

Resources

Contact People at Hospitals

Irene Szogi	Carol Hobson	Joseph Bayer
Royal Women's Hospital	Patient Liaison Officer	Ethnic Liaison Officer for Aged
Tel: (07) 3253 7186	Gold Coast Hospital	Care Assessment Team
	Tel: (07) 5571 8211	Gold Coast Hospital
		Tel: (07) 5571 8211

Community Organisations

Brisbane Migrant Resource Centre	(07) 3844 8144
Ethnic Communities 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. Department of the Premier and Cabinet. Office of Ethnic and Multicultural Affairs.

Translating and Interpreting

Translating and Interpreting Service Tel: 131 450

Electronic interpreting on portable machines is an option for Chinese, Vietnamese and Arabic speakers in some hospitals, if an interpreter or family member is not available, but only in situations where the limitations of this type of interpreting are acceptable.

Resource Kits and Manuals

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, Brisbane.

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. 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. 1994. 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. (Latest edition 1998). Available from Royal Australian College of General Practitioners Tel: (07) 3392 0944.

Web sites

<http://qh.in.health.qld.gov.au/hssb/hou/home.htm>
(Queensland Health Intranet QHiN).

<http://www.health.qld.gov.au/hssb/hou/home.htm>
(Queensland Health).

<http://ariel.its.unimelb.edu.au/~atmhn/>
(Transcultural Mental Health).

<http://mhcs.health.nsw.gov.au>
(Multicultural Health Communications Service).

<http://www.DiversityRx.org/HTML/DIVRX.htm>
(Diversity Rx).

<http://www.ceh.org.au>
(Centre for Culture, Ethnicity and Health).

Courses

Princess Alexandra Hospital Crosscultural Awareness Course.
Contact the Centre for Development & Training
Tel: (07) 3240 2288.

Royal Women's Hospital Crosscultural Awareness Course.
Contact Staff Development Tel: (07) 3253 8574.

Queensland Centre for Crosscultural Development:
Crosscultural Skills for Health Professionals,
Crosscultural Counselling and Working with Interpreters
Tel: (07) 3406 2033.

Videos

Understanding Indochinese Patients

Available from Mr Choummani Vong (Luck) Tel: (07) 3818 1648.

In Our Own Words by Health and Multicultural Australia

Obtainable from the Office of Ethnic and Multicultural Affairs Library Tel: (07) 3406 2036 or (07) 3406 2040.

Hospices and Nursing Homes

Karuna (Tel: (07) 3857 8555) is a hospice for the terminally ill based on the Buddhist tradition.

A list of ethno-specific or multicultural nursing homes/hostels follows:

Dutch (hostel): Netherlands Retirement Village
Tel: (07) 3822 0800

Finnish (hostel): Finlandia Village Tel: (07) 3207 8100

Greek: Greek Orthodox Nursing Home and Hostel
Tel: (07) 3844 6063

Italian (cluster accommodation): Canossa House
Tel: (07) 3839 6003

Jewish (hostel one wing only): Marana Gardens Hostel
Tel: (0755) 711 288

Multicultural (nursing home): Berlasco Court Caring Centre
Tel: (07) 3371 4377

Multicultural (hostel): Woodlands Park Hostel
Tel: (07) 3352 6488

Russian (hostel): Pine Lodge Home for the Aged
Tel: (07) 3277 5841

