

Some Multicultural Health Tools (2009)

Multilingual Appointment Card by HARP (UK) (<http://www.communicate-health.org.uk/card/>)

Three easy steps:

1. Fill in the form with your details and the appointment time, etc in English
2. Choose the language (90 different languages)
3. It creates a print-ready, translated version Eg. Amharic:

Appointment Card የቀጠሮ ካርድ	
Client ደንበኛ	Mr Green
Appointment with ቀጠሮው ከ	Dr Brown 10 Central Street Smith Town Tel: 6222-*****
Reference የመዝገብ ቁጥር	#123ABC
Has been arranged for you on the following date: 12 September 2008 በሚከተለው ቀን ቀጠሮ ተደዞለዎታል: 12 መስከረም 2008	
At the following time: 2 30 PM ከዚህ በታች በሚታየው ጊዜ: 2 30 ከሰ.በ.	
This appointment card was translated free of charge using www.communicate-health.org.uk	

Cue Cards in Community Languages by Eastern Health (Victoria) (<http://www.easternhealth.org.au/language/cuecards/index.asp>)

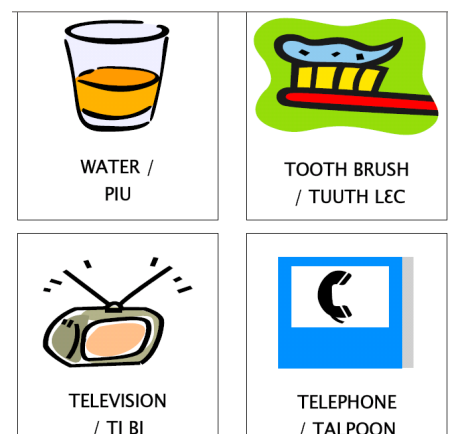
This resource is not to be used in lieu of accredited interpreters, but can be used by clients/carers to communicate simple needs such as hunger, thirst, use of a telephone, request for a bible and by professionals to indicate simple instructions/concepts.

There is a Guide for usage and a choice of two formats:

- 12-page document with maximum of 20 images per page
- 55-page document, maximum 4 images per page – this version is more appropriate for persons with vision or cognitive impairment

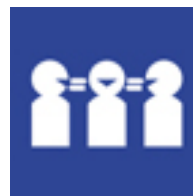
Or use single images.

11 categories: Basic, Instructions, Family, Community, Descriptions, Medical, Objects, People, Religion, Time & Dental and includes charts indicating days of the week, months of the year, level of pain scale.



National Interpreter Symbol - the Victorian Multicultural Commission
(<http://www.multicultural.vic.gov.au/web24/vmc.nsf/HeadingPagesDisplay/Language+ServicesNational+Interpreter+Symbol?OpenDocument>)

The Interpreter Symbol is a national public information symbol to provide a simple way of indicating where people with limited English proficiency can ask for language assistance.




Find Your Language Tool by the Health Translations Directory, Victoria:
(http://www.healthtranslations.vic.gov.au/bhcv2/bhcht.nsf/pages/find_your_language?open)

In 4 easy steps, you can create a poster or flip chart that will assist you to identify the languages that people from culturally and linguistically diverse communities speak.

The phrase "I speak" has been translated into over 90 languages. The translation and the English text sit side by side on the poster - so simply have the person from the culturally and linguistically diverse community look over the poster and point to the language that they speak.

Design your own - Choose to include all languages or just the ones that are relevant to you. You can also add your organisation's logo, and print in a number of formats. An example with 3 languages:



Find your language

Aloko leb Acholi	I speak Acholi
Unë flas Shqip	I speak Albanian
ܐܢܝ ܕܘܫܘܪܝܝܐ ܕܝܚܝܐ ܕܝܚܝܐ	I speak Assyrian

Information about Communities – DIAC (Department of Immigration and Citizenship)

Community Profiles – information to assist worker and services to better understand the background and needs of Humanitarian Refugee arrivals to Australia. The profiles contain key information on demographic characteristics, likely settlement needs and cultural and country backgrounds. <http://www.immi.gov.au/living-in-australia/delivering-assistance/government-programs/settlement-planning/community-profiles.htm>



- [Bhutanese Community Profile](#)
- [Burmese Community Profile](#)
- [Congolese Community Profile](#)
- [Eritrean Community Profile](#)
- [Ethiopian Community Profile](#)
- [Liberian Community Profile](#)
- [Sierra Leonean Community Profile](#)
- [Sudanese Community Profile](#)
- [Togolese Community Profile](#)
- [Uzbek Community Profile](#)

Calendar of Cultural and Religious Dates - The Calendar aims to raise awareness of key cultural and religious events, festivals and national days.

<http://www.immi.gov.au/living-in-australia/a-diverse-australia/calendar-australia/>

Translated Bathroom Hygiene Resources by DHHS (Tasmania)

http://www.dhhs.tas.gov.au/about_the_department/structure/groups/chief_health_officer/population_health/units/population_and_health_priorities/multicultural_health/translated_bathroom_hygiene_resources

To assist the promotion of safe and hygienic use of bathrooms and toilets to people who may be less familiar with Western-style facilities.

Graphics (no text) – Can be sized to suit your needs (from stickers within toilet cubicles to poster sized reminders near washbasins). They are economic to replace on a regular basis (for cleanliness as most will be placed on toilet and bathroom walls)



Pamphlet – All available on the DHHS website (see above).except for the Karen translation (see below).

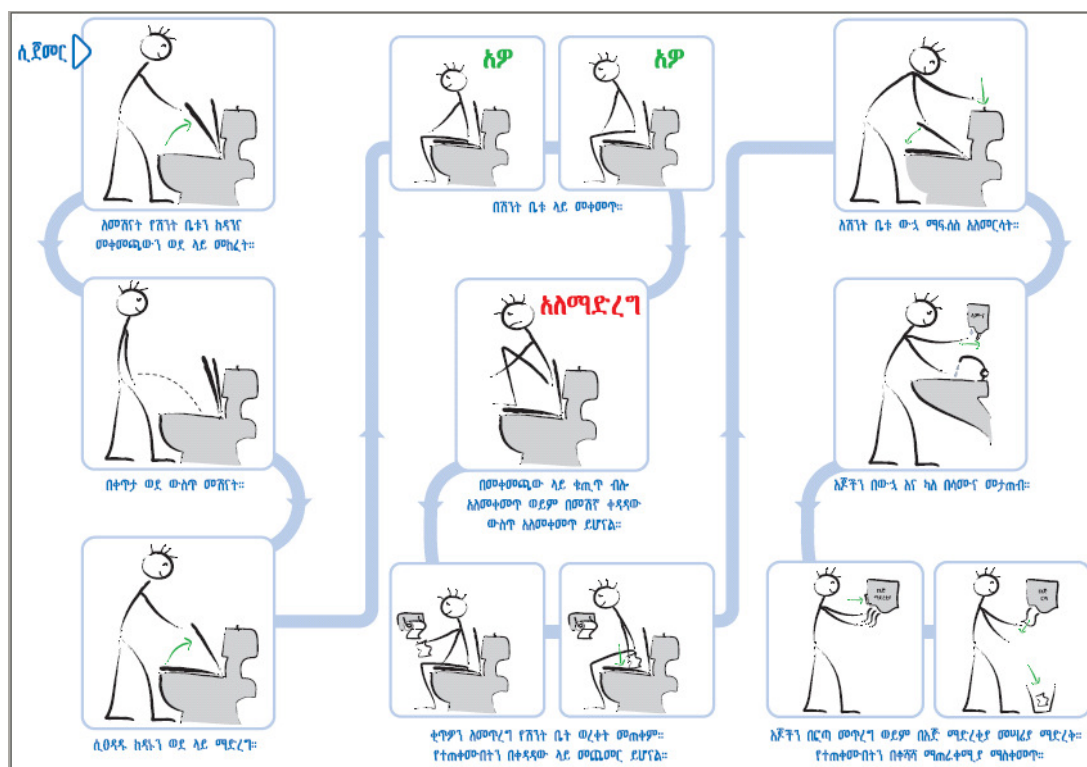
The resources are in two formats, a female and male pamphlet for each language.

They are designed for one-to-one orientation with individuals as the cartoon format assists the flow of discussion topics.

Available in English and 10 other languages:

- Amharic
- Arabic
- Farsi
- Japanese
- Karen (Male: http://www.healthwest.org.au/Resources/Healthy%20Living%20in%20Wyndham%20Resource%20Kit/Toilet_Brochure_For_Males_print.pdf
Female: http://www.healthwest.org.au/Resources/Healthy%20Living%20in%20Wyndham%20Resource%20Kit/Toilet_Brochure_For_Females_print.pdf)
- Korean
- Simple Chinese (Taiwanese and Cantonese)
- Traditional Chinese (Mandarin)
- Thai
- Tigrina

Example: Amharic – Male pamphlet



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

This Victorian organisation has resources for workers, professional development courses and a calendar of training.

There are a range of resources such as tools, checklists, and reports are at:
<http://www.ceh.org.au/resources/publications.aspx>



- Communicating with clients with low English proficiency
 - Assessing the need for an Interpreter
 - Culturally inclusive health assessment
 - A practical guide to CALD Consumer Participation
 - Engaging Culturally and Linguistically Diverse Communities in Physical Activity
 - Making focus groups culturally and linguistically appropriate
 - Consumer participation and culturally and linguistically diverse communities
 - Cultural Competencies in Health Promotion
 - Checklist: Reviewing translated materials
 - ... and much, much more
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