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CHILD AND ADOLESCENT HEALTH SERVICES (CAHS)

CAHS, Princess Margaret Hospital for Children (PMH) has a Refugee Health Clinic (RHC) dedicated to refugee health provision. The RHC is the point of entry for assessment and medical treatment service for children and has a Multidisciplinary Team (Team) that provides holistic family focused health service. The Team has expertise in supporting the complex care requirements of refugee children and adolescents, including their medical, social and psychological needs. Provision for appointments and clinics and access to units, wards and ancillary services within PMH are routine when needs are identified.

PMH has a Language Unit (Unit) with a Language Coordinator position that provides information and professional interpreters either on site or by telephone for use by patients, family members and friends. The Unit provides cultural information and support when and if requested.

CAHS provides monthly generic hospital orientation sessions for staff during which the Language Coordinator provides information on language and cultural diversity in relation to the care and treatment of refugee and Culturally and Linguistically Diverse (CaLD) clients. This is also available on request for other health professionals in PMH.

CAHS Child and Adolescent Mental Health Service (CAMHS) provide the following to clients of CaLD backgrounds:

- Cross-cultural CAMHS clinician based at Warwick Child and Adolescent Mental Health Clinic, who is part of the multidisciplinary team. This position provides a mental health service to CaLD children and adolescents living in the northern suburbs who are having difficulties in accessing traditional mental health services. The position provides cultural consultation to other CAMHS clinicians in the service.
- Senior Social Workers to the Integrated Service Centres (ISC) based at the Intensive English Centres at Parkwood and Koondoola Primary Schools. The aims of the ISCs are to:
 - improve access to relevant services for humanitarian entrants through effective early intervention and care conditions;
 - relieve pressure on mainstream services and promote smooth transitions to mainstream services when required;
 - implement a whole-of-government approach to improve the coordination of settlement delivery by humanitarian entrant service providers;
 - provide holistic services that respond to the most critical and immediate needs of humanitarian entrants; and
 - promote partnerships and links between relevant government and non-government agencies.
- Each ISC currently operates with community health nurse (provided by CACH), specialist mental health professional (CAMHS Social Worker), multicultural community liaison worker (contracted to Edmund Rice Centre, Mirrabooka) and administrative assistant (provided by Department of Education).

NORTH METROPOLITAN AREA HEALTH SERVICE (NMAHS)

- The Language of Childbirth course for women with limited English, presented by Parent Education Midwives and the Adult Migrant Education Service.
- Information and resources for non-English speaking women including a data base of culturally appropriate translated health information from around Australia for staff and patients to access.
- King Edward Memorial Hospital (KEMH) specific resources have been developed to be culturally appropriate in content, inclusive of three DVDs (Amharic, Arabic and Dinka) on emotional health for mothers.
- A weekly diabetes and dietary education sessions held for diabetic pregnant women requiring interpreters.
- Through the National Perinatal Depression Initiative, the WA Perinatal Mental Health Unit (WAPMHU) currently funds two non-government agencies - Ishar Multicultural Women's Health Centre and Save the Children Australia to deliver CaLD women's support groups with a focus on prevention and early identification of perinatal depression. One of these agencies, Ishar Multicultural Women's Health Centre is also funded to deliver a home visiting service for CaLD women at risk of postnatal depression.
- Post Graduate Medical Education runs the Royal Australian College of General Practitioners (RACGP) and AMA accredited Vocational Graduate Diploma of Women's Health program, for KEMH clinical staff and community doctors, midwives and nurses working in women's health. This includes multicultural issues; female genital mutilation; sexual assault; domestic violence and also child protection.
- The Department of Nursing and Midwifery Education and Research (DNAMER) provide study days for health professionals to enhance their understanding of the needs of newly arrived CaLD childbearing women.
- DNAMER offers a Midwifery Registration Bridging program for overseas trained midwives subject to them being deemed eligible for registration with the Nursing and Midwifery Board of Australia, which is determined under National Law.
- NMAHS offers the Aboriginal Cultural Awareness e-learning package for staff to complete with many features that are applicable to working with CaLD clients.
- Two professional development sessions for staff were held during 2011-12 focusing on women from Africa.
- WAPMHU provides a half day staff education and training module on the screening tool Edinburgh Perinatal Depression Scale (EPDS), inclusive of appropriate use of the "EPDS Translated version" containing 36 translations (18 validated and 18 non-validated).
- Chronic Disease prevention information & activities – Health Lifestyle Program (funded and delivered by Public Health & Ambulatory Care Health Promotion Team)
- Newly arrived migrants / refugees attending classes through the Adult Migrant English Program (AMEP).
- Women's group, clients of Salvation Army.
- Clients of the Australian Asian Association Settlement Grants Program: Program for Women.
- Health Literacy: chronic disease prevention and promotion of healthy lifestyles (funded or delivered by Public Health & Ambulatory Care Health Promotion Team)
- English lecturers at the Adult Migrant English Program.

- Settlement Grants Program providers at the Department of Immigration & Citizenship.
- English teachers at the Western Australian Adult Literacy Council conference.
- Various CaLD service providers attending the Centrelink Multicultural Consultative forum.

Dental Health Services

- Post-Operative Instructions, Trauma and Denture appointment forms have been developed in 11 different languages.
- Patients/Clients have access to interpreting services when required under the WA Health Languages Services Policy 2011.
- Improving access to dental care for people who attend the Humanitarian Entrants Health Service is being developed.
- Existing information pamphlets are being reviewed for compliance with the Access Guidelines for Information, Services and Facilities policy.
- Aged Care Program offering a free oral health screening examination for all residents of aged care facilities in the metropolitan area.
- Cultural Awareness Training for Managers and staff – Metropolitan area and Broome training held in May/November 2010 respectively.
- De-escalating Patient Behaviour Training – for all clinical staff and receptionists held in 2011 – This training covered how to de-escalate patient behaviour including some information on how to address patients who do not have English as their first language.

Diabetes Service – funded and delivered by NMAHS Public Health & Ambulatory Care

- Diabetes Service delivered at Italo Australian Welfare and Cultural Centre in North Perth. Diabetes Education delivered in Italian. Services provided on Tuesday, Wednesday and Friday's. Approx 2 -3 new referrals per week.
- Italian Bi-cultural Health Worker.
- Some administrative support.

DonateLife

- Advises on awareness for organ and tissue donation amongst indigenous groups.
- Aboriginal awareness program for new staff.

WA TB Control Program and Humanitarian Entrant Health Service

- Patient information translated into different languages
- Onsite and telephone interpreters utilised as required, all clients have their language group recorded to ensure appropriate interpreters are utilised for medical, nursing and home visit appointments as per the Language Policy.
- Cultural Awareness Training for Managers and staff.
- Cultural Awareness Training for staff.

SOUTH METROPOLITAN AREA HEALTH SERVICE

At South Metropolitan Area Health Service, Mental Health (SMAHS MH) a “Managing Cultural Diversity in Mental Health” training program, mandatory for all SMAHS MH staff,

has been running for over three years. Advanced cultural workshops are run throughout the year and are tailored for Clinicians working within Mental Health. However, staff from general and external agencies have also been attending. Workshops are open to all other government agencies and NGOs. Presenters also travel to country areas and provide Managing Cultural Diversity and Aboriginal Mental Health workshops.

South Metropolitan Area Health Service, Royal Perth Hospital (SMAHS RPH) provides the following services;

- ‘Aboriginal Cross-Cultural Awareness Workshop’, non-mandatory but recommended for all employees. This one-day course is offered four times a year. This assists the elderly Aboriginal patient population of SMAHS patients.
- ‘Cultural Diversity in the Workplace’ course, non-mandatory but recommended for all employees to improve their cultural awareness. This is a half-day course and is offered twice a year. This assists the newly arrived CaLD patient population of SMAHS patients.
- An E-Learning package: ‘An Introduction to Culturally Appropriate Health Services for Aboriginal People’ and an ‘Introduction to Aboriginal Cultural Awareness Video’, non-mandatory but recommended for all employees. This is an e-Learning training package. This assists the elderly Aboriginal patient population of SMAHS patients.
- Language Services. RPH, is in the final stages of development of an e-Learning video for staff to train staff in working with interpreters effectively. This will assist both the newly arrived CaLD patient population and the elderly Aboriginal patient population of SMAHS patients.

WA COUNTRY HEALTH SERVICE

People with CaLD backgrounds can access all WA Country Health Service (WACHS) services. Services are culturally sensitive and telephone interpreting service is available for people who require an interpreter.

WACHS provides Cross Cultural education and training to all health care professionals and administrative staff, with Aboriginal Liaison Officers employed throughout various regional areas to assist in ensuring that the services provided are conducted in a culturally appropriate manner.

(2) The WA Home and Community Care (HACC) Program has allocated \$5.7 million in 2011/12 to CaLD specific HACC service providers for dedicated programs that support clients and carers from CaLD communities in the metropolitan area.

Other than these dedicated CaLD programs, mainstream HACC service providers support CaLD clients and carers through their general support services and dementia programs across WA. In 2010-2011, 18.5% of HACC clients were identified as being from a CaLD background.