

Patients from different cultures and language backgrounds



The Metro South Health region is the most culturally diverse area in Queensland, with over 28 percent of the population born overseas and 41 percent whose first language is not English.

By offering targeted services that meet the needs of our communities, Metro South aims to improve the health of all culturally and linguistically diverse (CALD) people in our region.

People with culturally and linguistically diverse backgrounds | Metro South Health

www.metrosouth.health.qld.gov.au/health-equity-and-access/culturally-and-linguistically-diverse-cald-people

- The Princess Alexandra Hospital (PAH) and Transplant Services welcome people from many cultural backgrounds for whom English might not be their first language. In recognition of the great variety of cultures and languages in the community, services are available to help people make their way through the hospital and health system, regardless of their cultural background.
- Telephone and in-person interpreters are available. Bookings do have to be made in advance, but every effort will be made to locate the right interpreter for each occasion of service, even in emergency situations. **This service is at no cost to the patients.**
- Every effort will be made to support the cultural values, preferences and needs of all patients, regardless of their cultural background.
- It is important that patients and/or their families let staff know what is important to them so that pre and post-transplant patients and families can feel comfortable and involved with their treatment.



National telephone interpreting service

Translating and Interpreting Service (TIS National). www.tisnational.gov.au



Princess Alexandra Hospital Metro South Health Interpreters

www.metrosouth.health.qld.gov.au/patients-and-visitors/your-time-in-hospital/interpreters

Health, Equity and Access for People from CALD Background Metro South Health

www.metrosouth.health.qld.gov.au/health-equity-and-access/culturally-and-linguistically-diverse-cald-people

Refugee and Asylum Seeker Backgrounds in Metro South Health

www.metrosouth.health.qld.gov.au/health-equity-and-access/refugees-and-asylum-seekers

Multicultural Queensland Multicultural affairs | Department of Local Government, Racing and Multicultural Affairs.

www.cyjma.qld.gov.au/multicultural-affairs

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Partnering with Consumers - 2.9 Where information for patients carers, families and consumers about health and health services is developed internally, the organisation involves consumers in its development and review. *Standard 2, 2nd edition*

