translated patient information on various topics.

*Culture and Health Care.*
Health Department of Western Australia. 1996.
A useful resource manual dealing with various topics of interest to health care professionals.

*Resource Kit for People of Non-English Speaking Background (NESB).*
Queensland Transcultural Mental Health Centre Tel: (07) 3240 2833.

*Cultural Diversity: A Guide for Health Professionals.*

These resources are available from Office of Ethnic and Multicultural Affairs Department of Premier and Cabinet:

Qld Health 1997 Managing cultural diversity in mental health. Train-the-trainer package for the delivery of in-service training to mental health professionals.

Queensland Centre for Cross-cultural Development (QCCCD) 1997 Working with interpreters. A training module for Queensland Health

The Queensland Interpreter Card 1997 Model language services strategy and guidelines

Queensland Health, Department of the Premier and Cabinet 1998 Cultural Diversity in Hospital. Report of The Prince Charles Hospital Health Service District Cross-cultural Health Care Project.

Booklets

Guide for the Use of Professional Interpreters in Health Services.
Ethnic Health Policy Unit Program Development Branch, Queensland Health.


A Hospital Handbook on Multiculturalism and Religion.
Practical Guidelines for Health Care Workers. 1993. Kirkwood N. Sydney: Millenium books. Available from Royal Brisbane Hospital Chaplaincy Department. Covers topics such as rituals and sacraments, diet and fasting, care of the ill and dying, autopsies, transfusions and transplants, abortion and family planning, and modesty, for each of the major religions.


Directories and Catalogues

Organisations and services
Queensland Ethnic Affairs Directory.
Department of the Premier and Cabinet. Office of Ethnic and Multicultural Affairs.


Publications

Multilingual Health Practitioners

Members' Directory of Royal Australian College of General Practitioners - language listing. 1998. Available from Royal Australian College of General Practitioners
Tel: (07) 3392 0944.