

# 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

For information about other ethnic organisations in Queensland, refer to the Queensland Ethnic Affairs Directory 1997. Department of the Premier and Cabinet. Office of Ethnic and Multicultural Affairs.

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## Translating and Interpreting

Translating and Interpreting Service Tel: 131 450

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### 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.*  
1998. Allotey P, Manderson L, Nikles J, Reidpath D, and Sauvarin J.  
Queensland Health.

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.

Gropper RC 1996. *Culture and the clinical encounter. An intercultural sensitizer for the health professions.*  
Yarmouth: Intercultural Press Inc.



## Booklets

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

*The Health Care Provider's Handbook on Muslim Patients.* 1996. Islamic Council of Queensland.

*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.

*Providing Care to Patients from Culturally and Linguistically Diverse Backgrounds: Checklists for Cultural Assessment.* 1998. Allotey P, Nikles J and Manderson L. Queensland Health.

*Multicultural Information for Midwives.* 1998. Dugard L. Australian College of Midwives.

## Directories and Catalogues

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

*Directory of Services and Other Resources for Ethnic Groups in Brisbane, Logan, Ipswich and the Gold Coast. A Resource for Health Professionals.* Second edition, April 1998. Ethnic Health Promotion Unit, Brisbane Southside Public Health Unit.

### Publications

*Catalogue - Multilingual Health Publications.* Fifth edition, January 1998. Ethnic Health Promotion Unit, Brisbane Southside Public Health Unit. Available from Irene Szogi (Royal Women's Hospital) for Brisbane North area and from Brisbane Southside Public Health Unit for the Southern Public Health Unit Network (Brisbane South, Logan, Gold Coast, Ipswich, Toowoomba, and Roma).

## Multilingual Health Practitioners

*Multilingual Health Practitioners.* Queensland Directory. Brisbane Migrant Resource Centre. Initiated and funded by Queensland Health. Comprehensive list of health practitioners of various kinds in the community.

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

