

# Helping culturally and linguistically diverse communities navigate the Australian health system

Resource Toolkit 2019



# Contents

Introduction	3
Culturally and linguistically diverse people in Australia	4
Developing resources for culturally diverse communities	5
Resources	
What care do I need?	7
The role of a GP	10
Social media posts	13
References	16

# Introduction

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## About this document

This Resource Toolkit is intended to provide individuals and organisations with resources that can be used to promote understanding of the Australian health system amongst culturally and linguistically diverse communities.

These free resources, which can be used for websites, social media platforms and newsletters have been produced in response to research showing that some culturally diverse groups find it challenging to navigate and access the Australian health system.

## About Healthdirect Australia

Healthdirect Australia is a national, government owned, not-for-profit organisation empowering Australians to manage their own health. All our services are funded by Australian governments.

We were established in 2006 by the Council of Australian Governments with a mandate to work across jurisdictional boundaries to deliver telehealth and digital health services to the whole population.

The healthdirect service is an important part of the Australian health system, helping direct people to the right care at the right time, saving time, money and lives.

Healthdirect Australia also runs the Pregnancy Birth and Baby helpline and website; the After Hours GP Helpline; the National Health Services Directory; Carer Gateway; My Aged Care gateway and the Get Healthy Information and Coaching Service.

Our Clinical Governance Framework and team underpin the work we do, acting as the backbone to the services we offer being trusted by the public and health professionals. This expertise is key in delivering best practice health services.

## Improving health literacy

Health literacy is about how people understand health information, use it to make informed decisions, and how they act upon these decisions to manage their health and wellbeing.

The focus of the work we do is to empower people to manage their own health. We do this by ensuring we consistently have high standards of health information and advice that people can understand and use.

## Why is health literacy important?

In Australia, it's estimated that 60% of people have less than adequate levels of health literacy, which is a significant challenge in delivering health services.

Low health literacy is a risk factor for poor health. It can affect people's ability to do things like navigate the health system, understand medical instructions, and seek support from health professionals. This can increase the risk of people needing emergency care, being hospitalised, mismanaging their medication and not understanding their disease or condition.

Low health literacy levels have also been shown to impact the safety and quality of healthcare and contribute to higher healthcare costs.



# Culturally and linguistically diverse people in Australia

Australia is a multicultural country. Almost half of all Australians (45%) were either born overseas (6.2 million) or have at least one parent who was born overseas (4.5 million).<sup>1</sup>

More than a fifth (21%) of Australian residents speak a language other than English at home. After English, the next most common languages spoken at home are Mandarin, Arabic, Cantonese and Vietnamese.

## 10 top countries of birth for those born overseas



**Almost half of all Australians (45%) were either born overseas (6.2 million) or have at least one parent who was born overseas (4.5 million).<sup>1</sup>**

Estimated percentage of resident population at 30 June 2016 (Australian Bureau of Statistics)

England (5.0%)	Philippines (1.0%)	Malaysia (0.7%)
New Zealand (2.5%)	Vietnam (1.0%)	Germany (0.5%)
China (2.2%)	Italy (0.8%)	
India (1.9%)	South Africa (0.8%)	



# Developing resources for culturally diverse communities

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Healthdirect Australia collaborated with the Federation of Ethnic Communities' Councils of Australia (FECCA) to develop these resources. FECCA has provided expertise to guide the development of the video animations, scripts, translations and voice-overs to ensure that they are culturally appropriate.

The development process also included input from a consumer representative at NSW Health and health professionals working with culturally and linguistically diverse communities at the University of NSW.

All content has been developed in accordance with Healthdirect Australia's Clinical Governance Framework, and aligns with an overarching health literacy strategy. The content is safe, appropriate and relevant for all Australians.

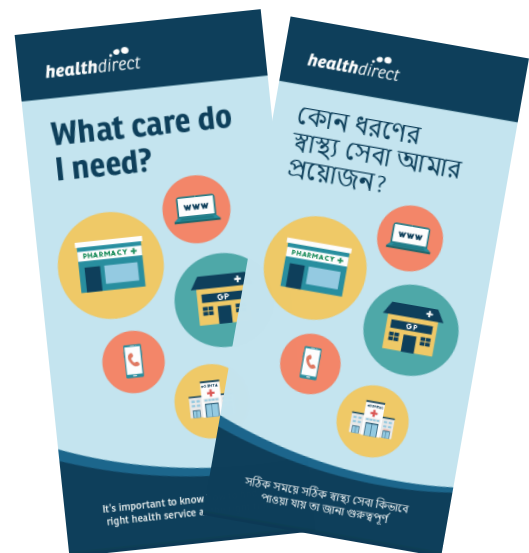
Organisations	Resources	Foreign languages
 	<ul style="list-style-type: none"><li>• Videos</li><li>• Webpages</li><li>• Brochures</li><li>• Posters</li><li>• Social posts</li></ul>	<ul style="list-style-type: none"><li>• Arabic</li><li>• Bengali</li><li>• Cantonese</li><li>• Mandarin</li><li>• Vietnamese</li></ul>

# Resources

These resources can be ordered by any individual or group. All resources are available in Arabic, Bengali, Cantonese, Mandarin, Vietnamese and English.

They are downloadable, sharable and printable. We encourage you to help share these resources.

Copies of our printed brochures and posters can be ordered (and delivered) free of charge (limits apply). [Place an order here.](#)



## Topic 1 - What care do I need?



English poster

Trusted government advice on the many types of healthcare services and information available in Australia. Learn how to find the right service at the right time.

## English

### Articles

- <https://www.healthdirect.gov.au/what-care-do-i-need>
- <https://www.healthdirect.gov.au/getting-the-most-out-of-your-pharmacist>
- <https://www.healthdirect.gov.au/how-healthdirect-can-help-you>

### Video (Full version)

- <https://www.youtube.com/watch?v=ctS57NKZg9U&t=4s>

### Video (Short version)

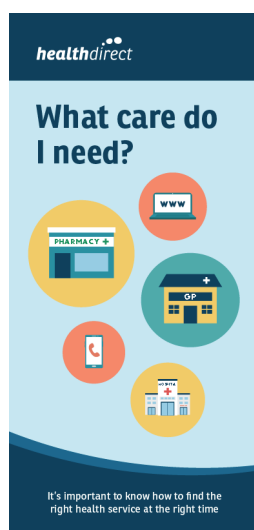
- <https://facebook.com/HealthdirectAustralia/videos/1124318521058594/>

### DL brochure

- <https://about.healthdirect.gov.au/order-resources>

### Poster

- <https://about.healthdirect.gov.au/order-resources>



English DL brochure



English video animation



## Arabic

### Articles

- <https://www.healthdirect.gov.au/ar/what-care-do-i-need>
- <https://www.healthdirect.gov.au/ar/getting-the-most-out-of-your-pharmacist>
- <https://www.healthdirect.gov.au/ar/how-healthdirect-can-help-you>

### Video

- <https://www.youtube.com/watch?v=51MWoVqpCsE>

### DL brochure

- <https://about.healthdirect.gov.au/order-resources>



## Bengali

### Articles

- <https://www.healthdirect.gov.au/bn/what-care-do-i-need>
- <https://www.healthdirect.gov.au/bn/getting-the-most-out-of-your-pharmacist>
- <https://www.healthdirect.gov.au/bn/how-healthdirect-can-help-you>

### Video

- <https://www.youtube.com/watch?v=MaNjQQIy68M>

### DL brochure

- <https://about.healthdirect.gov.au/order-resources>



## Chinese Simplified

### Articles

- <https://www.healthdirect.gov.au/zh-hans/what-care-do-i-need>
- <https://www.healthdirect.gov.au/zh-hans/getting-the-most-out-of-your-pharmacist>
- <https://www.healthdirect.gov.au/zh-hans/how-healthdirect-can-help-you>

### Video

- <https://www.youtube.com/watch?v=IOmHbINI3MM>

### DL brochure

- <https://about.healthdirect.gov.au/order-resources>





## Chinese Traditional

### Articles

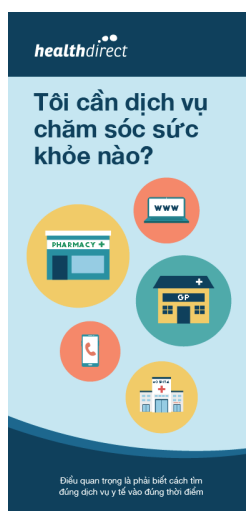
- <https://www.healthdirect.gov.au/zh-hant/what-care-do-i-need>
- <https://www.healthdirect.gov.au/zh-hant/getting-the-most-out-of-your-pharmacist>
- <https://www.healthdirect.gov.au/zh-hant/how-healthdirect-can-help-you>

### Video

- <https://www.youtube.com/watch?v=seaZCSqU9zc>

### DL brochure

- <https://about.healthdirect.gov.au/order-resources>



## Vietnamese

### Articles

- <https://www.healthdirect.gov.au/vi/what-care-do-i-need>
- <https://www.healthdirect.gov.au/vi/getting-the-most-out-of-your-pharmacist>
- <https://www.healthdirect.gov.au/vi/how-healthdirect-can-help-you>

### Video

- <https://www.youtube.com/watch?v=jz8o3srxFbc>

### DL brochure

- <https://about.healthdirect.gov.au/order-resources>

## Topic 2 - The role of a GP



Information about a General Practitioner (GP) who is usually the first person you go to if you have a health issue. Discover how a GP can coordinate your healthcare and look after you through your whole life.

### English

#### Article

- <https://www.healthdirect.gov.au/the-role-of-a-gp>

#### Video (Full version)

- <https://www.youtube.com/watch?v=KAOcAgeAmmE>

#### Video (Short version)

- <https://facebook.com/HealthdirectAustralia/videos/1124311844392595/>

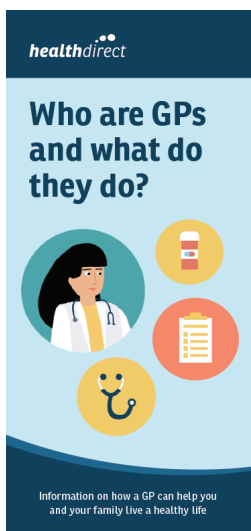
#### DL brochure

- <https://about.healthdirect.gov.au/order-resources>

#### Poster

- <https://about.healthdirect.gov.au/order-resources>

English poster



English DL brochure

English video animation



## Arabic

### Article

- <https://www.healthdirect.gov.au/ar/the-role-of-a-gp>

### Video

- <https://www.youtube.com/watch?v=8m9aQlZEsA4>

### DL brochure

- <https://about.healthdirect.gov.au/order-resources>



## Bengali

### Article

- <https://www.healthdirect.gov.au/bn/the-role-of-a-gp>

### Video

- <https://www.youtube.com/watch?v=vAjzsfixsdg>

### DL brochure

- <https://about.healthdirect.gov.au/order-resources>



## Chinese Simplified

### Article

- <https://www.healthdirect.gov.au/zh-hans/the-role-of-a-gp>

### Video

- <https://www.youtube.com/watch?v=pHmw70IUOOo>

### DL brochure

- <https://about.healthdirect.gov.au/order-resources>



### Chinese Traditional

#### Article

- <https://www.healthdirect.gov.au/zh-hant/the-role-of-a-gp>

#### Video

- <https://www.youtube.com/watch?v=31gtoFXvZV4&t=88s>

#### DL brochure

- <https://about.healthdirect.gov.au/order-resources>



### Vietnamese

#### Article

- <https://www.healthdirect.gov.au/vi/the-role-of-a-gp>

#### Video

- <https://www.youtube.com/watch?v= STmkfGbBJY>

#### DL brochure

- <https://about.healthdirect.gov.au/order-resources>

## Social media posts

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The following social media posts have been created in English only. You are welcome to translate for your audience.

Please note, the below 8 images cannot be downloaded in this toolkit. For ownership and access, please contact the Marketing Team directly: [marketing@healthdirect.org.au](mailto:marketing@healthdirect.org.au)



### Do you know what to do when you are sick?

#### What to do when you are sick

Feeling unwell and not sure what to do?

Learn the most appropriate healthcare action for you and your family:

<https://www.healthdirect.gov.au/what-care-do-i-need>



### Why is it important to have a GP?

#### The role of a GP

Your GP is usually the first person you go to if you have a health issue. Learn about the role of a GP for you and your family:

<https://www.healthdirect.gov.au/the-role-of-a-gp>

## Social media posts

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### The Australian Medicare system

The Medicare system in Australia can help pay for any visits you have to the doctor by providing a benefit known as a rebate. Some GP's use rebates to cover the cost of your appointment. To learn more about GPs and Medicare, click here:

<https://www.healthdirect.gov.au/the-role-of-a-gp>



### Getting the most out of your pharmacist

Local pharmacists do a lot more than fill your script - they are qualified experts who provide advice and counselling on medicines and general healthcare to millions of Australians every year. Find out more here:

<https://www.healthdirect.gov.au/getting-the-most-out-of-your-pharmacist>



### How healthdirect can help you

healthdirect provides free, trusted health information and advice, 24 hours a day, 7 days a week. Our free helpline allows you to speak with a registered nurse who will assess you and based on your symptoms, may offer you a call back from a GP. To learn more, click here:

<https://www.healthdirect.gov.au/how-healthdirect-can-help-you>



### Ways to get help

Do you know the different ways you can get help? You can:

- Go online for information
- Call a helpline
- Visit your local pharmacist
- See your GP or
- In an emergency, go to a hospital emergency department

Learn more about what you can do and who can help you here:

<https://www.healthdirect.gov.au/what-care-do-i-need>

# Social media posts

## What care do I need?

**Self care**  
Many illnesses and symptoms can be treated at home. For free health care information, visit [healthdirect.gov.au/symptom-checker](https://www.healthdirect.gov.au/symptom-checker)

**Pharmacy**  
Pharmacists can help with minor illnesses and persistent conditions. They can provide advice and information on medicines and your health.

**healthdirect**  
If you are unsure what to do next, call the healthdirect helpline on 1800 022 222 for 24/7 free health advice from a registered nurse.

**GP (doctor)**  
Your GP can look after you your whole life and is usually the first person you go to if you feel unwell.

**Emergency**  
Call an ambulance on **triple zero (000)** if you are seriously sick or injured or go to your nearest hospital emergency department.

For more information, visit [healthdirect.gov.au/what-care-do-i-need](https://www.healthdirect.gov.au/what-care-do-i-need)



## What care do I need?

There are many types of healthcare services and information available in Australia. Here's how you can choose the right care;

<https://www.healthdirect.gov.au/what-care-do-i-need>

## Services provided by your GP

**Regular medical check ups**

**Help planning for a family or provide contraception**

**Help you if you're having a tough time**

**Treatment for injuries and illnesses**

**Managing long-term conditions**

**Prescribing medicines**

**Immunisations**

For more information, visit [healthdirect.gov.au/the-role-of-a-gp](https://www.healthdirect.gov.au/the-role-of-a-gp)



## Services provided by your GP

GPs coordinate your healthcare and can look after you throughout your life. Here are the GP services available to you!

<https://www.healthdirect.gov.au/the-role-of-a-gp>

## References

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1. Australian Bureau of Statistics. 2016. Over 28 per cent of Australians born overseas. [ONLINE] Available at: <http://www.abs.gov.au/ausstats/abs@.nsf/lookup/3412.0Media%20Release12015-16>. [Accessed 18 October 2018]



