

Diversity in Health 2010

MELBOURNE CONVENTION AND EXHIBITION CENTRE
MELBOURNE, 7-9 JUNE 2010

22 million Australians.
230 countries of origin. 200 languages.
Making health accessible to everyone.

AUSTRALIA'S PREMIER MULTICULTURAL HEALTH CONFERENCE WILL COVER:

- Maintaining cultural integrity in patient care and service delivery
- The right to health and its related entitlements
- Impacts of eHealth on disadvantaged communities
- Specialist sessions on aged care, health literacy, mental health, refugee health and more
- Multiculturalism and its impact on wellbeing

Early Bird Specials

Register before 25 April and save up to 20%!

**GROUP BOOKINGS (SIX OR MORE) RECEIVE
A FURTHER 10% DISCOUNT.**

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centre for
culture,
ethnicity
& health



**Diversity
Health
Institute**
Quality Health Care for a Diverse Australia



diversity in health
MELBOURNE 2010

WHO SHOULD ATTEND?

- Healthcare providers
- Nursing and allied health professionals
- Mental health clinicians
- Health promotion services
- Carers and consumers
- Policy-makers
- Social planners
- Researchers
- Social and welfare services
- Managers
- Population-based services
- Multicultural services
- Community leaders and representatives

Message from the Conference Chair



On behalf of the National Advisory Group, I warmly invite you to **Diversity in Health 2010**, Australia's premier multicultural health conference.

Cultural diversity is part of the fabric of Australia and whether you work in a hospital, a community agency or within government, the way in which you respond to diversity will directly influence the impact you can make.

Addressing diversity is not a tick-box exercise; it needs to be explored at many levels. Are patients missing out on vital information or treatment because they cannot understand when we talk about treatment options? Can generalist public health campaigns work in a multicultural society? Can patients from non-English speaking backgrounds have equitable access to mental health services? How should chronic illnesses such as diabetes be managed within the Indian or Pacific Islander communities?

These issues are relevant right now because we are in the middle of the largest migration intake in Australian history. People accessing our health services now speak 200 languages and come from 230 countries of origin. We need to ensure that good health is accessible to everyone in our diverse country.

Diversity in Health 2010 will address these issues from the perspective of clinicians and carers, psychologists and social

workers, researchers and interpreters, policy-makers and practitioners. **More than 80 industry leaders and experts are shaping the program for this conference.**

Use this conference to tell us what challenges you; what resources you will need; what strategies work well for you; and should be considered in planning and policy development.

Use this conference to build your skills as well - whether to broaden your understanding of big-picture issues such as eHealth and health sector reform, or to gain practical tools and tips from our specialist streams and post-conference workshops.

Our leading health and community service providers will come together in June for Australia's greatest debate on diversity, health and wellbeing. We want you to be among them.

Demos Krouskos

Chair, National Advisory Group
Director, Centre for Culture, Ethnicity & Health

Themes

CULTURAL INTEGRITY IN SERVICE DELIVERY

Cultural integrity in service delivery describes a holistic service response that recognises the diverse cultural and linguistic needs of individual clients. Aspirational and developmental in nature, it is relevant in all service settings from the bricks and mortar of hospitals and community health centres to the less conventional approaches of outreach and community education programs.

Services with cultural integrity place clients at their centre. They demonstrate consistency in actions, values, methods, measures, principles, expectations and outcomes.

RIGHT TO HEALTH

The right of everyone to the highest attainable standard of physical and mental health is an inclusive right, extending beyond healthcare to the determinants of health, freedom from violence and discrimination, and access to health-related information and education.

It contains both freedoms and entitlements. Freedoms include the right to control one's health, including the right to be informed and free from non-consensual treatment and experimentation. Entitlements include the right to a system of health care that guarantees equity in access.

Many current policy and program directions will be discussed under this theme, including social inclusion, health inequalities, health literacy, health disparities and health promotion.

MODERN MULTICULTURALISM

Multiculturalism was introduced in the 1970s to replace the outdated assimilation/integration policy. It acknowledged that migrants experienced hardships as they settled in Australia, and required more direct assistance. It also recognised the role of migrant groups in the maintenance of cultural promotion of language and heritage. Multiculturalism became incorporated within social policy.

Today's social policy is framed around participation and inclusion; in this way multiculturalism is subsumed without its explicit mention.

In 2010 the rationale that created multiculturalism may no longer be valid but we are not living in a multicultural Eden. Is it time for multiculturalism V.2? A multiculturalism where we can address the new challenges that society has created?

Keynote speakers

International experts

PROFESSOR MARK JOHNSON (UK)

Professor Mark Johnson is an internationally renowned expert on managing diversity in health and welfare service delivery. He is co-director of the UK Centre for Evidence in Ethnicity, Health and Diversity, which recently developed an electronic index to 'best practice' in ethnicity and health for the NHS National Institute for Health and Clinical Excellence (NICE).

He is also the editor of the journal Diversity in Health and Care and director of the Mary Seacole Research Centre at De Montfort University, Leicester. He is currently working with the National Health Service to investigate the applicability of health outcome measures for a multi-ethnic population.

SHARON E. BARRETT (US)

Sharon Barrett serves as staff consultant to the Association of Clinicians for the Underserved, on a range of health disparity issues including health literacy, cultural competence and language access.

Throughout her federal career with the Public Health Service, she administered programs to reduce health disparities and improve access to high-quality, culturally and linguistically competent health care. Ms Barrett is the principal investigator for the ACU health literacy study and the recently completed the Language Access study funded by the National Health Law Program.

Local leaders



HON. DANIEL ANDREWS

Minister for Health, Victorian Government

Daniel Andrews was elected to the State Parliament of Victoria in 2002 representing the newly-established seat of Mulgrave. He was appointed the Parliamentary Secretary for Health in 2002, where he worked closely with the former Minister for Health, Bronwyn Pike, in a number of challenging policy areas, including ambulance services, mental health and community health services.

In 2006, he was appointed as Minister for Consumer Affairs and Gaming and Minister Assisting the Premier on Multicultural Affairs. He became the Minister for Health in 2007



PINO MIGLIORINO

Federation of Ethnic Communities' Councils of Australia (FECCA)

Recently elected Chair of the Federation of Ethnic Communities' Councils of Australia (FECCA). Pino has been involved in multicultural affairs for nearly three decades. A recognised expert in multicultural communications, research and policy, he manages Cultural Perspectives and CIRCA, consultancies that provide strategic research and marketing services to government and the private sector.



MARIA DIMOPOULOS

MyriaD Consultants

Maria is a leading national expert in the provision of cultural awareness, workplace diversity and cultural change management programs. She has extensive experience in policy formulation, research for social planning, and community education.

Maria has undertaken sensitive consultations with diverse communities on aged care, health, domestic violence and the law.

She has participated in several boards and committees, including the Institute for Cultural Diversity, Immigrant Women's Domestic Violence Service of Victoria and Australian Council of Social Services.

More speakers to be announced.

Leaders from refugee and migrant communities will also share their insight and experience.

Specialist Streams

Critical health and wellbeing issues will be highlighted in seven specialist streams. More than 65 industry experts are involved in curating these streams.

AGED CARE

Cultural integrity in aged care is becoming increasingly important as the post-war migrant population ages and newer population groups enter the aged care system.

This stream will explore ways to increase access to aged care services; policy and regulation for service providers; improving the cultural competence of the aged care workforce; elder abuse; preventative health strategies; and approaches to dementia.

REFUGEE HEALTH AND WELLBEING

Over 13,750 people from refugee backgrounds settle in Australia each year. Their prolonged experiences of poverty, displacement, torture and trauma have resulted in a range of health inequalities.

This stream examines emerging issues in refugee health and wellbeing. Effective approaches in health promotion, service delivery and early intervention will be identified and discussed.

CULTURE, HEALTH AND SEXUALITY

When people 'couple up' and 'make love', the biomedical lens of public health reports on 'partner acquisition' and 'sexual risk-taking'. Where people pierce or tattoo their bodies, or take illicit drugs for pleasure, it perceives 'transmission routes' and 'causal factors'.

This stream presents ways to make education on sexual health and viral hepatitis more culturally responsive and embedded in a whole-of-life context. It also questions whether overlapping aspects of diversity (such as ethnicity and same-sex attraction) can increase vulnerability to poor sexual health.

MENTAL HEALTH

People of culturally diverse backgrounds with a mental illness are often over-represented in the forensic population, accessing specialist mental health services through the emergency department and at the crisis stage of their condition.

Key issues for this stream include the prevalence of mental illnesses within specific population groups, increasing access to mental health services, and building the cultural competence of the mental health workforce.

LANGUAGE SERVICES

It is now widely accepted that high-quality language services offer benefits to both clients and practitioners, including increased access to health services, higher quality of care and better health outcomes.

This stream examines the challenges involved in providing language services: increasing their use among health services; keeping up with rising demand; professional development for interpreters and translators; and standards and resources for bilingual workers.

PROBLEM GAMBLING

Culture, migration and settlement can all increase vulnerability to problem gambling. The problem remains hidden in many communities - buried by shame and stigma, a reluctance to approach professional services and a reliance on family members for support.

This stream explores how to provide culturally inclusive treatment services, and how to engage communities in preventative strategies.

CULTURAL RIGHTS

The Cultural Rights stream will explore the important contribution that culture and cultural practice make to developing and shaping strong, healthy, cohesive societies.

Presentations, conversations and performances will explore the role of creative cultural practice in maintaining health and wellbeing.



Program

DAY ONE • MONDAY 7 JUNE • Cultural integrity in service delivery

OPENING CEREMONY

KEYNOTE ADDRESS

What is cultural integrity in service delivery?

BREAKOUTS AND PRESENTATIONS

Cultural integrity in community health
Cultural integrity in hospital services
Disability
Aged care
Culture, health & sexuality
Problem gambling
Family violence prevention

DEBATE

Multicultural Health: Myth or Reality?

DAY TWO • TUESDAY 8 JUNE • Right to health

KEYNOTE PANEL

Does Australia need a right to health, or is a universal health system enough?

BREAKOUTS AND PRESENTATIONS

Health literacy and accessible health information
Multicultural health marketing
Chronic illness
Refugee health and wellbeing
Language services
Mental health

EHEALTH HYPOTHETICAL

The impact of person-controlled health records

CONFERENCE GALA DINNER

DAY THREE • WEDNESDAY 9 JUNE • Modern multiculturalism

HAWKERS BREAKFAST

KEYNOTE PRESENTATION

Multiculturalism

BREAKOUTS AND PAPER PRESENTATIONS

Multicultural policy development
Multicultural entrepreneurs
Multi-faith issues
Cultural rights
Rural and regional health
Racism, racial conflict and discrimination
International health

CONFERENCE WRAP-UP

Special events

We explore the issues of the day through controversial debates and compelling hypotheticals.

DEBATE: MULTICULTURAL HEALTH – MYTH OR REALITY?

Every Diversity in Health conference is dedicated to exploring the nuances of diversity in health - how it is represented in practice, in policy and advocacy.

But what if there is no such thing as 'multicultural health'? What if it is just the bandwagon for the politically correct with a soft spot for foreigners? We search for the truth through humour, wit and persuasive argument.

HYPOTHETICAL: EHEALTH AND THE FUTURE

eHealth is the cornerstone of the Australian Health Reform Commission's recommendations. Person-controlled electronic health records have been billed as an opportunity to improve the quality of health care, reduce waste, and promote consumer participation and informed decision making.

However, eHealth relies on sophisticated individual who makes informed decisions based on a set of variables - is this how you would describe your clients or yourselves? How will eHealth work for disadvantage? Is it a tool for greater inclusion or greater exclusion?

This special hypothetical takes us into a future where eHealth is an everyday reality, and explores what can go right and wrong with our eHealth status.

PANEL DISCUSSION: MARKETING HEALTH IN A MULTICULTURAL COUNTRY

From 'Every cigarette is doing you damage' to 'I wish I could have my heart attack again', health promotion campaigns rely on powerful, emotive messages to change consumer behaviour.

But in a multicultural and multilingual society, is it possible to create a universal message that works on everybody? And if it's not, what's the alternative? Do minority groups miss out on the message? Do health promotion agencies have to create multiple ethno-specific campaigns?

Advertising and multicultural marketing experts debate ways to make health messages accessible to diverse audiences.

HAWKERS BREAKFAST

The frontline of Australian multiculturalism is the daily, lived experience of 22 million people. It is expressed not by government policy, doctrine of the true or equitable access to services but in our relationships and our actions. How well multiculturalism functions is expressed through the people we see, the experiences we have in the community, the people we work with, and where and how we buy our groceries.

While feasting on the most internationally eclectic breakfast food available, you will listen to artists talk about their lived experience of multiculturalism.

Paper presentations

Diversity in Health 2010 will feature more than 130 paper and poster presentations from health and community services.

All abstracts will be reviewed and selected by a panel of industry experts, and presenters will be briefed and prepared prior to the conference.

Post-conference workshops

Thursday 10 June and Friday 11 June

We will offer a range of half-day workshops designed to build skills in cultural competence. Topics will be chosen based on demand, and may include:

- Working with interpreters
- Negotiating between health beliefs
- Writing for cross-cultural communication
- Conducting focus groups

Visit www.diversityinhealth.com.au for more information.

Sponsorship and trade display

We can tailor a sponsorship package that aligns your organisation with key conference themes and events.

Trade display booths (2m X 3m) are also available, ensuring high visibility and networking opportunities in the foyer where all meals are served.

To tailor a partnership that suits you, contact Zayne D'Crus on (03) 9342 9709.

Venue

The **Melbourne Convention and Exhibition Centre (MCEC)** is Australia's premier convention centre, featuring a state-of-the-art plenary room to host keynote sessions, plus fully equipped meeting rooms for breakout sessions, meetings and special workshops.

Digital displays located throughout the centre make it easy for delegates to find their way to each session. Speakers will find it easy to use the audiovisual technology built into every room, and will also have access to specialist technical support.

MCEC is the first convention centre to be awarded a '6 Star Green Star' environmental rating by the Green Building Council of Australia.

Accommodation

The **Hilton Melbourne South Wharf**, located next to the MCEC, has a special rate of \$235 per night for Diversity in Health delegates.

Many other hotels, to suit a range of budgets, are located near the MCEC.

Visit www.diversityinhealth.com.au for accommodation options.

National Advisory Group

Diversity in Health 2010 is guided by a group of leaders in government, health and multicultural services.

Demos Krouskos
Centre for Culture,
Ethnicity & Health

**Associate Professor
Abd Malak**
Diversity Health Institute

Rachel Cowling
Department of Human
Services, Victoria

**Voula Messimeri-
Kianidis**
Australian Greek Welfare
Society

Dr Hass Dellal OAM
Australian Multicultural
Foundation

Pino Migliorino
Federation of Ethnic
Communities' Councils
of Australia

Maria Dimopoulos
Myriad Consultants

Dr Tim Moore
Nossal Institute of Global
Health

Ann Marie Keenan
Ambulatory and Nursing
Services, Austin Health

Juliana Nkrumah
NSW Police Force

**Professor Andrew
Jakubowicz**
Institute for Cultural
Diversity & University
of Technology Sydney

Deborah van Velzen
Department of Health and
Human Services, Tasmania

George Lekakis
Victorian Multicultural
Commission

Beth Wilson
Health Services
Commissioner, Victoria

Ahmed Yusuf
Adult Multicultural
Education Service



Diversity in Health 2010

MELBOURNE CONVENTION AND EXHIBITION CENTRE
MELBOURNE, 7-9 JUNE 2010

REGISTRATION

Not-for-profit and student rate (inc. GST)

Tick relevant box <input checked="" type="checkbox"/>	Price before 25 April 2010	Price after 25 April 2010
<input type="checkbox"/> Full 3-Day Conference	\$770	\$880
<input type="checkbox"/> Monday 7 June only	\$275	\$330
<input type="checkbox"/> Tuesday 8 June only	\$275	\$330
<input type="checkbox"/> Wednesday 9 June only	\$275	\$330
<input type="checkbox"/> Conference Dinner	\$110	\$110
<input type="checkbox"/> Hawkers Breakfast	\$38.50	\$38.50

Government and corporate rate (inc. GST)

<input type="checkbox"/> Full 3-Day Conference	\$880	\$1100
<input type="checkbox"/> Monday 7 June only	\$330	\$385
<input type="checkbox"/> Tuesday 8 June only	\$330	\$385
<input type="checkbox"/> Wednesday 9 June only	\$330	\$385
<input type="checkbox"/> Conference Dinner	\$110	\$110
<input type="checkbox"/> Hawkers Breakfast	\$38.50	\$38.50

- * Registration includes lunch, refreshments and conference documentation.
- * Conference Dinner and Hawkers Breakfast tickets sold separately.
- * Full payment must be received prior to the conference to ensure admission.

DELEGATE DETAILS

*Please complete fully. Photocopy this form for additional delegates.

First name:

Last name:

Organisation:

Postal address:

City: State: Postcode:

Telephone:

Email:

Signature:

Special Requirements (ie dietary requirements, wheel chair access, ect):

HOW TO PAY

- Please send me an invoice (payable within 7 days)
- Please charge my credit card

Cardholder's name:

Card Number: ____ / ____ / ____ / ____

Expiry: ____ / ____

Signature:

How to Register

Register online at
www.diversityinhealth.com.au
(invoice and credit card options available)

OR

Complete the form on this page and post or fax it to:

Centre for Culture, Ethnicity & Health
81-85 Barry Street, Carlton VIC 3053

Fax: +61 3 9342 9799

For all enquiries call (03) 9342 9700

Early Bird Specials

Register before 25 April and save up to 20%!

Group bookings (six or more) receive a further 10% discount.

Further Information

Visit www.diversityinhealth.com.au for program updates, papers, accommodation options and online registration. Subscribe to our eNewsletter to stay informed.

Privacy Policy

Any information provided by you is collected by the Centre for Culture, Ethnicity & Health for the sole purpose of providing you with information regarding this conference. This information may also be shared with the Diversity Health Institute.

Terms and conditions

Notification of any alterations or cancellations must be sent by email or facsimile to the Conference Secretariat. A full refund of registration fees, less an administration fee of AU\$150 will be paid to any participant cancelling before Friday, 7 May 2010. Refunds or cancellations received after that date may not be possible. If a registered delegate is unable to attend, a substitute delegate is welcome at no additional cost, with prior notification to the Conference Secretariat.