29 January

Launch of new resources to improve communication

South Western Sydney Local Health District will launch new resources to boost communication between health professionals and older people from culturally and linguistically diverse (CALD) communities.

The resources include fact sheets for health workers and older people, their families and friends and will be launched on Wednesday 30 January at 2.30pm at the Braeside Hospital Education Centre, Prairiewood.

The District’s Director of Health Promotion Mandy Williams said the new resources were an important communication tool for health professionals.

“We are committed to improving health literacy across our CALD communities in south western Sydney,” Ms Williams said.

“The new resources will help older people in CALD communities better understand their health care and create more equitable access.”

The launch will include presentations from clinicians, consumers and language service representatives on their efforts to achieve successful communication with older people from a CALD background.

The fact sheets will be available in Arabic, Assyrian, Chinese, Spanish, Turkish and Vietnamese.

The new resources are in addition to the District’s new Cultural Competency Training for all staff launched last year to increase their capacity to communicate effectively with the region’s multicultural community.

The NSW Government is investing more than $2.2 million in multicultural health care in south western Sydney in 2018-19. The cost of the Cultural Competency Training this financial year is $203,018.