

SECTION IV - Additional Resources

(For working with **Asian** clients in general)

For Asian Language assistance

In Auckland:

1. 24 hour 7 day week medical translation services are accessible by health providers working in secondary care via:
 - WDHb: Waitemata Auckland Translation & Interpreting Service (managed by Asian Health Support Service).
Phone: (09) 442 3211
Fax: 486 8307
See www.asianhealthservices.co.nz
 - ADHB Auckland Public Health Interpreting Service - go to internal intranet website for listing of interpreters
 - CMDHB Interpreting Service
Phone: (09) 276 0014
Fax: 276 0198
2. WDHb's Asian Health Support Service also provides:
 - Interpreter services to assist with their consultation process with non-English speaking patients at:
 - GPs belonging to Healthwest PHO (West Auckland)
 - Harbour PHO (North Shore)
 - Tamaki Healthcare PHO (Central Auckland)
 - Asian cultural advice to health providers/practitioners
 - Training for health practitioners: on Cultural Perspectives in Asian Patient Care and how to work effectively with interpreters
 - Translation of pamphlets and resources in Chinese and Korean
 - Asian inpatient and outpatient support services through their volunteers programme
 - iCare health information line (call centre) for non-English speaking Chinese and Korean patients/ community members (9am to 4.30pm Monday to Friday)
 - Service information and translated resources on website: www.asianhealthservices.co.nz
3. Auckland Regional Public Health provides resources on website: www.asianhealth.govt.nz
4. In Australia, the NSW Multicultural Health Communication Service acts as a clearing-house for all health-related multilingual resources. Resources may be accessed online (<http://www.mhcs.health.nsw.gov.au/>). Resources are classified under 33 different categories and available in 43 different languages. The website is updated every month and resources are downloadable in pdf format.

Asian Classification Categories

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Asian NFD	Fijian Indian
South East Asian NFD	Gujarati
Filipino	Tamil
Cambodian	Punjabi
Vietnamese	Sikh
Burmese	Anglo Indian
Indonesian	Indian NEC
Laotian	Sri Lankan NFD
Malay	Sinhalese
Thai	Sri Lankan Tamil
Southeast Asian NEC	Sri Lankan NEC
Chinese NFD	Japanese
Hong Kong Chinese	Korean
Cambodian Chinese	Afghani
Malaysian Chinese	Bangladesh
Singaporean Chinese	Nepalese
Vietnamese Chinese	Pakistani
Taiwanese	Tibetan
Chinese NEC	Eurasian
Indian NFD	NFD = Not further defined
Bengali	NEC = Not elsewhere defined
Commonly spoken Asian languages/dialects in New Zealand	
Country	Language/Dialects
Chinese from	
Mainland China	Mandarin (O)
Taiwan	Mandarin (O) Taiwanese (D)
Shanghai	Mandarin Shanghainese (D)
Hong Kong	Mandarin (O) Cantonese (D)
Other major Chinese languages/dialects spoken in North Asian and South East Asian countries include	Mandarin (L) Cantonese (D) Foochow (D) Hakka (D) Hokkien (D) Teochew (D)
Indians from	
India (national Language) (second most spoken language in India after Hindi)	Hindi (O) Telugu (L)
Bangladesh	Bangla (Bengali) - (L)
Fiji	Fijian Hindi (L)
Pakistani	Urdu (L)

	Gujarati (L)
Punjab	Punjabi (L)
Sri Lankan	Tamil (L)
Other Asian countries	
Afghanistan	Pushtu (Pashto) (O)
Burma	Burmese (O) Karen (D)
Cambodia	Cambodian (Khmer)
Indonesia	Indonesian (O)
Japan	Japanese (O)
Korea	Korean (O)
Laos	Lao /Laotian (O)
Malaysian	Bahasa Malaysia (O)
Philippine	Tagalog (O) Pampango (D)
Malaysian	Bahasa Malaysia (O)
Thailand	Thai (O)
Vietnam	Vietnamese (kinh) (O)

O= official language

L = Major language commonly spoken in NZ

D = Major dialect commonly spoken in NZ

Festival and New Year celebration dates for cultures in this resource

	JAN	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
China	New Year In Jan or Feb(different dates each year) 15 days, ends with Lantern Festival											
Korea	'Seollal' New Year, in Jan or Feb (different dates each year), 2 days											
India									Diwali 'Festival of Lights', 5 days (different dates each year)			
								Ramadan (9 th month Islam lunar calendar) different each year - starts anywhere from Sept to Nov, 1 month				
Vietnam	'Tet' (new year) in Jan or Feb (different dates each year), 3 days											
Cambodia				'Water Fest.' +- 13-16								
Laos				'Water Fest.' +- 13-16								
Burma				'Water Fest.' +- 13-16								

ORDER FORM FOR CROSS-CULTURAL RESOURCES

Asian Health Support Services (WDHB) has two resources available for health practitioners working with culturally and linguistically clients and interpreters:

CCR1 iCare™ Cross-Cultural Resource Kit which includes the Booklet and a CD-Rom covering information 17 Asian, Eastern Mediterranean and African cultures © WDHB and RAS NZ

CCR2 Cross-Cultural Resource for Interpreters and Health Practitioners working together in mental health Part I © NDSA

For more information how to order or get a copy of the above resources, please contact:

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F: 09 486 8307
E: Elena.wong@waitematadhb.govt.nz
E: Sue.lim@waitematadhb.govt.nz

You may also email suggestions for areas you would like added to this resource to the above addresses: