NSW
GOVERNMENT

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Hospital tour raises awareness for health literacy

Illawarra Shoalhaven Local Health District's Multicultural Health Service is hosting a group of local Adult Migrant English Program (AMEP) students from MAX Solutions on a tour of Wollongong Hospital on Wednesday, 26 September.

Tours have been held across the Health District for more than five years.

The tour this year is linked to Multicultural Health Week which was, 3-6 September.

The theme this year was *Health Literacy – Talk, Listen, Ask* and it aimed to raise health workers' awareness of the importance of health literacy when working with people from culturally and linguistically diverse (CALD) backgrounds.

Multicultural Health Service Manager, Leissa Pitts said the tour aimed to address some of the common barriers many of the CALD community have in accessing health services.

"When English is not your first language, navigating the health system can be confusing and complex," she said.

"Similar tours have been run at other hospitals in the District, including Shoalhaven Hospital and have shown to be very successful in increasing awareness, confidence and knowledge of how to access and use health care services," Mrs Pitts said.

The tours include visits to the Emergency Department, Maternity/Birthing Unit, Outpatient's clinics and the Children's Ward.

Students participating in the tour come from a range of different cultural backgrounds including: Filipino, Japanese, Mexican, Arabic, African, and Chinese.

Mrs Pitts said another highlight of the tours is the students get to engage with staff.

"It is an opportunity for the students to talk and ask any questions they may have, in an informal setting," she said.

"It is very heartening to hear from the students, how the tour gives them confidence when accessing the hospital or the health system."

Media

Media are invited to attend Wollongong Hospital at 10am on Wednesday, 26 September. Please confirm attendance, 4221 6864 or ISLHD-communications@health.nsw.gov.au