

MULTICULTURAL HIV AND HEPATITIS SERVICE

CO-WORKER STAFF MEETING

WEDNESDAY 6 SEPTEMBER 2017

CHAIR: Wa'el Sabri

MINUTES: Riza Yaman

PRESENT: Yuliana Ada, Jean Marie Bishop, Jean Burke, Tim (Bo) Chen, Magno Da Silva, Jeff Dabbhadatta, Gustinia Dauner, Marella Di Ruocco, Andi Dwipasatya, Deni Fukunishi, Jason Gao, Nevine Gayed, Lily Guo, Thi Kim Trang Ha, Amneh Harb, Bea Kocak, Naw Latt, Man-Chiu Lee, Kim Low, Nadia Matti, Layla Najji, Han Ann Nguyen, Thuy Ngoc Nguyen, Yuna Park, Rocio Pizarro Marroquin, Tutie Putra, Surinee Record, Gula Saphari, Ashraf Sedrak, Natali Smud, Faten Solaqa, Nancy Tam, Seila Thuy, Kanyarat Tresise, Hsin-Wei Weng, Grazyna Wilczak, Larry (Bing) Wong, Dash Gray, Denise Voros, Wa'el Sabri, Sonam Paljor, Mary Bourke, Riza Yaman, Alan Chan, Effie Katsaros, Kimberley Shaw.

APOLOGIES: Margaret Mercy Akongo, Derya Han, Edwin Ng, Jorge Segovia, Huong Tran, Giovanni Bressan, Phillip Camargo, Sambath Bun, Jian Ling Gong, Daniel Tha Nya, Cemal Yavas, Maria Angela Peci, Raynita Jalleh, Wendy Wang, Lucy Mukoko, Barbara Luisi, Gai Stackpool.

MANAGER'S REPORT – Wa'el

Wa'el welcomed those present and gave the apologies and thanked everyone for their attendance,

Wa'el continued:

- The manager, Barbara is on long service leave and she will be back in early October. Gai is sick, Sydney flu; therefore she couldn't make it tonight.

"Hep B. Could it be me?" campaign has just been completed. Faten, Natali and Sonam will inform you about their experiences.

Next campaign will be on hepatitis C. When it happens we will let you know.

Change of titles: Cultural Support Officer is the new title for Co-worker. It reflects a lot more about the jobs co-workers have been doing.

Another change is the Client Support Program instead of Clinical Support Program. Again it reflects many sides of work done by the Senior Social Workers.

"Hep B. Could it be me?" CAMPAIGN

Natali

The Hep B. Could It Be Me? campaign encourages people to ASK, TEST and TREAT for Hepatitis B.

In partnership with Hepatitis NSW and LHDs, MHAHS launched the campaign on the **NSW Hepatitis Awareness Week** (24- 28 July '17) to increase awareness of hepatitis B among CALD communities:

There were three stages:

- Resources development & distribution
Promotional and educational 'in-language' material
- Community forums
Community forums, education sessions and stalls
- Multilingual media campaign
Media coverage in radio, print and online publications

Resources produced and distributed were:

- Bags (in Arabic, Chinese, English, Korean and Vietnamese languages)
- Calendars
- Sticky notes
- Magnets
- Wallet cards
- Fortune cookies
- Counter top boxes
- Booklets
- Posters
- Banners

Resources can be ordered online and they are free.

53000 resources have been distributed to:

- Health services across NSW (13 LHDs and other regional areas),
- State-wide organisations,
- Community organisations,
- MHAHS community forums, stalls and education sessions,
- Distribution through local shops and hospital stalls (SLHD / SWSLHD).

Faten

African, Vietnamese, Chinese and Arabic communities were targeted and 8 community forums were organized for these communities. They were held at:

- Lakemba, Arabic Community Forum, Stalls at Lakemba Mosque in cooperation with Lebanese Muslim Association
- Auburn, Al-Minia charitable organization. CNC from Westmead Hospital delivered information.
- Surry Hills, Chinese Community Forum in partnership with Chinese Australian Services Society. CNC from St. George Hospital delivered information. A member of parliament was present at this session. Nancy was interviewed there.
- Auburn, African Community Forum in partnership with Africultures Festival and WSLHD.

- Burwood, Chinese Woodstock Community. The forum was held in the Woodstock Community Centre.
- Cabramatta, Vietnamese Forum in partnership with Community & Cultural Connections (CCCI), Asian Women At Work, Leichardt Women's Community Health Centre and SWSLHD at Cabra Vale Diggers/Cabramatta.
- Marrickville, another Vietnamese Forum was held at the Addison Road Community Centre in partnership with Community & Cultural Connections (CCCI), Asian Women At Work, Leichardt Women's Community Health Centre, Ethnic Community Services and Cooperative and SLHD.
- Canley Vale, Vietnamese Elderly Friendship Org.

I would like to thank everyone involved in organizing and running these sessions.

Sonam

Multilingual media campaign was carried out in five priority languages, African, Arabic, Chinese, Korean and Vietnamese. We used a combination of multilingual resources, editorials, public service announcements and advertisements.

Leaders from five communities, including positive speakers, involved in recording audio and video hepatitis B messages as well as in drafting media stories. Public Service Announcements on African radio.

The campaign produced 27 media pick-ups including 9 interviews.

Thank co-workers for their help.

MHAHS WEBSITE UPDATE - Kimberley

I encourage you to check our website frequently:

- Notice board
- MHAHS News
- Upcoming events
- FAQs
- Co-worker handbook
- Meeting highlights

Please log in and check these info's.

CLIENT SUPPORT PRESENTATION – Dash

There are changes for some titles:

Clinical support program = > Client support program
 Clinical supervisors = > Senior social workers
 Co-workers = > Cultural support officers

There are 50 active clients. Currently 24 cultural support officers are with clients.

Number of referrals within the last ten years (1997 – 2017) is 477.

July 2016 – 96 clients

- 1/3 10+ years
- 1/3 5+ years
- 1/3 New referrals (under 2 years)

Over budget allocation for client support program

32 new referrals at the end of August 2016

Equitable and efficient service – up to date with NSW HIV strategy and guidelines

Discharge and referral for long term clients

As of September 2017

- 50clients/24 client support officers
- Well over 2/3 clients under two years
- Referrals as strong (28 so far this year)
- Will review new program within the 2 years

Over the last 20 years total referrals were 477.

Referrals by regions:

In Asia, Thailand is at the top of the list. Chinese and Vietnamese are the following languages.

From Africa the top three countries are Zimbabwe, Ethiopia and Kenya.

In the Middle East, Arabic speaking people is at the top; Iran and Iraq follow.

Spanish speaking people are among another big group.

For the rest of the world Greece is at the top.

Who are our clients?

- gay, straight male/female
- country of origin
- variety of health literacy
- high percentage of late presenters
- socio-economic differences
- well established, students, migrants and refugees

NATIONAL DISABILITY INSURANCE SCHEME (NDIS) – Kerenna Silva, SLHD NDIS

What is the National Disability Insurance Scheme?

Generational reform for Australians with disability under the age of 65, their families and carers.

It will benefit around 140,000 NSW.

Aims to support people with a permanent and significant disability that affects their ability to take part in everyday activities.

Aims to give eligible clients more choice and control over how, when and where their supports are provided, and gives eligible clients certainty that they will receive the support they need over their lifetime.

Funded differently to how disability support is currently provided.

Contact Details:

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Next meeting: 6 - 8pm, Thursday 7 December 2017
KPEC Auditorium 4.1 RPA