

Overcoming language and cultural barriers – engaging non-English speaking communities for education

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Ethnic Communities Council of
Queensland (ECCQ)

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About ECCQ



www.eccq.com.au

Supports and **advocates** for the needs of culturally and linguistically diverse (CALD) communities in Queensland:

- Health programs: Chronic Disease and Hepatitis, HIV/AIDS and Sexual Health
- Aged care services
- Community sector development
- Training



About our program

- Funded by Queensland Health
- Multiple strategies – **Community Education**

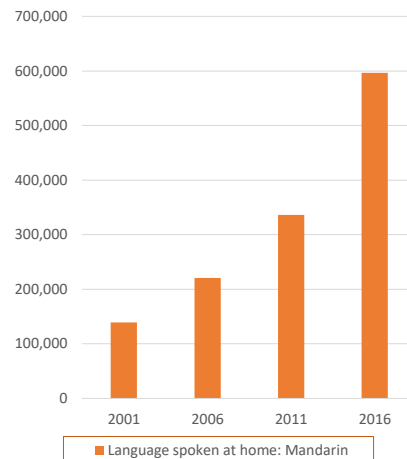
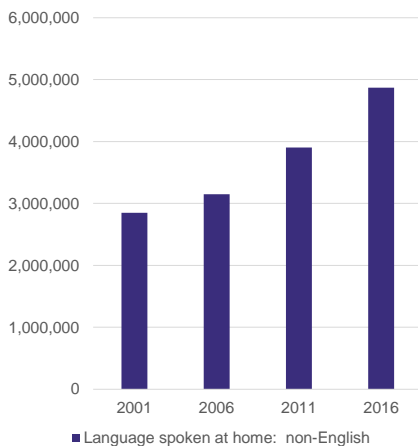


Background: increase of non-English speaking population in Australia



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Source: ABS Census

Language and culture barriers – the consequences



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Less access to care

- Fewer people being tested
- Fewer people being monitored and treated
- More cost to the health system
- More deaths



Less likely to achieve target elimination of hepatitis in 2030

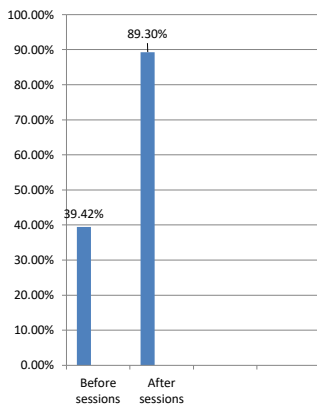


Effective in delivering education: a snapshot

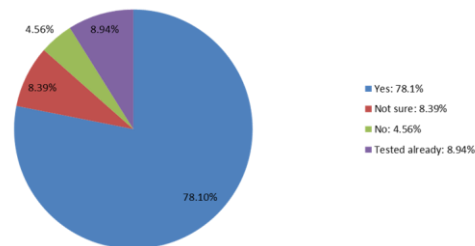


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January - June 2018: **28** education sessions **467** participants



Would you like to get tested for hepatitis after the session?



“It was very informative, I got tested for these (hep B & C) but I didn’t know much about these diseases. Today (the session) was very helpful in understanding”

Address language and culture barriers in community education



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Bilingual community health workers (BCHWs):
shared language, culture and life experiences

- Build rapport, trust and network quickly
- Communicate well in the same language
- Easily engage in discussions with participants
- Avoid using inappropriate words/terms
- Understand words/terms used by the same community that others do not

Challenges



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- Prioritise communities: which community?
- Recruit BCHWs:
 - full-time vs part-time vs casual
 - medical/health backgrounds vs good people skills/networks
 - male or female



Challenges



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- Training BCHWs: initial, refresher, ongoing
- Delivery community education:



- Collect feedback:
well educated vs illiterate participants

Challenges



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Manage and supervision of BCHWs

- Diverse team: various backgrounds, skills, values, experiences, education and English levels, capacities etc.
- Different cultures – conflicts
- Politics



Limited funding to reach more complex and diverse CALD communities

Thank you

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