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# Engaging Culturally and Linguistically Diverse Clients through Linguistics Services

**Combined Project with BreastScreen ACT, Women's  
Health Service and Canberra Sexual Health Centre**

**Julianne Solway and Faye Hyacinth Dela Torre Salcedo**

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## Annual Data Report

2019 Participation = **27.4%**

2020 Participation = **25.1%**

2021 Participation = **21.77%**

2022 Participation = **22.043 %**

**NB: Comparative ATSI  
participation **54%**  
(ACT – little or no isolation by location)**

## NAS 1.2.1(a) (ii)

- Women 50 - 74 years from Culturally and Linguistically Diverse Backgrounds the most recent 24-month which data are available

**NB: June 2022 Commenced  
linguistics engagement**

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## Cervical Screening

- High participation overall (nationally 70 percent) but it is hard to capture the level CALD engagement
- CALD Community potentially more at risk due to immunisation programme for HPV/ GARDASIL not as well established in other parts of the world

## Sexual Health

- Cultural barriers can exist within families and communities about sexual health (traditionally not discussed)
- Language barriers also limit access to health professionals to improve health literacy regarding the subject around sexual health checks for immigrant families

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We all wanted better!! 🙏



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## WHS, BSACT and Sexual Health





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# What to do?



**We identified that linguistics support classes to Refugee and Immigrant groups are a fantastic point of contact for Health literacy and sharing of information.**

**Faye (WHS), approached them about doing health presentations and contacted BSACT and Sexual Health asking to participate.**

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- We had an ad hoc attempt in June 2022 delivering some presentations to 150 women. We contact Mary Awata from Bora Group regarding training and project support. ✓

We were learning 🙄🙄🙄

- We had assistance from interpreters during the class
- We had some assistance with our power points prior to commencing the presentations from the NAVITAS Instructor

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# Consultant Education and Training

CULTURALLY AND LINGUISTICALLY DIVERSE CONSULTANT TRAINING

ENGAGEMENT STRATEGIES

DEVELOPMENT OF RESOURCES

PRIORITY IDENTIFICATION – WHAT WE NEED NOW AND WHAT WE NEED MOVING FORWARD

BUDGET STRATEGIES – WORKING WITH OTHER LOCAL STAKEHOLDERS LOOKING TO ACHIEVE SIMILAR OUTCOMES



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# QI project December 2022 (formalised)

## (i) A broad QI plan

Aim to improve CALD participation by 5 %  
24 months

And

## (ii) Specific QI project related to learning outcomes

QI project (ii) was to directed at making  
sure that our **key messages and education  
outcomes** were being delivered effectively.

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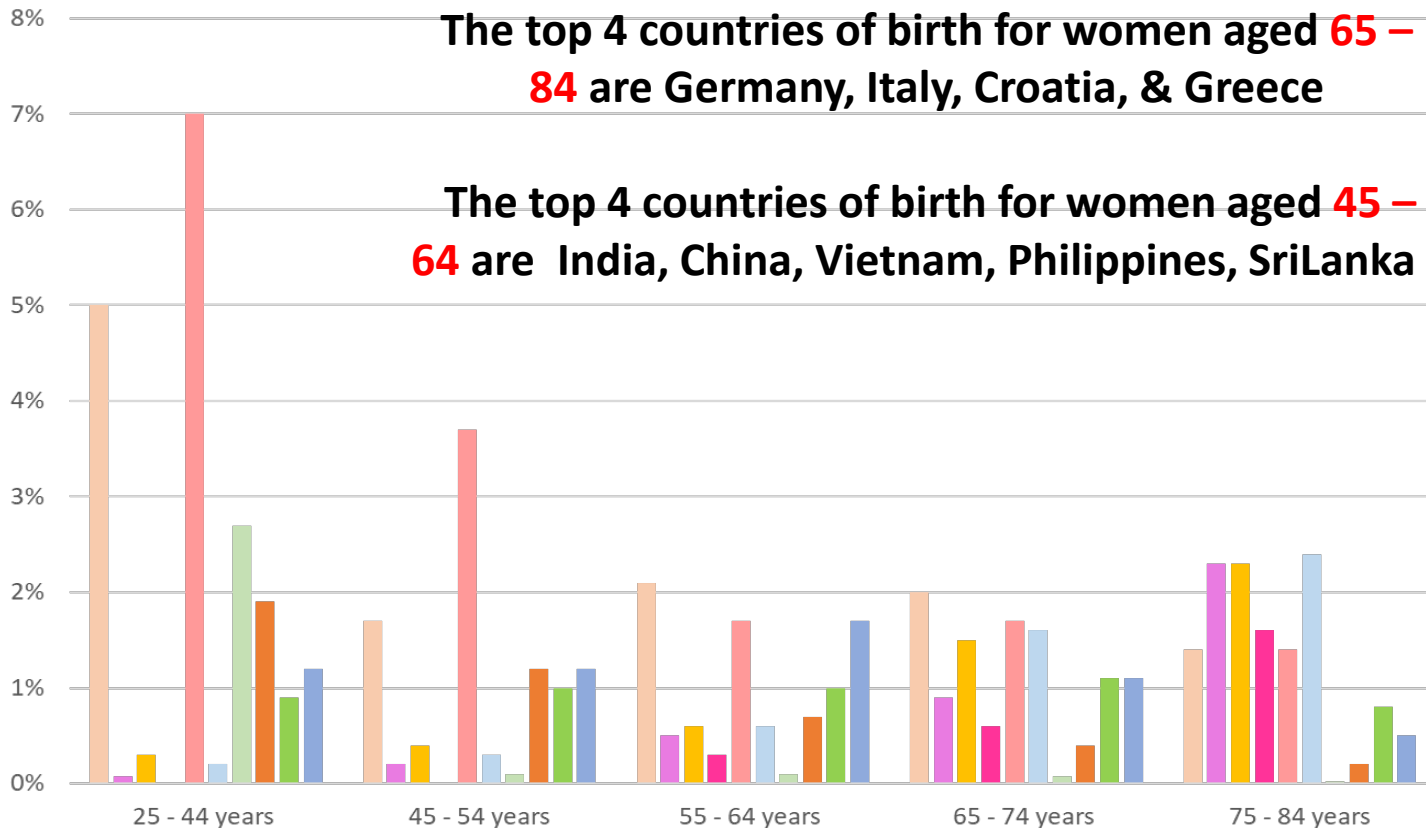
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# Census 2021 Data Analysis

## 1 in 5 females in the ACT are born overseas



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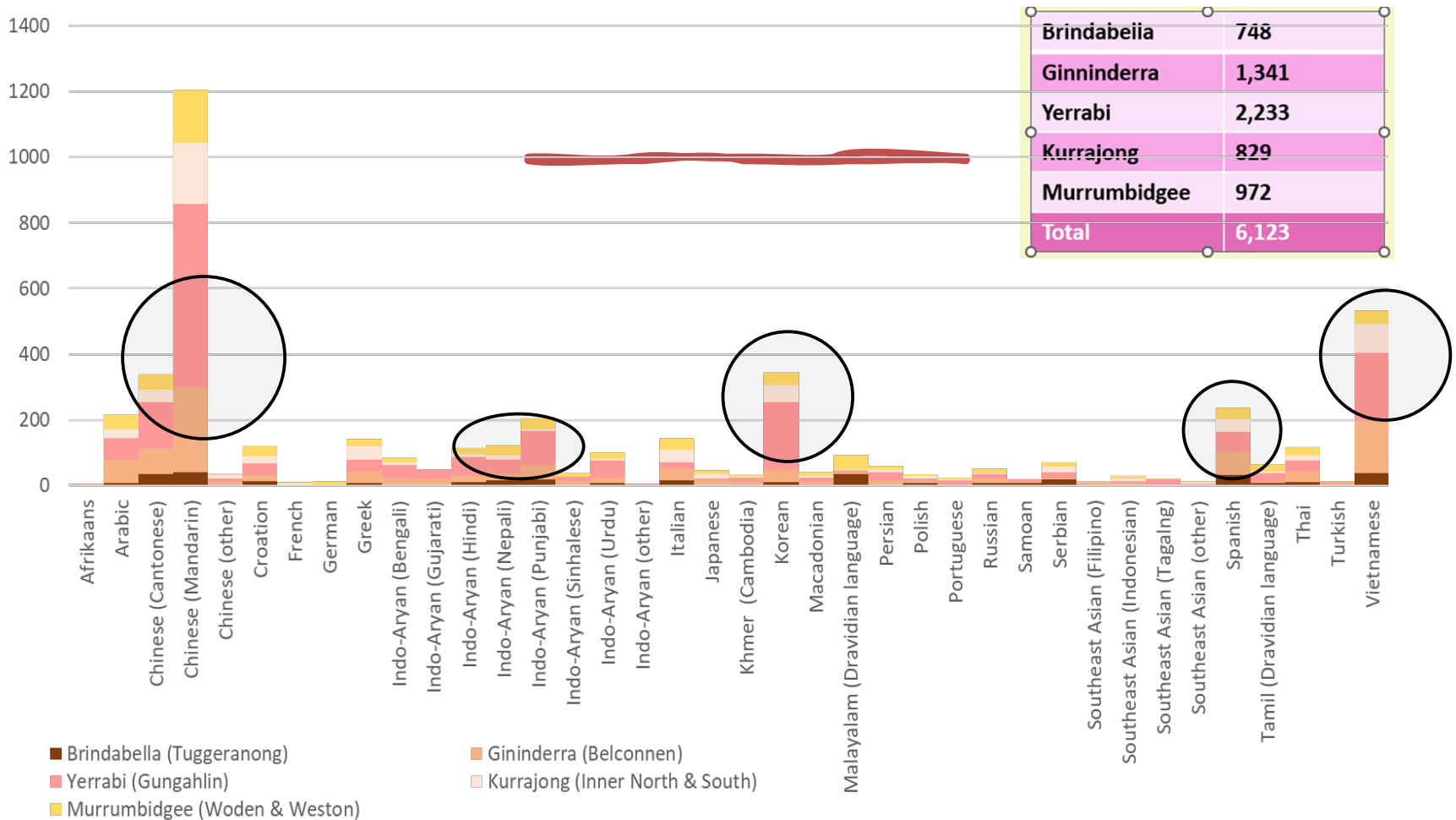
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# Review 2021 Census Data by location



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## 2021 Census Data

From all this information we were then able to identify groups most isolated by;

- **Language** considering English **proficiency**, access to literature (brochures in 1<sup>st</sup> language available)
- Identification of **AGE** groups i.e. **population numbers** in **target age** and those **moving into target age**
- **Location and access** to our service / **Location of specific cultural community groups and languages spoken**

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## QI Project (ii) Content

### Breast Health Education

- Identify breast changes
- Know what health provider to see if a change is noticed
- Identify risks of breast cancer



### BSACT – Breastscreen key messages

- Free from 40
- 50 to 74 years invited   and reminded (approximately 80 percent of all breast cancers occur 50 and above)
- Where to find us
- Interpreters available and all female Health Service
- Early detection saves lives  
(Find it early as small as a grain of rice)





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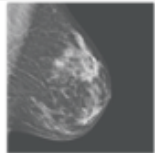



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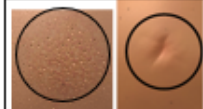






## NAVITAS Linguistics service worked on these words before we came in

Vocabulary sheet

	<p><b>Breasts</b></p> <p>Mammaries that give milk to babies</p>
	<p><b>Breast Cancer</b></p> <p>Bad cell changes in the breast</p>
	<p><b>Mammogram</b></p> <p>Breast X-ray</p>
	<p><b>Mammogram Machine</b></p> <p>X-ray machine for breasts</p>
	<p><b>Radiographer</b></p> <p>Someone trained to take x-rays</p>
	<p><b>Nipple</b></p> <p>Part of the breast that milk flows out</p>

Vocabulary sheet

<b>What is a Breast Change</b>	<p><b>Something diferent</b></p> <p><b>Not normal</b></p> <p><b>??????</b></p>
	<p><b>Lump</b></p> <p><b>= Change</b></p>
	<p><b>Dimpling - indentation</b></p> <p><b>= Change</b></p>
	<p><b>Discharge – Body fluid</b></p> <p><b>= Change</b></p>
	<p><b>Pain - hurting and discomfort</b></p> <p><b>= Change</b></p>
	<p><b>Not normal Shape and Size</b></p> <p><b>= Change</b></p>
	<p><b>Nipple Inversion – turns inward</b></p> <p><b>(New = Change)</b></p>

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## Pre and Post Quiz- Question examples

5. What are risks for breast cancer?

A) Being female



B) Being older



C) A family history



D) All the above



6. How do I find a breast change?

A) Look at my breasts in the mirror



B) Lift my arms above my head



C) Place my hands on my hips



D) Use touch to notice a lump



E) All the above



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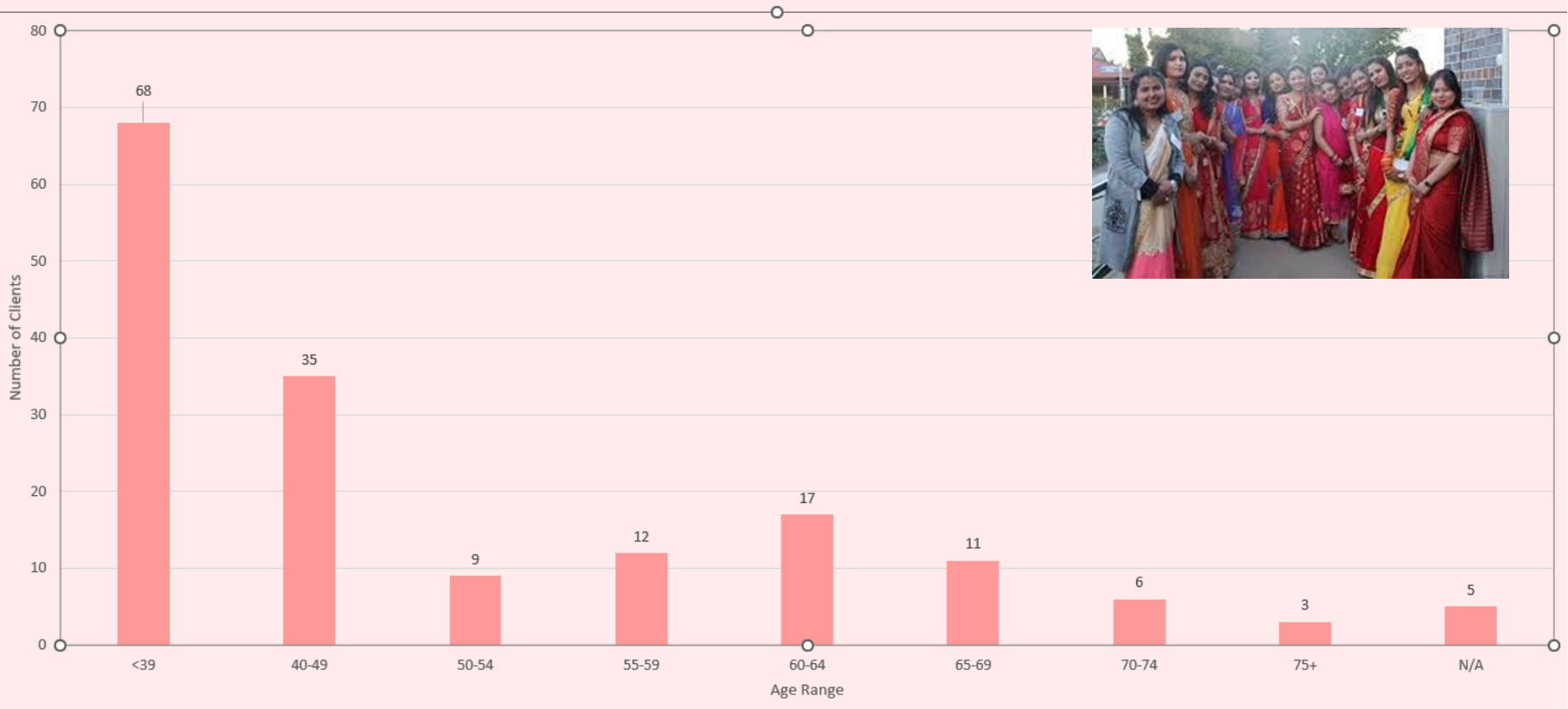
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Total between 40 – 74 = 90  
(target audience) 54%

# Total Age Comparison



**We delivered presentations to 166 female Students  
December 2022**

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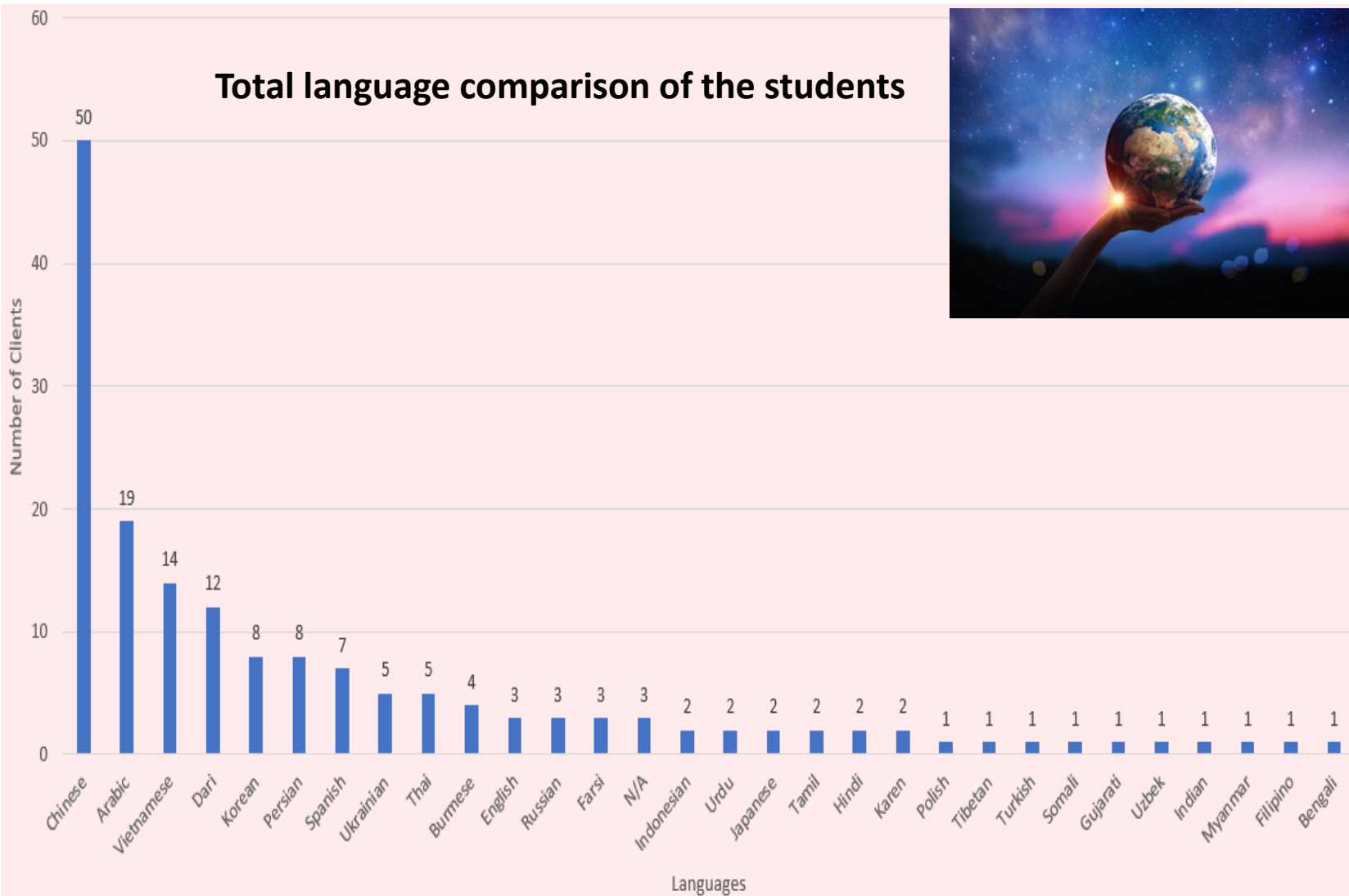
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## Total language comparison of the students



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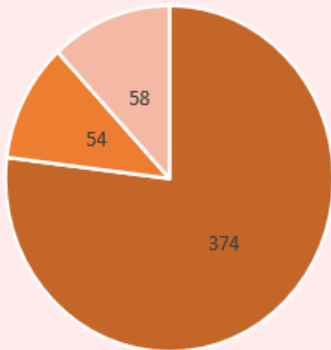
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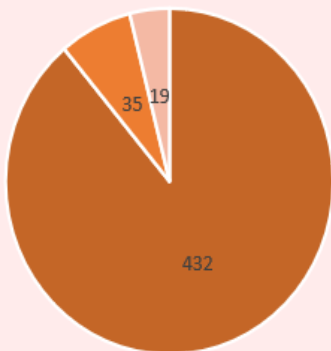
# Total Comparison of all Questions Level 1,2,3

Pre

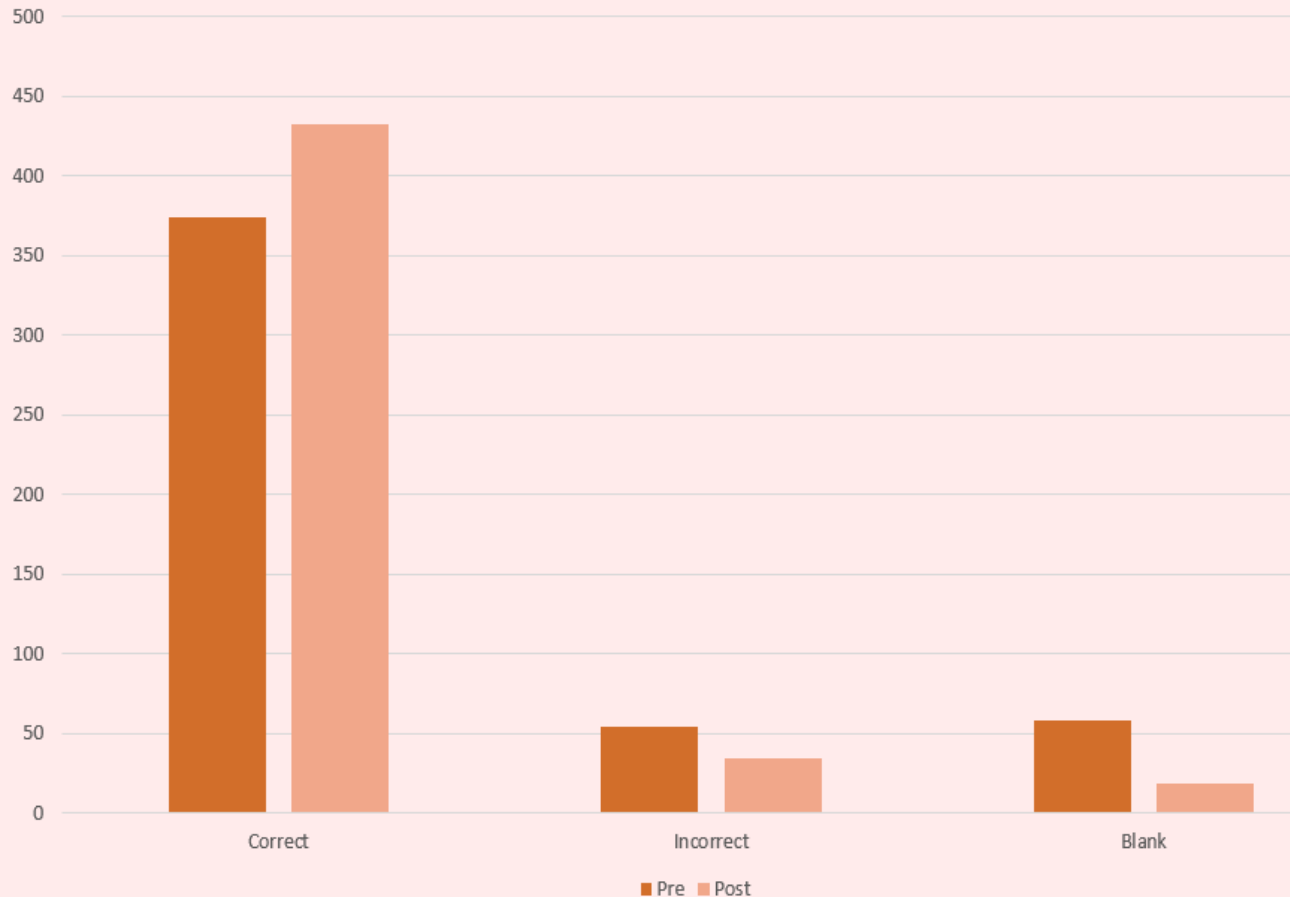


Correct Incorrect Blank

Post



Correct Incorrect Blank





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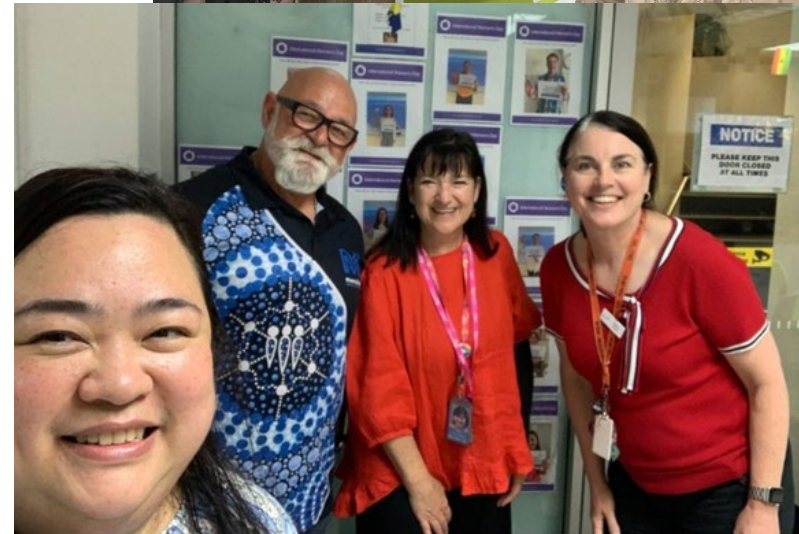
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## What has happened since then...

- Data will continue to be collected over 2024 period
- Presentations scheduled every 10-11 weeks for 2024
- Waiting 24-month ADR to assess change in participation 🙏



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## Who is involved in the Linguistics Project now?

- Prostate awareness representatives
- Asthma education
- Men's Link
- Cancer Council



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# References

-  [Cancer screening programs: quarterly data, Cervical screening participation - Australian Institute of Health and Welfare \(aihw.gov.au\)](#)
-  [2021 Australian Capital Territory, Census All persons QuickStats | Australian Bureau of Statistics \(abs.gov.au\)](#)
-  [BreastScreen Australia monitoring report 2022, Summary - Australian Institute of Health and Welfare \(aihw.gov.au\)](#)