

Queensland Health Multicultural Services newsletter



New policy guides Queensland's multicultural future

A new Queensland Government multicultural policy which aims to ensure a sense of unity and belonging for all Queenslanders, regardless of their cultural, linguistic, religious or ethnic backgrounds, was launched recently.

A multicultural future for all of us - Queensland Multicultural Policy 2011 and the Queensland Multicultural Action Plan: 2011-14 outline the strategies and actions which will be put in place over the next three years to meet this aim.

The policy and action plan are framed on six key themes:

- multicultural recognition legislation
- language, information and communication
- improving service delivery
- regional and emerging communities
- skills, jobs and enterprise
- inclusive communities.

Actions have been developed under each of these key themes and the government will work in partnership with agencies, groups and institutions to achieve real outcomes for the people of Queensland.

The policy and action plan are underpinned by four core outcomes:

- improved cultural competence of staff
- improved access to interpreters for clients when accessing services
- improved communication and engagement with culturally and linguistically diverse

(CALD) communities and/or organisations

- improved recruitment and retention strategies for staff from CALD backgrounds.

Queensland Health Multicultural Services Director Ellen Hawes said that there was significant congruency between the themes of the new statewide policy and the *Queensland Health Organisational Cultural Competency Framework*.

"In 2009, Queensland Health implemented an *Organisational Cultural Competency Framework*, which has provided direction to Health Service Districts and Corporate Divisions in improving the services available to Queenslanders from CALD backgrounds," said Ellen.

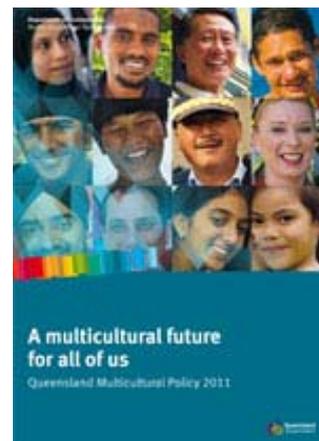
"The framework seeks to improve access to interpreter services, resource development including translations, recruitment and retention of staff from CALD backgrounds, leadership of multicultural health issues, the cultural competence of staff, data collection and analysis on the health status of CALD communities, engagement with CALD communities on policy development and service planning, and specific strategies to improve the health status of special needs populations, including refugees.

"Since the introduction of the framework, Queensland Health has made significant achievements in each core outcome area."

Ellen said that to support the introduction of the new Queensland Multicultural Policy,

Queensland Health Multicultural Services would lead a review of Queensland Health's existing multicultural policies and develop a new five year strategic plan for multicultural health.

"It is an exciting time for multicultural health in Queensland and this new policy provides us with an ideal opportunity to build on our current achievements and to continue to strive to provide safe, sustainable, efficient, quality and responsive health services for all Queenslanders."



Queensland Health Organisational Cultural Competency Framework



Afio mai (Afio Mai is the Samoan phrase for welcome)

Traditionally, Spring is a time of rebirth and new life. It is an opportunity to create new plans, undertake new challenges and embark on new adventures.

For Queensland Health Multicultural Services, this Spring marks the beginning of a whole new cycle. We have entered the final year of our

five year strategic plan for multicultural health and are now starting the process to develop a new strategic plan.

Over the coming months, we will be consulting with Health Service Districts and Corporate Divisions, as well as with community groups and

continued on page2

Caring for Hindu and Sikh patients

Two new handbooks are now available to assist health care workers to better understand the health care needs of Hindu and Sikh patients.

Queensland Health Multicultural Services Principal Project Officer Marina Chand said the aim of the Health Care Providers' Handbook on Hindu Patients and the Health Care Providers' Handbook on Sikh Patients was to educate health workers about the religious beliefs and practices of Hindu and Sikh people that can affect health care.

"The handbooks cover topics including prayer, food beliefs, decision making, the administration of medicines, holy days, pregnancy and maternity care, dress and clothing requirements, visiting arrangements, and end of life issues," Marina said.

"These resources are important tools which can help health care workers to develop their cultural capabilities and can contribute to improving health outcomes for Hindu and Sikh patients."

Each handbook was developed by Queensland Health Multicultural Services under the guidance of an advisory committee comprising representatives from each of the communities in Queensland and major Brisbane health facilities.

Federation of Indian Communities of Queensland President Surendra Prasad said that the new handbooks represented a significant step in demystifying the health care beliefs and practices of Hindu and Sikh people in Queensland.

"In general, Hindu and Sikh people tend to share many of the same health care beliefs and practices as other Australians. However, there

are some particular beliefs that health care providers need to be aware of when treating a Hindu or a Sikh patient," Mr Prasad said.

"These handbooks present health care providers with the necessary information to help them to better understand their Hindu and Sikh patients, and also to know the types of questions to ask if they need more information."

Sikh Nishkam Society of Australia Director Kamaljit Kaur Athwal said the Health Care Providers' Handbook on Sikh Patients would enable health care providers to understand why some standard health care practices are incompatible with Sikh beliefs.

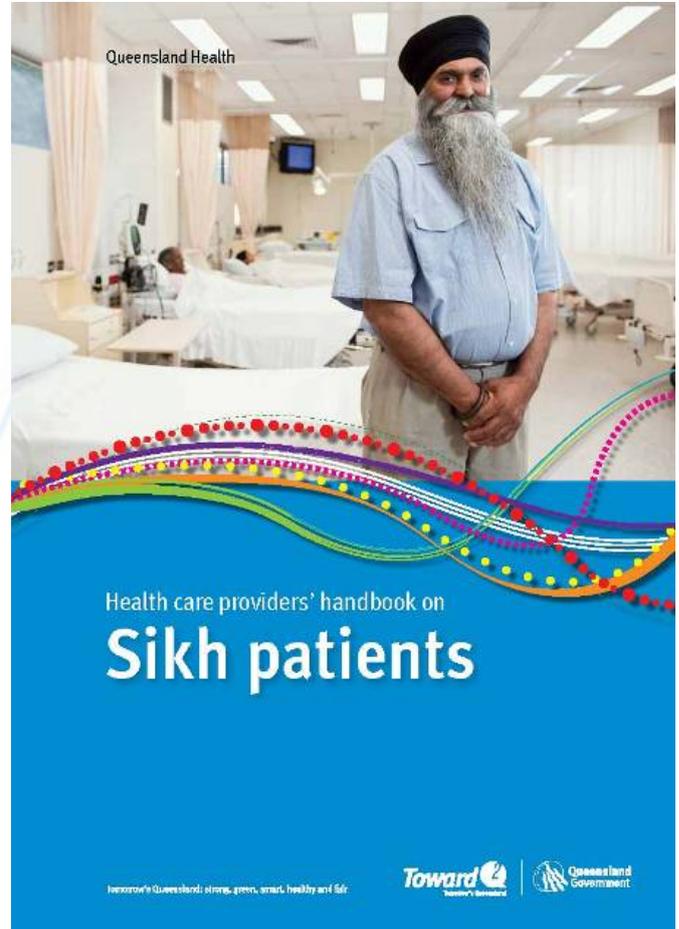
"An example of this is the Sikh belief that no hair should be removed from the body. This can affect standard surgical practices and can be a very important issue for many Sikhs," she said.

"The handbook provides excellent guidance and advice for health care workers on this and other important, and sometimes sensitive topics."

Copies of the handbooks have been distributed to Health Service Districts which service Hindu and Sikh populations and can be found in the Multicultural Clinical Support Resource folder which is located in Queensland Health facilities around the state.

The handbooks have also been published on the Queensland Health multicultural health website at www.health.qld.gov.au/multicultural and can be downloaded and printed.

For more information contact Queensland Health Multicultural Services on multicultural@health.qld.gov.au.



Afio mai

continued from page 1

organisations to discover the strategies which are necessary to continue to improve the health and wellbeing of all Queenslanders.

The new strategic plan will expand on the achievements of the *Queensland Health Strategic Plan for Multicultural Health 2007-2012* and will address the objectives set for government departments in the *Queensland Multicultural Policy 2011*.

More information about the consultation process and development of the new strategy will be shared over the coming months. For anyone wishing to provide input, please contact Queensland Health Multicultural Services on 3328 9881.

Ellen Hawes

Director
Queensland Health
Multicultural Services

The many faces of type 2 diabetes

Every day, more than 60 Queenslanders learn they have type 2 diabetes. This translates to around 23,000 new cases of type 2 diabetes every year, with evidence showing that many are people from a culturally and linguistically diverse background.

In an effort to confront the Queensland public with these sobering figures, Diabetes Australia – Queensland developed *60 Faces of type 2 diabetes*, a statewide campaign which tells the stories of real Queenslanders living with the disease.

The campaign features life-size images of 60 Queenslanders with type 2 diabetes who, in their own words, tell others about what it is like living with the disease.

One of the faces featured in the campaign is Srikanthie Mohotti.

Srikanthie and her family migrated to Australia from Sri Lanka in 1988. She has a family history of diabetes, with her mother and grandmother previously having diabetes with serious complications.

Srikanthie describes her own diabetes as “borderline”. She controls the effect of diabetes on her life with a strong commitment to good management, exercise, weight loss and education.

However, Srikanthie said it hasn't stopped her son, who

is 37, also being diagnosed, making him the fourth generation in the family to have diabetes.

“I was diagnosed three years ago and try to learn as much as I can about the disease so I can better care for myself,” Srikanthie said.

Diabetes Australia – Queensland CEO Michelle Trute said the campaign aims to motivate Queenslanders to take the time to have an honest look at their lifestyle and their risk of type 2 diabetes.

“The diabetes footprint is massive and growing by the day. The disease and its complications are a major burden for society,” Ms Trute said.

To empower Queenslanders from a culturally and linguistically diverse (CALD) background to improve their diabetes self-management practices, Diabetes Australia – Queensland and the Ethnic Communities Council of Queensland have developed the *Diabetes and Culturally and Linguistically Diverse - All you need to know* project.

The project, which is based on the successful *EXPOSing Diabetes* mainstream education program, teaches people valuable skills in managing their diabetes and links them with local health professionals.

The program has been adapted to meet the needs of those CALD communities at

the highest risk of developing type 2 diabetes.

For more information about the *Diabetes and Culturally and Linguistically Diverse - All you need to know* project please call the Ethnic Communities Council Chronic Disease Program on 3255 1540 or go to www.eccq-cd.com.au.

For more information about the *60 faces of type 2 diabetes* campaign, go to www.60faces.com.au.

A one-minute test to assess your risk of type 2 diabetes is available online at www.diabetesqld.org.au.



Diabetes Australia Queensland communications manager Jane Milburn with the image of Srikanthie Mohotti featured in the *60 Faces of type 2 diabetes* installation during National Diabetes Week at King George Square, Brisbane.

New cultural profiles for CALD communities

Queensland has a culturally and linguistically diverse population. One in three Queenslanders was born overseas or has a parent who was born overseas, and we speak more than 270 languages at home.

This cultural diversity means that health care providers will come into contact with someone from a culturally and linguistically diverse background every day, and many of those people will have health beliefs and practices which may be different to those providing health services.

To help health care workers to better understand some of these different health beliefs and practices, Queensland Health Multicultural Services has developed a series of 18 new community profiles about culturally and linguistically diverse communities in Queensland.

The *Community Profiles for Health Care Providers* will assist health care professionals to quickly access information about the health beliefs, pre-migration experiences, communication preferences and other aspects of their clients' cultures.

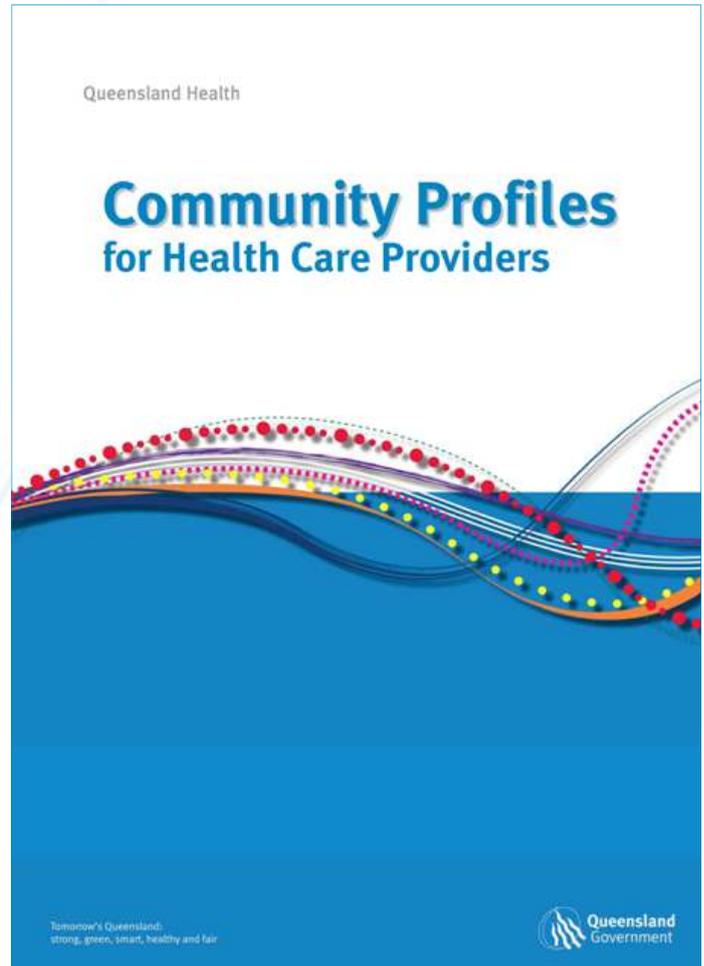
Each profile acts as a quick reference guide which health care providers can use to ensure care is culturally appropriate for their patients.

Profiles are available on the following Queensland communities:

- Afghan
- Australian South Sea Islander people
- Burmese
- Burundian
- Cambodian
- Chinese
- Ethiopian
- Filipino
- Hmong
- Indian
- Iraqi
- Japanese
- Maori
- Papua New Guinean
- Samoan
- Sri Lankan
- Sudanese
- Vietnamese

Community Profiles for Health Care Providers can be downloaded from www.health.qld.gov.au/multicultural.

For more information contact Queensland Health Multicultural Services on 3328 9873 or multicultural@health.qld.gov.au.



Queensland Health staff Janny Goris and Fiona McKenzie-Lewis at the Queensland Multicultural Festival.

Celebrate at the Queensland Multicultural Festival

More than 50,000 Queenslanders celebrated the state's cultural diversity at the Queensland Multicultural Festival recently.

The festival, which was held at the Roma Street Parklands in Brisbane on Sunday 16 October, celebrated the benefits of multiculturalism in Queensland through the music, dance, food, art, craft and traditional activities of our many diverse communities.

Queensland Health staff were on hand to speak to people from a culturally and linguistically

diverse background about health services such as immunisation, organ and tissue donation, nutrition, mental health and cancer screening, and to distribute health information in a variety of languages.

The festival was first held in 2004 and has grown to be one of the largest multicultural festivals in Australia.

For more information about the Queensland Multicultural Festival visit www.communities.qld.gov.au/multicultural.

Rockhampton Refugee Health Reference Group making great progress

The Rockhampton Refugee Health Reference Group was established in November 2010 to develop strategies to care for new arrivals to the city and to overcome some of the challenges faced by refugees.

The reference group, which was given seed funding through the local Queensland Health Connecting Healthcare in Communities Partnership Council – the Central Queensland Primary Care Partnership (CQPCP) – focuses on the physical and mental health needs of refugees, temporary working visa holders and newly arrived migrants to Rockhampton.

CQPCP Partnership Broker Roxanne Hodda said the

working group recently engaged a consultant to develop a Health Issues Statement regarding refugee and new migrant issues specific to Rockhampton, and to assist the group to create a Strategic Plan.

“The Health Issues Statement examines the health issues, risks and status of the migrant and refugee populations in Rockhampton, and also looks at the available services and the issues which impact on access to health services,” Roxanne said.

“The Strategic Plan explains the vision, purpose, values and beliefs, and objectives of the Rockhampton Refugee Health Reference Group, and outlines

the strategies which will be put in place over the next 6-12 months to achieve the desired outcomes.”

Some of the key activities outlined in the strategic plan include:

- a comprehensive GP and primary health care engagement strategy that includes referral templates, cultural competency training, practice support tools and onsite visits
- the establishment of a health promotion working group to develop resources to address the nutrition, oral health, cancer prevention and social support needs of the target groups. This includes plans

for an innovative use of online videos providing instruction on key health issues in up to five different languages.

“This is a very exciting time for the Reference Group and any suggestions, support, resources or advice would be welcome,” Roxanne said.

For more information about the Rockhampton Refugee Health Reference Group, please contact the CQPCP Partnership Broker Roxanne Hodda on rhodda@capdivgp.com or call 4921 7777.

For more information about the Central Queensland Primary Care Partnership go to www.capdivgp.com.

20 year milestone for BreastScreen Queensland

October is breast cancer awareness month and this year BreastScreen Queensland celebrates 20 years of providing quality, world-class breast cancer screening services to Queensland women.

Breast cancer affects all Queenslanders. Around one in 10 Queensland women will develop breast cancer at some stage in their life and most people will know someone who is diagnosed with the disease.

Early detection can save lives and a breastscan is the best way to detect breast cancer early.

To ensure all Queensland women have access to breast screening services, BreastScreen Queensland publishes information about the procedure in 20 languages other than English.

Information is available in:

- Arabic
- Bosnian
- Chinese
- Croatian
- Dinka
- Dutch
- Farsi
- Filipino
- German
- Greek
- Hindi
- Italian
- Japanese
- Korean
- Polish
- Russian
- Serbian
- Somali
- Spanish
- Vietnamese

All women aged 50-69 years are strongly encouraged to have a free breastscan every two years. Women aged 40-49 and over 70 are also eligible to attend.

For more information about BreastScreen Queensland visit: www.breastscreen.qld.gov.au or phone 13 20 50.



Fact
75% of women
with breast cancer
are over 50.

If you're over 50, spare 30 minutes every 2 years to visit BreastScreen Queensland. **Phone 13 20 50** for your free breastscan. Early detection could save your life.

BreastScreen Queensland

Queensland Government
Queensland Health

HOWZAT program delivers healthy lifestyles to multicultural youth

A new program which uses cricket to introduce young people from a culturally and linguistically diverse background to healthy lifestyle choices has been launched by the Ethnic Communities Council of Queensland and Queensland Cricket.

The HOWZAT Multicultural Youth Development Program will promote healthy eating and participation in physical activity to newly arrived migrants and international students aged 8-20 years through the delivery of cricket coaching programs across metropolitan and regional Queensland.

The program will also train young people to be leaders in their community and to provide peer mentoring and

support to other young people in their community through participation in cricket.

A total of six coaching sessions will be offered free of charge in the following locations:

- Brisbane (two Sessions)
- Logan
- Gold Coast
- Rockhampton
- Cairns

The HOWZAT Multicultural Youth Development Program is a partnership between Queensland Cricket and the Ethnic Communities Council of Queensland.

For more information contact Project Coordinator Amit Sharma on 38449166 or email seca3@eccq.com.au.



Photograph by [Andrew Blight](#)

Queensland Health Multicultural Services Newsletter

Phone: 07 3328 9873

Fax: 07 3328 9115

Email: multicultural@health.qld.gov.au

Web: www.health.qld.gov.au/multicultural

15 Butterfield Street
Herston QLD 4006

PO Box 2368

Fortitude Valley BC QLD 4006



© State of Queensland (Queensland Health) 2011
<http://creativecommons.org/licenses/by-nc-sa/3.0/au/deed.en>

Celebrating diversity at Mater

Mater Health Services celebrated Refugee Week recently with a number of events to acknowledge the plight of refugees and celebrate the diversity they bring to the community.

As part of the celebrations, the Mater Health Services Cultural Diversity Network arranged a special lunch in the staff cafés. The lunch menu featured recipes from Sudan, Somalia, Iraq and Afghanistan.

Mater's Cultural Diversity Coordinator Jenny Ryan said the lunch was a great success with people lining up out the door for the chance to sample the culinary delights on offer.

"The general enthusiasm of staff showed how welcome special events such as Refugee Week are," Ms Ryan said.

"It was a great opportunity to acknowledge cultural diversity

in our community, increase awareness and share information with staff relating to the health needs of refugees."

Staff were entertained by the Moorooka State School children's choir and a Sudanese girls choir during the lunch.

A Mater contract interpreter, Francine Mwitirehe, who came to Australia as a refugee from Rwanda in 1994, can appreciate the importance of celebrating diversity.

Once in Australia, Mrs Mwitirehe and her family settled in Brisbane and in 2008 she was selected as a peer interviewer for a maternity services survey at Mater Mothers' Hospitals.

"From here my relationship with Mater grew and in 2010 I took up a role as a contract

Swahili interpreter," Mrs Mwitirehe said.

"At times I find it hard to believe how my life has changed. I truly love interpreting at Mater and enjoy helping people in need."

Mater's Cultural Diversity Unit was established in July 2010 and provides strategic and practical advice, support and education to staff to improve Mater's responsiveness to people from a culturally and linguistically diverse

