

Translating the role of palliative care

NON-English speaking residents in the City of Whittlesea are set to benefit from a series of new brochures by Banksia Palliative Care.

Launched last Thursday, the brochures explain Banksia's services in 13 different languages including Arabic, Assyrian, Cantonese, Greek, Italian, Macedonian, Somali and Vietnamese.

Banksia Palliative Care project officer Sue Fisher said the brochures were designed with the English explanation on one side and another lan-

guage on the other.

"We value cultural diversity and feel that it's very easy, with the best of intentions, to exclude people who don't speak English well," Ms Fisher said.

She said Banksia's services and the brochures are now available for residents in the Nillumbik, Banyule and Whittlesea municipalities.

"Whittlesea has the highest cultural and linguistic diversity of the three and of most municipalities in Mel-

bourne. It's about 30 per cent non English speaking so obviously it's very relevant in Whittlesea," she said.

Ms Fisher said the service worked in conjunction with the Spectrum Migrant Resource Centre to determine which languages were suitable for the brochures and what residents would need to know.

The brochures explain what the service does, who can use Banksia, what their services include and how to contact them.

Ms Fisher said Banksia would now be offering a telephone interpreter service to enable clearer communication between clients and staff.

Banksia Palliative Care offers home care services to people living with a terminal illness and their families. The service offers medical assistance and social care in areas such as financial, pastoral and spiritual needs.

Residents can call Banksia on 9497 2100 to order a brochure.

- Michelle Carnovale