

Cultural Integrity in Service Delivery

8:00 REGISTRATION
(LEVEL 1, MELBOURNE CONVENTION CENTRE)

9:30 **WELCOME (PLENARY HALL 1)**
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Welcome to country

Speeches: **Demos Krouskos**, *Centre for Culture, Ethnicity & Health*, **Daniel Andrews MP**, *Minister for Health Victoria*, **David Davis**, *Shadow Minister for Health Victoria*, **Abd Malak**, *Diversity Health Institute*

Indigenous hip hop performance

10:30 **KEYNOTE: WHAT DOES CULTURAL INTEGRITY MEAN FOR SERVICE DELIVERY? (PLENARY HALL 1)**
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Professor Mark Johnson, an internationally renowned expert in managing diversity within health and welfare services, joins **Dr Tim Woodruff** of the Doctors Reform Society in a conversation on cultural integrity and how it should shape service delivery in Australia.

Facilitator: **Stephen Kerr**, *Chair, North Richmond Community Health*

11:15 MORNING TEA

11:35 **CHALLENGING MYTHOLOGIES: ENGAGING COMMUNITIES AND LEADERS IN FAMILY VIOLENCE PREVENTION (PLENARY HALL 1)**
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SPONSOR: CULTURAL PERSPECTIVES
.....
We challenge myths that family violence is 'too sensitive' an issue to be raised with CALD communities, or that prevention campaigns will alienate men.

Panellists: **Pino Migliorino** (*FECCA*), **Danny Blay** (*No to Violence*), **Pendo Mwaiteleke** (*Curtin University*), **Deborah Wiener** (*Jewish Taskforce Against Family Violence*), **Vivi Koutsounadis Germanos** (*Australian Immigrant and Refugee Women's Alliance*)

Facilitator: **Libby Lloyd AM** (*Violence Against Women Advisory Group*)

WHERE DOES THE CALD AGEING POPULATION FIT INTO THE NATIONAL HEALTH REFORMS? (ROOM 105)
.....

What policies, resources and services will be needed to support our ageing CALD population?

Speakers: **Monica Benyk** (*Diversicare*), **Bernadette Walker** (*Department of Health and Ageing*), **Gail Brien** (*Australian Institute of Health and Welfare*), **Glenn Rees** (*Alzheimer's Australia*), **Voula Messimeri AM** (*Australian Greek Welfare Services*)

Facilitator: **Beth Wilson** (*Health Services Commissioner, Victoria*)

PROBLEM GAMBLING AND CULTURALLY INCLUSIVE TREATMENT (ROOM 106)
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SPONSOR: OFFICE OF GAMING AND RACING
.....

A workshop on culturally inclusive screening, assessment and treatment practices.

Presenters: **Janine Robinson** (*Canada - Centre for Addiction and Mental Health*), **John Wong** (*Problem Gambling Foundation of NZ*)

Facilitator: **Alun Jackson** (*Problem Gambling Research and Treatment Centre*)

CULTURE, HEALTH & SEXUALITY SEXUALITY (CH&S): RESPONDING TO EMERGING ISSUES AND EPIDEMICS (ROOM 109)
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We investigate three emerging issues: chronic hepatitis B in migrant families, HIV stigma and African Australians, and the intersection of cultural and sexual diversity

Speakers: **Professor Sandy Gifford** (*La Trobe University*), **Jack Wallace** (*Australian Research Centre in Sex, Health and Society*) **Chris Lemoh** (*The University of Melbourne*), **Daniel Reeders** (*CEH*)

13:05 LUNCH (FOYER LEVEL 1)

13:50 **PRACTITIONER PERSPECTIVES ON FAMILY VIOLENCE PREVENTION (PLENARY HALL 1)**
.....
A case for justice **Jacky Cook** and **Maryann Athaide**

Dilemmas and learnings of working with men from diverse backgrounds **Robyn Mclvor**

Screening for family violence in the maternal and child health service **Helen Cunningham**

Cultural integrity in family violence group work
Jennifer Dawson

CH&S: WHEN HEALTH IS GLOBAL AND LOCAL (ROOM 109)
.....

Are sexual health promotion campaigns appropriately developed to match the knowledge of HIV/AIDS among newly emerging communities? **Bernadette Wright**

The responses of nine UNHCR resettlement countries to HIV-positive refugees **Fiona McKay**

Sexual health of resettled young people with refugee backgrounds **Celia McMichael**

Targeting interventions for HIV prevention among migrants in Chandigarh, India **Rajesh Kumar**

COMPASSIONATE HEALING (ROOM 111)
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This session explores alternative paradigms of health and healing based on Vedanta and Aboriginal cultures.

INCLUSIVE SERVICE DELIVERY (ROOM 110)
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Exploring inclusive service delivery approaches **Astrid Perry**

Diversity Health Walk-Arounds **Vivian Challita-Ajaka**

The role of reception staff in supporting access and inclusiveness **Wendi Hobbins**

Council and community partnership **Dee Dee San Jose**

COMMUNITY MENTAL HEALTH SERVICES (ROOM 103)
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SPONSOR: MULTICULTURAL MENTAL HEALTH AUSTRALIA
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MAITRI: A multicultural mental health matrix **Ramdas Sankaran**

The Prince Charles Hospital Working Group **Bozica Stumfol**

PROBLEM GAMBLING AND CLIENT BELIEF SYSTEMS (ROOM 106)
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How culture may impact beliefs about gambling and luck
Janine Robinson

A study on the typology of Chinese gamblers in Hong Kong
Chi Chuen Chan

Vietnamese-Australia EGM gamblers' views on luck and winning
Keis Ohtsuka

International students and problem gambling **Anna Thomas**

CULTURAL INTEGRITY IN AGED CARE (ROOM 105)

Aged care: difficult to understand in any language

Ljubica Petrov

Flexible and responsive services in community aged care

Carmel Laragy

Engaging ethnic seniors in exercise **Kate Ling**

CHALLENGING NOTIONS ON MATERNAL AND CHILD HEALTH (ROOM 104)

Off the beaten track: explorations in uncertainty for maternity health professionals **Ruth De Souza**

The 'multi' in multi culture: why don't health professionals get it?

Julian Grant

Motherhood and embodied perceptions of health, illness and pain **Nelia Hyndman-Rezik**

UNDERSTANDING DIABETES (ROOM 112)

Improving access to type 2 diabetes services **Bruce Watson**

Self-care related perspectives of Chinese people with type 2 diabetes living in Australia **Yen Yang**

Perceptions of health and type 2 diabetes in a South Sudanese community **Sern Wei Yeoh**

Diabetes school-based prevention in a Vietnamese community **Victoria Totikidis**

VOLUNTEERING AND CALD COMMUNITIES (ROOM 107)

Creating the volunteer journey **Stavroula Mavroudis**

Recognising and celebrating Brimbank's diversity

Julie-Anne O'Brien

What drives people to volunteer in the social welfare system?

Zoe Pelteki

14:50 **FAMILY VIOLENCE PREVENTION: CASE STUDIES (PLENARY HALL 1)**

A facilitated discussion with representation from the Australian Tongan Association, NSW Police, Alevi community and AusAID

CH&S: A STRATEGIC MIX OF SERVICE MODELS (ROOM 109) SPONSOR: GILEAD

Diversity in action: a community sector response to hepatitis B **Jen Johnson**

Working with CALD background communities on sensitive issues **Zhihong Gu**

Beyond community education **Shabeena Laundry**

Cultural integrity in service delivery in HIV/AIDS and sexual health **Esta Paschalidis-Chilas**

PHYSICAL ACTIVITY (ROOM 111)

Better life for Arabic women **Lydia Farag**

Fitness program for people from CALD backgrounds

Renee Lee

'Getting healthy fitness challenge' for Arabic-speaking women

Eman Bhagdadi

CULTURAL INTEGRITY IN SYSTEMS AND FRAMEWORKS (ROOM 110)

Towards best practice in organisational cultural competency

Christine Armit

Queensland Health Organisational Cultural Competency Framework **Ellen Hawes**

From the board to the floor **Pamela Rodriguez and Lindy Marlow**

Cultural responsiveness framework: linking access, equity, equality and safety **Lidia Horvat**

COMMUNICATING MENTAL HEALTH AND MENTAL ILLNESS (ROOM 103)

SPONSOR: MULTICULTURAL MENTAL HEALTH AUSTRALIA

The media, mental health issues and the CALD community

Jaelea Skehan

Mental health in everybody's language **Robert Habel**

Part art, part science: sustainable mental health campaigns for the diverse society **John Spiteri**

PROBLEM GAMBLING: CULTURALLY TARGETED HEALTH PROMOTION (ROOM 106)

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One problem, many messages: telling a culturally appropriate story on problem gambling **Zayne D'Crus**

Achieving the right mix of cultural understanding and evidence-based social marketing communications **Michael Camit**

Community action to reduce problem gambling - the Casino Bus Trips project **Susan Rennie**

DEMENTIA CARE AND EDUCATION (ROOM 105)

Understanding dementia: empowering the community through peer education **Lynn Cain**

Experience of nurses using the RUDAS cognitive screening tool in a community care setting **Denise Larocque**

Dementia in diverse communities **Maree Farrow**

GOOD PRACTICE IN MATERNAL AND CHILD HEALTH (ROOM 104)

Improving refugee women's access to appropriate women's health services through peer education **Jan Williams**

Playgroup for a healthy start **Yabbo Thompson**

Harmonising communities: All colours, shapes and sizes

Saulan Beverly Yin-Lo

DIABETES RESEARCH, TREATMENT AND PREVENTION (ROOM 104)

Sexual function of Malay Muslim women with diabetes mellitus **Sazlina Kamaralzaman**

A model of engagement: developing action research in diabetes awareness **Margaret Mayhew**

Depression, diabetes and heart disease: better care should be delivered now **Prasuna Reddy**

(Paper sponsored by beyondblue)

IMPROVING ORAL HEALTH (ROOM 107)

Hard-to-reach communities or hard-to-access services?

Elisha Riggs

Talking about teeth: addressing barriers to accessing oral health services **Carmel Hobbs**

Healthy Teeth for Everybody **Gabriella Martinez**

15:50 AFTERNOON TEA (FOYER LEVEL 1)

16:10 **DEBATE: MULTICULTURAL HEALTH: MYTH OR REALITY? (PLENARY HALL 1)**

Is multicultural health a real issue, or just the bandwagon for the politically correct with a soft spot for foreigners?

MYTH: **Ann Cahill Lambert, Mark Johnson, Hurriyet Babacan**

REALITY: **George Lekakis, Janine Robinson, Pino Migliorino**

Moderator: **Abd Malak**

17:20 RAPPORTEUR

17:30 HAPPY HOUR & POSTER PRESENTATIONS

View and discuss poster presentations over drinks and finger food. Vote for the best poster.

18:30 DAY ONE ENDS
