

Breaking down the language barriers

- RDNS Workplace Words and Phrases glossaries

PROJECT REPORT



RDNS Project Staff Rosemarie Draper (Allied Health) and Lisa Cooper (Frankston Centre) meet with staff from 'Merhamet' Bosnian Welfare Association to finalise the Bosnian Workplace Words and Phrases glossary

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This report presents the background, processes and outcomes of the project. Without the time and effort of the following partners, the glossaries could not have been produced:

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Ethno-Specific Community Organisations and Multicultural Agencies

Australian Croatian Community Services, Australian German Welfare Society Inc, Australian Polish Community Services, Chinese Community Social Services Centre, DutchCare Ltd, Maltese Community Council of Victoria, 'Merhamet' Bosnian Welfare Association, Migrant Information Centre (Eastern Melbourne), Nunawading Hungarian Senior Citizens, Russian Representative Council of Victoria, Serbian Welfare Association of Victoria, Somali Cultural Association, Spanish Latin American Welfare Centre (CELAS), Turkish Mental Health Workers Network, Victorian Arabic Social Services and Vietnamese Women's Welfare Association

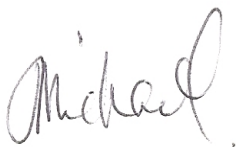
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RDNS staff who trialed the Glossaries

All Graduates Interpreting and Translating Services

I am especially thankful to the clients and carers who assisted and encouraged staff with practicing Workplace Words and Phrases.



Jaklina Michael
RDNS Cultural Liaison Coordinator

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Executive Summary

Royal District Nursing Service (RDNS) is Victoria's largest Home and Community Care (HACC) provider.

Over 30% of RDNS clients were born in non-English speaking countries. RDNS' clients originate from 148 countries and speak 72 languages. RDNS is committed to ensuring that Melburnians from Culturally and Linguistically Diverse (CALD) backgrounds have access to RDNS' services equally, and are treated with respect and sensitivity.

RDNS nurses have increasingly emphasized the need to know simple words and phrases in specific languages to help them with day-to-day communication with non-English speaking clients. As a result of this identified need, RDNS initially embarked on a project to pilot the development and implementation of Workplace Words and Phrases glossaries in three (3) languages other than English. The success of this pilot project enabled RDNS to commence implementation of the Breaking down the language barriers project to produce Workplace Words and Phrases glossaries in a further sixteen (16) languages other than English.

The RDNS Breaking down the language barriers project was developed and implemented in partnership with a range of stakeholders.

The project deliverables include this report and Workplace Words and Phrases glossaries in sixteen (16) languages other than English.

Workplace Words and Phrases glossaries have been designed and developed to help staff to learn and use basic everyday communication with clients and carers, when an on-site interpreter is not required.

1.0 Working with Cultural Diversity at RDNS

RDNS is Victoria's largest HACC provider. RDNS employs approximately 1,300 staff who during the last financial year provided nursing services to about 30,000 people in their homes. It operates from 21 locations throughout metropolitan Melbourne and the Mornington Peninsula.

Cultural diversity has become a way of life and a way of doing business at RDNS. Over 30% of RDNS clients were born in non-English speaking countries. RDNS' clients originate from 148 countries and speak 72 languages.

RDNS implements a Cultural Diversity Management Model. This a whole-of-agency approach, managed through the Cultural Liaison Coordinator. The RDNS Cultural Planning Framework (HACC Cultural Action Plan), an integral component of this management model, is committed to ensuring that Melburnians from CALD backgrounds have access to RDNS' services equally, and are treated with respect and sensitivity.

One of the major issues of importance for RDNS is communication between the nurse and client. Through a common spoken language there is the ability to communicate clearly, effectively and without offence. More importantly, there is the potential to develop relationships and build trust. Good rapport is particularly important in times of sickness or disease as clients grapple not just with their physical symptoms, but the accompanying rollercoaster emotions of vulnerability, anxiety, distress, fear or confusion.

Clients who speak little or no English face the added burden of being unable to hold even the most basic of conversations with RDNS nurses during their home visits. Although some of our nurses are bilingual, by far the majority only ever learn a greeting or a word or two in a particular language from clients. While professional interpreters are readily available, there remains an alarming gap in the ability of our nurses and clients to have even the most basic of conversations during routine visits. As RDNS nurses are visiting clients in their own homes, this personal form of communication is even more important for building good relationships and improving the quality of care.

RDNS nurses have increasingly emphasized the need to know simple words and phrases in specific languages to help them with day-to-day communication with non-English speaking clients.

2.0 Pilot Project – Workplace Words and Phrases (Macedonian, Italian and Greek)

In order for RDNS to determine if it would be worthwhile teaching field nurses how to better communicate with culturally diverse clients, a pilot 'Glossary of Workplace Words and Phrases' was developed in Macedonian, Italian and Greek in 2003 by the RDNS Yarra Centre. The tool is available electronically and includes simple greetings, farewells, phrases to inquire about a client's health, as well as to make appointments.

The glossaries were trialled and feedback received from clients, carers and RDNS staff was very positive. Feedback included:

- 'The package works as an ice breaker as well as a functional tool'
- 'The client helps me to properly pronounce some words. He is a great teacher.'
- 'All attempts were met with positive responses from the clients and with much laughter'
- 'Nurses can keep the glossary in the client's history and use it in the home to practice Italian'
- 'Great way to learn a language. Thank you!'
- 'The words are easy to read and pronounce'

RDNS recognises that it is imperative that the linguistic and communication needs of all clients and carers be addressed in an equitable way. With the generous financial support of two Philanthropic trusts and an individual donor RDNS undertook the Breaking down the language barriers project to develop Workplace Words and Phrases glossaries in a further sixteen (16) languages other than English in November 2004.

RDNS Registered Nurse trialing the tool, Springvale Centre

'I recently used the work place phrases. It was for a gentleman who spoke very little English, and we visited daily for medication. I have to say I think I had a good result.... It was a nice experience any way. I tried to say hello and how are you. The client responded by laughing, squeezing my face and going into the back yard.. To return with a bag of lemons! I'm not sure if this is your anticipated response... but hey it was very cute! I will continue to use these phrases and see how I go with others.'

3.0 Breaking down the language barriers project

The Breaking down the language barriers project aims to promote communication, understanding and respect between RDNS and clients and/or carers from non-English speaking backgrounds by providing staff with a basic tool (RDNS Workplace Words and Phrases glossaries) for everyday conversation, in sixteen (16) languages other than English: Arabic, Bosnian, Mandarin, Cantonese, Croatian, Dutch, German, Hungarian, Maltese, Polish, Russian, Serbian, Somali, Spanish, Turkish and Vietnamese.

Workplace Words and Phrases glossaries were developed in partnership with project staff, relevant ethno-specific and Multicultural community service providers, RDNS bilingual staff, RDNS staff who trialled the glossaries, All Graduates Interpreting and Translating Services and clients and carers. They have been developed according to RDNS policy SP-L13 "Arranging translations of RDNS documents". They have been measured against RDNS Translation Standards, thereby providing an indication of high quality, accuracy and usability of translations for staff and clients and carers.

Glossaries consist of the following:

- Guidelines for Use
- Introduction to the Language
- Topic 1: Greetings
- Topic 2: Making / Changing Appointments
- Topic 3: Medical Problems
- Topic 4: Farewell

Workplace Words and Phrases glossaries can be used in the following two ways -

1. Staff can read the word or phrase out aloud from the column "closest pronunciation in English" to the client or carer.
2. If the client carer can read, staff can point to the appropriate word or phrase written in the language other than English.

Workplace Words and Phrases glossaries can be accessed on the RDNS Intranet. Each topic is presented on a single page, in this way staff are able to print each topic as required.

Australian German Welfare Society Inc,

'Developing a German workplace glossary is a great idea, as it will certainly assist clients and their carers on a day- to -day basis.

I believe that it was rather important to practise the words and phrases with a native speaker as this ensures that they are correct and also appropriate in terms of culture and age.

Practising the pronunciation of words is also a way of making sure that carers are best understood by their clients and do not encounter misunderstanding. It was great to work with you.'

3.1 Project Methodology

The business case for the project was identified by RDNS staff and clients/carers, and listed in the RDNS Cultural Planning Framework 2003. The scope of this project was to develop Workplace Words and Phrases in sixteen (16) languages other than English.

The project consisted of the following phases:

1. Assessment of English in preparation for translation (internal and external assessors)
2. Professional translation and transliteration of words and phrases
3. Assessment of translation (internal and external assessors)
4. Project Staff to practice pronunciation with external assessors
5. Professional proofreading of glossaries
6. Evaluation of glossaries

RDNS Translation Standards and related operational policy on the development of RDNS documents and culturally appropriate translations guided the activities of the project. A stakeholder analysis was undertaken as part of the planning phase of the project. This analysis identified both internal and external stakeholders who subsequently became involved in the project.

RDNS project staff coordinating Bosnian,

"Working on the 'Workplace Words and Phrases Project' was an enlightening process for me. It made me realise how thorough an approach RDNS takes when developing its translated materials and how beneficial this is to the finished product. By using professional translators and consulting with internal and external assessors, we are ensuring that we provide appropriate and accurate information in other languages. We are also ensuring that CALD service providers and communities, who take on the role of external assessors, become aware through this process of the extent that RDNS values and respects diversity by setting these quality standards."

4.0 Project Partners

An important component of the project was to work in partnership with project staff, ethno-specific community organisations and multicultural agencies, RDNS bilingual staff, RDNS staff who trialed the glossaries, All Graduates Interpreting and Translating Services and clients and carers.

4.1 Project Staff

There are twenty-three (23) Multicultural Resource Nurse and non-Nurse roles in the organisation. They all work in accordance with a role statement and are involved in a range of centre and agency activities. Multicultural Resource Nurses and non-Nurses from fifteen (15) RDNS centres and departments participated as project staff, coordinating the development of a language glossary.

Each staff member chose a language to develop. The project manager provided work packages and other relevant documentation to guide project staff through the phases of the project. Project staff assisted in identifying appropriate internal and external assessors. For those languages where there was no bilingual staff member (internal assessor) two external assessors were sought. This practice complies with RDNS policy and procedures. Project staff regularly communicated with all stakeholders as they worked through the phases of the project and feedback all outcomes to the Project Manager.

RDNS project staff member responding to internal RDNS assessor (bilingual staff) about contribution to Croatian,

'Thank you so much for your wonderful contribution with the Croatian translation. The comments you made are easy to relate to the translations and make a great deal of sense! I think it will very important to take the comments into account for the final stages of producing the Croatian Workplace Words and Phrases document. Please say a big thank-you to your family members who also helped out. Their interest and input is greatly appreciated'

4.2 RDNS Bilingual Staff

Project staff assisted the Project Manager in identifying RDNS bilingual staff to participate as internal assessors in the project. A report on languages spoken by staff produced by the Human Services Division also assisted in identifying these staff. Once identified staff were approached and asked if they are confident and competent in the targeted language and if they would like to participate in the project.

RDNS bilingual staff assessed the English version to ensure that it was appropriate and ready for translation into the relevant language. The contribution made by RDNS bilingual staff contributed immensely to the quality of the final product. The linguistic skills of RDNS staff who participated in the project as internal assessors, are greatly acknowledged by this project.

Bilingual RDNS Registered Nurse assessing the Cantonese,

'I think that it is very important that someone who is a nurse and who actually speaks the language reviews the translation. The interpreting service has done a fantastic job but sometimes the meaning of the sentence is not as accurate as it can be. I think the finished product will be very useful to staff and clients'

4.3 Ethno-Specific Community Organisations and Multicultural Agencies

An important component of the project was to work in partnership with ethno-specific and multicultural stakeholders. Within the parameters of the project identified representatives of the targeted ethnic communities took on the role of external assessors. This is a practice that has been embedded into RDNS policy whereby all translated documents are assessed by representatives from ethnic community organisations to ensure that the documents are accurate and relevant.

Representatives from the following ethnic community organizations participated in the project:

- Victorian Arabic Social Services
- 'Merhamet' Bosnian Welfare Association
- Migrant Information Centre (Eastern Melbourne)
- Chinese Community Social Services Centre
- Australian Croatian Community Services
- DutchCare Ltd
- Nunawading Hungarian Senior Citizens
- Maltese Community Council of Victoria
- Australian German Welfare Society Inc.
- Australian Polish Community Services
- Russian Representative Council of Victoria
- Serbian Welfare Association of Victoria
- Somali Cultural Association
- Spanish Latin American Welfare Centre (CELAS)
- Turkish Mental Health Workers Network
- Vietnamese Women's Welfare Association

Ethnic community organisations were involved in a number of phases of the project.

Member of Nunawading Hungarian Senior Citizens Club,
'I am pleased to advise you that Anne New (Box Hill centre) and I have completed the abovementioned project. I am also pleased to be able to participate in such a worthwhile project, which will benefit lots of Hungarian people.'

Coordinator of HACC programs from Victorian Arabic Social Services,
'It was with great pleasure to have worked with you on the RDNS Workplace words and phrases. The project was easy to participate in as it had clear and easy to follow instructions - first to the Arabic alphabet, to its use and purpose, and most of all the topics were relevant, short and simple to work with. Finally, the session between myself and RDNS staff member testing and practicing the Arabic words and phrases, ensured it was practical and possible to use by RDN staff. Congratulations on your great effort and achievements!'

Multicultural Equity & Access Officer, Migrant Information Centre (Eastern Melbourne),
'It was my pleasure to be involved in developing the Mandarin glossary. The best part was the meeting with one of your "Native" English speaking staff to proofread the Mandarin glossary. I believe the glossary will be very useful when the nurses are visiting clients.'

5.0 References

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Michael J, **RDNS Cultural Planning Framework** – Whole-of-Organisation approach to the planning and delivery of culturally responsive services 2004-2005, Royal District Nursing Service, Dec 2003.

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