



Government of **Western Australia**
Department of **Health**

WA health system multicultural health services directory 2017

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What is the WA health system multicultural health services directory 2017?

This Directory is a compilation of programs and services offered by the WA health system that directly address or are inclusive of health needs of Western Australians from culturally and linguistically diverse backgrounds (CaLD). It also includes those that are provided by community based organisations which are funded by the WA health system.

Who is it for?

This Directory is primarily for staff of the WA health system, other government agencies, non-government and community organisations to use as a reference when working with people from CaLD backgrounds.

More information

Information included in this directory was provided by officers of the listed programs and services to the Cultural Diversity Unit (CDU), Chronic Disease Prevention Directorate, Public Health Division, Department of Health.

For further information, contact the CDU on CulturalDiversity.RoyalSt@health.wa.gov.au.

The WA health system

The WA health system is committed to providing safe high quality and sustainable services that support and improve the health of all Australians, including people from culturally and linguistically diverse backgrounds.

The WA health system incorporates the following entities:

- Department of Health
- East Metropolitan Health Service
- North Metropolitan Health Service
- South Metropolitan Health Service
- WA Country Health Service
- Child and Adolescent Health Services
- Health Support Services
- Quadriplegic Centre.

To find out more about the WA health system, its structure and strategic priorities check out the website below:

<http://ww2.health.wa.gov.au/About-us>

For information specific to multicultural health, check out the website below:

<http://ww2.health.wa.gov.au/Health-for/Health-professionals/Multicultural-health>

1 Cancer Screening

BreastScreen WA Program

This program provides free screening mammograms to asymptomatic women and specifically targets women aged 50 to 74 years, as the scientific evidence of benefit from screening mammography is greatest for women in this age group. However, all women 40 years or over are eligible to attend.

Culturally appropriate and accessible breast screening services are provided to all eligible women in WA, including women from culturally and linguistically diverse backgrounds. This includes free interpreting services, group bookings and women's health days to promote women's health and wellbeing in an environment that celebrates diversity.

BreastScreen WA has nine metropolitan screening services:

Cannington	Unit 15, Prime West Cannington 1490 Albany Highway Beckenham 6107
Cockburn	Cockburn Integrated Health and Community Facility Suite 4, Corner of Beeliar Drive and Wentworth Parade Success, 6164
Mandurah	L1, 61 Sutton Street, Mandurah 6210
Midland	14/27 Old Great Northern Highway, Midland, 6056
Mirrabooka	29 Yirrigan Drive Mirrabooka 6061
Padbury	Hepburn Heights Shopping Centre Unit 8/6 Blackwattle Parade Padbury 6025
Perth City	50 Murray Street Perth 6000
Perth – David Jones Rose Clinic	Level 3, David Jones, Hay Street Mall 622 Hay St Perth 6000
Rockingham	Unit 2, 12 Leghorn Street Rockingham 6168
Wanneroo	ECU Health Centre, Level 2, 30 Dundobar Road Wanneroo 6065

Four mobile BreastScreen WA services visit about 100 outer metropolitan and rural towns every two years with some towns visited annually.

There is also a permanent regional screening and assessment service at Bunbury South West Health Campus, corner of Bussell Highway and Robertson Drive.

Phone: 13 20 50

(For a FREE screening mammogram appointment for the cost of a local call).
(08) 9323 6700 (for information)

If you need an interpreter, call the Translating and Interpreting Service (TIS) first on 13 14 50 and ask to be connected to the BreastScreen WA call centre on 13 20 50.

Email: breastscreenwa@health.wa.gov.au

For more information visit the BreastScreen WA website:

<http://www.breastscreen.health.wa.gov.au/>

For information in other languages visit:

<http://www.breastscreen.health.wa.gov.au/Breast-screening/Multicultural-women>

WA Cervical Cancer Prevention Program (WACCPP)

The WACCPP is the state-funded component of the National Cervical Screening Program. It is responsible for the management and operation of the cervical screening program in Western Australia.

The WACCPP aims to reduce cervical cancer cases, as well as illness and death resulting from cervical cancer in WA. This is achieved by supporting existing health care systems and the implementation of appropriate strategies to enhance women's participation in cervical screening.

The program also maintains the WA Cervical Screening Register – a confidential database of all cervical screening test results for WA women. The information stored allows letters to be sent to providers and to women who are over-due for their cervical screening test.

Currently, the best way to prevent cervical cancer is through regular cervical screening tests (Pap smears) every two years for all women aged 18 -69 years who have ever had sexual contact.

Women can access cervical screening tests from their doctor or health care provider's clinic, Women's Health Centre, Aboriginal Medical Service and or Community Health

Centre. For more information about accessing screening services visit
<http://healthywa.wa.gov.au/papsmears>

Phone: 9323 6788 or 13 15 56 (cost of a local call)

Fax: 9323 6711

Email: cervicalscreening@health.wa.gov.au

Website: <http://healthywa.wa.gov.au/papsmears>

Address: Level 2, Eastpoint Plaza
233 Adelaide Terrace
Perth 6000

Opening hours: 8.00am – 4.30pm, Monday to Friday

Bowel Cancer Screening

The National Bowel Cancer Screening Program (NBCSP) 'Gift for living' campaign supports the introduction of biennial bowel cancer screening for people aged 50-74.

The objectives of the campaign are to:

- increase awareness of bowel cancer
- increase awareness of the changes to the NBCSP
- encourage participation in the NBCSP.

The WA health system has supported the Australian Government's implementation of the NBCS since January 2007 through liaison with the Australian Government Department of Health, collaboration with national and state-based stakeholders and engagement with clinical and advocacy experts to encourage participation in the program and maximise the benefits to the community through early detection.

Ongoing support to NBCSP participants is provided through the Participant Follow-up Function, a Commonwealth-funded partnership that actively encourages screen-positive participants to attend follow-up examinations and assessments. A state-wide Bowel Cancer Screening Reference Group, with representatives from government, clinical, advocacy and community agencies, provides input on key issues affecting WA.

A Clinical Lead for the team, Manager and three Project Officers comprise the operational workforce.

A universal brochure about bowel cancer screening for all including people from culturally and linguistically diverse backgrounds has been developed with broad input from relevant community agencies.

Materials for culturally and linguistically diverse audiences in languages other than English

- [Arabic](#)
- [Simplified Chinese](#)
- [Traditional Chinese](#)
- [Greek](#)
- [Italian](#)
- [Tamil](#)
- [Vietnamese](#)
- [Tamil - National Bowel Cancer Screening Program campaign](#)
- [Using the National Bowel Cancer Screening Program Kit – Tamil](#)

Contact: Kathleen O'Connor, Manager
Data and Screening Strategy, WA Cancer and Palliative Care Network

Phone: 08 9222 4059

Email: Kathleen.O'Connor@health.wa.gov.au

2 Chronic disease prevention programs

Chronic diseases are broadly defined as health conditions that usually have a number of contributing factors, develop gradually, and have long-lasting effects. Some diseases may lead to many years of disability and require long-term management, while others cause early death. They include diseases such as cardiovascular disease, type 2 diabetes, respiratory diseases, musculoskeletal conditions (including back problems, arthritis and osteoporosis), mental and substance use disorders, and some cancers. Taken together, chronic diseases are the leading cause of ill health, disability and death in Australia.

Many chronic diseases are associated with a cluster of common risk factors that can be prevented or modified. These are being overweight or obese, having a poor diet, getting insufficient physical activity, smoking, and consuming alcohol at harmful levels.

Injuries are also an important cause of death and disability in WA. Lifestyle interventions and the creation of safer environments can be effective in preventing many types of injuries, and factors such as alcohol use and physical inactivity also influence the risk of injury. Because of this connection, strategies to prevent chronic diseases and injury are often implemented together.

The Chronic Disease Prevention Directorate (CDPD) is part of the Public Health Division within the Department of Health. The CDPD supports evidence-based, population-wide approaches, which include targeted approaches to assist populations that are harder to reach, or that have a higher prevalence of risk factors for chronic disease and injury. You can read more about chronic disease and injury prevention in WA in the [WA Health Promotion Strategic Framework 2017-2021](#).

Chronic Disease Prevention Directorate funded programs and services

Obesity Prevention

LiveLighter®

LiveLighter® is a state-wide campaign funded by the Department of Health and is run by the Heart Foundation in partnership with the Cancer Council WA.

LiveLighter® encourages all Western Australian adults to lead healthier lifestyles - to make changes to what they eat and drink, and to be more active. It also encourages public debate about obesity and the need for changes in the community to support healthy eating and physical activity.

For more information, healthy tips, tools, recipes and campaign resources visit the [LiveLighter website \(external site\)](https://livelighter.com.au). [https://livelighter.com.au]

Better Health Program

The Better Health Program is an interactive 10 week healthy lifestyle program for overweight and obese children aged 7-13 years and their families. It delivers fun, interactive sessions supporting children and their families to adopt healthy attitudes to food and nutrition, undertake regular exercise, make informed food choices and learn essential health skills and knowledge.

Programs are free of charge for families and are run during the school term at various locations around the Perth Metropolitan area.

Telephone: 1300 822 953

Website: www.betterhealthprogram.org

WA School Canteens Association: Healthy Food and Drink Policy

In Western Australia, public schools follow a 'traffic light system' for classifying foods that they provide to students through the food service (canteen) or class-based activities. This is mandatory under the *Healthy Food and Drink* policy and has been in place since 2007. The policy does not apply to the foods students bring to school in their lunchboxes. Parents can, however, support healthy eating by applying this simple traffic light system when filling lunchboxes.

Policy support and implementation advice is provided by the WA School Canteen Association who offers resources and support to schools.

An information sheet '*Tips for making healthy food and drink choices – Parents and carers*' can be accessed on the link below:

[\(http://www.det.wa.edu.au/healthyfoodanddrink/detcms/navigation/information-for-parents/\)](http://www.det.wa.edu.au/healthyfoodanddrink/detcms/navigation/information-for-parents/).

The information sheet has been translated into 15 different languages as follows:

- [Burmese](#)
- [Dari](#)
- [Dinka](#)
- [Hindi](#)
- [Indonesian](#)
- [Karen](#)
- [Korean](#)
- [Simplified Chinese](#)
- [Swahili](#)
- [Tagalog](#)
- [Thai](#)

- [Tigrinya](#)
- [Vietnamese](#)
- [Farsi](#)
- [Arabic](#)

They are also accessible on the link below:

(<http://www.det.wa.edu.au/curriculumsupport/eald/detcms/navigation/translations/translations-by-document-title/documents.jsp#H>).

Phone: (08) 9264 4999

Email: wasca@education.wa.edu.au

Website: <http://www.waschoolcanteens.org.au/>

Address: PO Box 25, Hillarys, WA, 6923

Food Sensations for Adults

Food Sensations[®] for Adults is a free nutrition and cooking program that is hands on, fun and provides a safe environment to try new recipes and develop skills.

Food Sensations[®] for Adults:

- covers a variety of nutrition topics including healthy eating, label reading, budgeting, meal planning, lunchboxes and snacks, healthy mind, healthy body, supermarket tours and gardening for health (where available)
- is a 4 session program (no one-off sessions) that usually run over 4 weeks (participants must attend ALL 4 sessions)
- sessions run for approximately 2 hours each and includes education, activities, cooking and eating delicious, healthy food.

Organisations can host a program to be held in person or via video conferencing at Community Resource Centres.

Selected programs are open to the general public in the Perth metropolitan area, Mandurah and Bunbury. Registration is essential.

Phone: (08) 9463 3230

Email: kim.dutkowski@foodbank.org.au

Website: <https://www.foodbankwa.org.au/food-sensations-for-adults/>

Address: 23 Abbott Rd, Perth Airport, WA, 6105

Injury Prevention

Falls prevention - Stay On Your Feet WA[®]

This is a community awareness-raising program, which aims to promote healthy, active ageing in WA to reduce falls and the severity of fall-related injuries among seniors. The

program aims to achieve this by raising awareness that falls are preventable and not a consequence of ageing through the promotion of 'Move Improve Remove.'

Contact: Injury Control Council WA: 9420 7212

Website: www.iccwa.org.au

Water Safety - Swim & Survive

This is a swimming and water safety program that is aligned to the National Swimming and Water Safety Framework and develops skills across the following areas:

- Entries and exits
- Sculling and body orientation
- Movement and swimming strokes
- Survival and personal floatation device skills
- Rescue skills
- Water safety knowledge.

Specific activities and programs that cater to CaLD communities include:

- Keep Watch parent/carer presentations for new arrivals and migrant women's groups;
- Water safety DVD developed in multiple languages for new arrivals to WA.

Contact: Royal Life Saving Society WA

Website: <http://www.swimandsurvive.com.au/>

Child Safety

Seasonal child safety campaigns have resources translated into a number of languages. Kidsafe WA engages with CaLD groups in a variety of different ways:

- Conducting presentations with CaLD groups on request (promoted via seasonal mail outs)
- Multilingual Resource Kit - The DVD is aimed at parents and carers of children aged 0-5 years, covering a range of child injury prevention issues including water safety, car safety, poisoning and burns prevention. Focusing on children's ages and stages of development, the DVD is voiced over in six languages other than English. A facilitator's guide to run sessions and workshops with parents, carers and health professionals is included.
- Attending events to promote CaLD resources and information.

Contact: Kidsafe WA – 9340 8509

Website: www.kidsafewa.com.au

Tobacco Control

Quitline

The Western Australian Quitline, funded by WA Department of Health, is a confidential information and counselling telephone service, providing individually tailored support to those who want to quit smoking.

The service can be used to obtain up-to-date evidence based information about quitting smoking and for ongoing support as needed, at the cost of a local call. It is open from Monday to Saturday.

If calling from a mobile phone, counsellors will offer to call back on the number to limit the cost to the caller.

Quitline counsellors are trained to work across a variety of cultures and backgrounds. Callers can be referred with a request to access an interpreter or the callers themselves may request to access an interpreter. Quitline utilises the national Translating and Interpreting Service. Counsellors are trained in accessing and using this service with Quitline clients.

Make Smoking History Campaign

The Make Smoking History campaign which is run by the Cancer Council of Western Australia with funding from the WA Department of Health, provides information on media campaigns, smoking cessation services and other relevant activities to key CaLD publications and media outlets, working through key bodies such as Ethnic Communities Council of Western Australia and the Office of Multicultural Interests.

A range of Quit smoking resources are available in languages other than English via the MSH website.

Telephone: 13 7848 (13 QUIT)

Website (state): <https://makesmokinghistory.org.au/resources-in-languages-other-than-english>

Website (national): <http://www.quitnow.gov.au/>

Website (national): <http://www.quit.org.au/multicultural>

3 Dental health

Dental health services

Funded by the State Government, Dental Health Services (DHS) is the largest public dental health services provider in Western Australia. DHS can trace its history to 1926 when the first public dentist was employed by the Public Health Department.

Dental Health provides dental services to the public of Western Australia through the following service streams:

School Dental Service (SDS)

The SDS provides free dental care to students:

- Aged 5 to 16 or until the end of year 11, whichever comes first
- Attending a Department of Education recognised school.

The SDS is delivered state-wide through dental therapy centres (DTC), which are co-located with schools. In addition to these DTCs, mobile DTCs provide care to 150 schools where an onsite clinic is not present.

General Dental Service

General dental clinics operate throughout the metropolitan area and in country Western Australia. They provide subsidised general and emergency dental care for financially and geographically disadvantaged Western Australians who:

- are aged 17 and over
- hold a current Health Care or Pension Concession card.

Children aged 0 to 4 whose name appears on their parent's Health Care or Pension Concession Card, are also eligible to attend a general dental clinic for care.

Special Dental Service

The following dental services are also provided:

- Aged care facility – visiting program to screen consenting residents
- Prisoners in metropolitan and major rural Department of Corrective Services facilities – mainly in prison based clinics
- Eligible Disability Services Commission clients
- Visiting services to Royal Perth Hospital and Graylands Hospital.

Dental Subsidy Schemes

DHS also facilitates subsidised general and emergency dental care for financially or geographically disadvantaged persons through the following schemes:

- Country Patients Dental Subsidy Scheme (CPDSS) – complements the care provided through country public dental clinics and usually operates in locations where there is no reasonable access to a Government Dental Clinic.
- Metropolitan Patients Dental Subsidy Scheme (MPDSS) – provides eligible patients in the metropolitan area, who are on a public dental waiting list and have been contacted by DHS to undergo a course of non-urgent subsidised general dental care at participating private dental practitioners.
- Private Orthodontic Subsidy Scheme (POSS) – enables eligible patients contacted by DHS to receive subsidised specialist orthodontic services in country locations, as all subsidised specialist services are currently only available in Perth.

Fees & charges for Adults

All dental charges are in line with the Department of Veterans' Affairs schedule of dental fees.

Treatment obtained at a Public Dental Clinic, or through a participating Private Dental Clinic, is subsidised by the West Australian Government up to a maximum of 75% of the cost of the treatment. The actual level of dental subsidy that a person is entitled to receive is based upon the eligibility of the person and is assessed at the dental clinic.

Residents in Remote Locations

In remote locations where Dental Health Services is the sole health provider, all patients are able to access dental care at the Public Dental Clinic. However, those patients not eligible for subsidised care are required to pay the full fee.

MORE INFORMATION

Contact: Dental Health Services – Administration

Address: 43 Mt Henry Road, COMO WA 6152

Postal Address: Locked Bag 15, BENTLEY DELIVERY CENTRE WA 6983

Phone: 9313 0555

Fax: 9313 1302

Email: enquiries@dental.health.wa.gov.au

Website: <http://www.dental.wa.gov.au/>

4 Immunisation programs

School-based vaccination program

The school-based immunisation program is a nationally funded immunisation program which offers all students the opportunity to become protected against vaccine preventable diseases.

Vaccines offered to school aged students are identified in 3 groups

- Booster doses to vaccines already administered to students between the ages of 0-4 years e.g. Diphtheria-tetanus-pertussis (dTpa)
- Vaccines offered to specific age groups e.g. Human Papilloma Vaccine (HPV) which is only registered and eligible for female and male students from 12 years of age
- Catch up vaccines where vaccines are given for a limited time until the cohort has caught up e.g. chickenpox (varicella).

The Western Australian state-funded immunisation program offers:

- WA childhood Meningococcal ACWY (MenACWY) vaccinations

A robust immunisation service requires a coordinated effort and human and physical resources from many stakeholders to ensure optimal vaccination coverage.

Translated information resources are available for the following programs:

- [Year 8 immunisation program](#)
- [Year 10 Meningococcal ACWY vaccination program](#)

Read [further information for parents](#) about the diseases protected against through the [school-based vaccination program \(Healthy WA\)](#):

This information can be printed and distributed to interested parents.

Contact: Prevention & Control Program – Communicable Disease Control Directorate
Email: vaccineorders@health.wa.gov.au

5 Katanning health programs and services for CaLD groups

Katanning Primary Health

Katanning Primary Health provides health care services to all people and communities of the Central Great Southern, including those from culturally and linguistically diverse backgrounds.

Within Katanning Primary Health is the Community Health Services which focuses on preventing illness and maintaining health through early intervention. Staff are trained about cultural sensitivity and interpreting services are utilised to ensure effective communication and delivery of appropriate health care to people from CaLD backgrounds. Services are available onsite and in the community.

Additional district-wide allied health services provided by Katanning Primary Health include:

- Dietetics/Diabetes education
- Physiotherapy
- Occupational therapy
- Speech therapy
- Therapy assistance
- Podiatry
- Social work
- Health promotion, specifically for CaLD
- Sexual health and blood borne viruses

Other services operating out of Katanning Primary Health

- Ear, Nose and Throat Outreach Clinic - referrals via General Practitioners or through Allied Health professionals
- Private Podiatry - referrals to this clinic are sent to Earl Street Physiotherapy and Podiatry on Ph. 08 9881 3799
- Clinical Psychology via Kids Are Kids Telehealth – referrals via Allied Health, Child Health or School Health.

Contact: Katanning Primary Health
Francis Street
Katanning WA 6317 or
PO Box 181, Katanning WA 6317

Phone: 9821 6280

Katanning Community Health Midwives

The Katanning Community Health Midwives are experienced in providing maternity care for women from CALD backgrounds. They make contact with women in the early stages of pregnancy; educate them about available services and options for antenatal and post-natal care. Services include:

- Maternal assessments - weight, urinalysis, blood pressure and abdominal palpitations
- Foetal well-being checks
- Parent education classes
- Referrals to allied health professionals
- General pregnancy advice
- Requests from your doctor
- Home visits after birth

Maternity education sessions are provided in a comfortable, friendly and relaxed environment.

Contact: Katanning Community Health Midwives can be contacted through the Katanning hospital general ward on (08) 98216212.

Well-women's Clinic

The Well Women's Clinic offers free health screenings, education and information to all women of all ages, including those from CaLD backgrounds. A female GP provides the following services:

- Pap screening
- Pregnancy testing and options counselling
- Breast health information
- Family planning and contraception
- Menstrual health concerns
- Menopause information
- Sexually transmitted infection education
- Sexual Health information

Contact: For bookings, call the Katanning Hospital at (08) 98216222

6 Language services/ Interpreting and translating services

Language services include interpreting and translating services to facilitate effective communication between the WA health system staff and consumers and carers who have limited English proficiency and people who are Deaf or hard of hearing.

Language service coordinators

Major metropolitan hospitals employ language services coordinators to assist in accessing qualified and/or credentialed interpreters. Their contact details are listed below:

Princess Margaret Hospital

Ph: 08 9340 8256 – Ext 8256

Email: PMH.LanguageServices@health.wa.gov.au

King Edward Memorial Hospital

Ph: 08 6458 2802 – Ext 82802

Email: KEMH.LanguageServices@health.wa.gov.au

Fiona Stanley Hospital

Ph: 6152 5163

Email: FSH.LanguageServices@health.wa.gov.au

Fremantle Hospital

Phone: 9431 2477

Email: FHLanguage.services@health.wa.gov.au

Royal Perth Hospital

Phone: 9224 3835

Email: rph.languageservices@health.wa.gov.au

Sir Charles Gairdner Hospital

Phone: 9346 4698

Email: LanguageServices.SCGH@health.wa.gov.au

Common Use Arrangement for Interpreting and Translating Services

The Department of Finance has developed a [Common Use Arrangement \(CUA\) for Interpreting and Translating Services, CUAITS2012](#), to provide services to Western Australian Government agencies, Public Benevolent Institutions and other users approved by the State Supply Commission. Agencies and approved users may 'pick and buy' from the contractors on the CUA.

The CUA covers three categories:

- Culturally and linguistically diverse languages
- Aboriginal Australian languages
- Auslan (Australian Sign Language).

Further information and an order form can be obtained from the Department of Finance ContractWA website at: <http://www.contracts.wa.finance.wa.gov.au>.

The eDecision Aid (external site) uses a series of drop down menus to enable buyers to quickly select the preferred language, qualification level, work hours and amount of time required for the engagement of an interpreter or translator

The [CUA Buyers Guide](#) (external site) includes an appropriate order form <mailto:https://www.contracts.wa.finance.wa.gov.au/index.jsp>.

7 Mental health

Child and Adolescent Mental Health Service (CAMHS)

This service provides mental health programs to infants, children and young people. This includes services set in the community and in a hospital setting and are available for children and young people under the age of 18, and their families who are experiencing significant mental health issues.

Children and families are referred to these services by their treating therapist, specialist, GP, school or other community organisation.

Cross cultural consultation is available at all metro-wide clinics and can be requested at referral or treatment by supporting agencies or families.

Information and advice about accessing a Child and Adolescent Mental Health Service is available by contacting your local CAMHS Community Clinic. There is a designated person available at each clinic who can provide advice about referrals and service options in your district.

Contact: Phone numbers:	Armadale CAMHS	9391 2455
	Bentley Family Clinic	9334 3900
	Clarkson CAMHS	9304 6200
	Fremantle CAMHS	9435 9700
	Hillarys CAMHS	9403 1999
	Peel CAMHS	9531 8080
	Rockingham CAMHS	9528 0555
	Shenton CAMHS	9381 7055
	Swan CAMHS	9250 5777
	Warwick CAMHS	9448 5544

Contact: Acute Response Team on 1800 048 636, for more urgent situations.
This telephone service is available 24 hours per day seven days a week.

Dial 000 in the event of an EMERGENCY or attend a Hospital Emergency Department.

8 Newborn screening

The WA Newborn Bloodspot Screening Program

The purpose of newborn bloodspot screening is to test all newborn babies for early signs of a number of treatable disorders. A blood test is done to find out whether a baby has a disease or condition for which early treatment can prevent intellectual or physical disability, or even death. About one in every thousand babies born in Australia will have one of these treatable disorders.

Each year the WA Newborn Bloodspot Screening Program tests more than 35,000 babies and detects about 35 who need urgent assessment and treatment.

The pamphlet [Your Newborn Baby's Screening Test](#) is essential reading for all parents before their baby has the newborn bloodspot screening test. The pamphlet is available in English and five other languages.

Newborn bloodspot screening tests are provided free-of-charge. The tests are not compulsory, and parents may refuse the test on behalf of their baby, but this could unnecessarily risk the baby's health.

In December 2004, the program introduced expanded newborn bloodspot screening for a range of amino acid, organic acid, and fatty acid oxidation disorders. This followed the evaluation and introduction of a new screening technology called tandem mass spectrometry (MSMS). An MSMS analyser is able to quickly measure a range of amino acids and acylcarnitines in a single dried blood sample.

Contact: WA Newborn Screening Program

General Enquiries: Phone (08) 6383 4171
Fax (08) 6383 4146

Senior Scientist Phone (08) 6383 4171

Clinical Director Phone (08) 6383 4103

Location WA Newborn Screening Program
Department of Clinical Biochemistry
PathWest Laboratory Medicine WA
PP Block QEII Medical Centre
Verdun St
Nedlands WA 6009

Postal Address WA Newborn Screening Program
 PathWest Specimen Reception
 PP Block QEII Medical Centre
 Locked Bag 2020
 Nedlands WA 6909

Contact Hours 8.00am to 4.30pm
 Monday to Friday
 (Closed public holidays)

9 Refugee and humanitarian entrant health

The Humanitarian Entrant Health Service (HEHS)

This service provides a holistic health assessment service for all refugees and humanitarian entrants who are resettled in Western Australia under the Australian Government's Humanitarian Program and Special Humanitarian Program.

The assessment includes screening for communicable disease, screening for mental illness and post-traumatic stress disorder (PTSD), reviewing immunisation status and commencing catch up immunisations, if required. Referrals are made to specialty tertiary clinics, as required.

HEHS aims to identify health issues which may affect the wellbeing of newly arrived refugees and to detect and treat infectious diseases of public health importance.

Phone: (08) 9222 8500 for all general enquiries. If your client needs an interpreter, they should call the Translating and Interpreting Service (TIS) on 13 14 50 and ask to be connected to the Anita Clayton Centre on 9222 8500.

Fax: 9222 8501

Email: ACCAdmin@health.wa.gov.au

Address: 1 / 311 Wellington St (Corner of Wellington and Pier St)
Perth WA 6000

Website: http://ww2.health.wa.gov.au/Articles/F_1/Humanitarian-Entrant-Health-Service

Hours of operation: Monday to Friday 8.15am to 4.15pm

Closed on Saturday, Sunday and Public Holidays

Perth Children's Hospital Refugee Health Service (PCHRHS)

The PCHRHS aims to coordinate and manage the complex care needs of recently settled refugee and asylum seeker children under 16 years of age. Both inpatient and outpatient care is provided depending on clinical needs of the patient.

This is a holistic service with specialist staff including Medical staff (Paediatric consultants, GP, Refugee Health Advanced Trainee); Nurses (Refugee Liaison Nurse, Community Health Nurse and Clinic Nurse); Social Worker; Dietician; School of Special Educational Needs Liaison Teacher; Dental Registrar and Clinical Psychologist. The multidisciplinary

team works with Language Services, volunteers and pharmacy staff to provide optimal family-centred care.

The RHS aims to meet the medical, developmental, educational and psychosocial domains of refugee children and adolescents. Children are assessed in family groups wherever possible to minimise disruption to the resettlement process.

Families need to bring any health history information available including vaccination records; along with Medicare card or International Health and Medical Services (IHMS) card as appropriate. Screening blood tests will be attended to at the clinic, if they have not been performed prior to the visit.

Professional interpreters are engaged as required and onsite interpreting is provided, whenever possible.

Phone: (08) 93407649/ 0420983290 (Refugee Health Nurse); (08) 6380 2705

Fax: (08) 93407652

Email RefugeeHealth.PMH@health.wa.gov.au

Address Dorothy Surman Centre: 80 Hay Street, Subiaco WA 6008

Website: http://www.pmh.health.wa.gov.au/services/refugee_clinic/index.htm

Hours of RHS operation: Monday to Friday 8.15am to 4.15pm
Closed on Saturday, Sunday and Public Holidays
Inpatient services run in conjunction with other specialist teams

Refugee health nursing

The aim of the Child and Adolescent Community Health (CACH) -Refugee Health Team is to assist newly arrived refugees and humanitarian entrants to transition and integrate into mainstream health care services.

Community Health Nurses in the Refugee Health Team act as advocates in empowering individuals and families to take responsibility for their own health and well-being. They identify health concerns and direct families via referral processes to appropriate services. CACH Refugee health team provide services across the Perth metropolitan areas to:

- Children under the age of 18 and their primary carers who have been referred from HEH and the PCH Refugee Health Clinic
- Other referrals as assessed on an individual basis.

Each family is offered an initial home visit by a Community health nurse to discuss:

- concerns and issues raised during the HEHS Assessment
- connection to a local GP service
- immunisation status and follow up

- dental services
- optometry
- tertiary health services including referral for specialist care
- child health & child development services
- women's health services
- mental health (torture & trauma concerns)
- other identified health issues.

Contact the CACH Refugee health team if you need support working with refugee families in Mirrabooka, Lockridge and Cannington and in Integrated Service Centres (Koondoola and Thornlie).

Direct all enquiries to: CACH.RefugeeHealthReferrals@health.wa.gov.au

10 Sexual Health and Blood-borne Virus Program (SHBBVP)

The Sexual Health and Blood-borne Virus Program (SHBBVP), Communicable Disease Control Directorate, Public Health Division, Department of Health, coordinates the prevention and control of sexually transmitted infections (STIs), human immunodeficiency virus (HIV) and blood-borne viruses (BBVs) in Western Australia.

Priority target groups include young people, gay men and other men who have sex with men, Aboriginal people, culturally and linguistically diverse (CaLD) people, travellers and other mobile populations, people in custodial settings and people who inject drugs.

The key functions of the SHBBVP are to:

- fund non-government organisations to undertake health promotion, prevention and management activities in regards to STIs, HIV and BBVs
- develop, implement and evaluate state-wide sexual health and BBV policies, in partnership with key stakeholders
- manage the state-wide needle and syringe program
- produce resources for community and health care worker education
- support national campaigns and coordinate state-wide campaigns
- initiate and fund education and workforce development initiatives.

Phone: +61 8 9388 4841

Fax: +61 8 9388 4888

Email: cdc@health.wa.gov.au

Street address: Grace Vaughan House
227 Stubbs Terrace
Shenton Park
Western Australia 6008

SHBBVP funded organisations

SHBBVP funds a range of non-government agencies to prevent STIs and BBVs and to support people at risk of or affected by these infections. These include agencies which have a specific mandate to provide services to CaLD people or who provide specialised programs which target CaLD populations. These include:

Multicultural Service Centre of WA (MSCWA)

MSCWA is funded to provide a service to culturally and linguistically diverse populations in WA to inform, educate and support the reduction in transmission of, and morbidity and

mortality caused by STIs and BBVs, and to minimise the personal and social impact of these infections.

Contact: 08 93282699

Website: www.mscwa.com.au

Hepatitis WA

Hepatitis WA is funded to provide support services for people affected with viral hepatitis, and to enhance community awareness, health and wellbeing through information dissemination, education, support and advocacy in relation to hepatitis. Hepatitis WA also undertakes community development through education workshops and events for all members of the community including culturally and linguistically diverse populations.

Phone: (08) 9227 9800

Hepatitis Helpline: Metro callers (08) 9328 8538;
Free call for country callers: 1800 800 070

Email: info@hepatitiswa.com.au

Website: www.hepatitiswa.com.au

WA AIDS Council (WAAC)

WAAC is funded to provide a wide range of health and support services for people infected with and affected by HIV/AIDS in Western Australia. These include:

- counselling,
- wellness,
- referral, and other assistance to people living with HIV;
- needle and syringe exchange programs;
- professional training and development for health sector workers
- a range of support and prevention education services to priority target populations, including culturally and linguistically diverse populations.

Phone: (08) 9482 0000

AIDS Line: (08) 9482 0044

Email: waac@wa aids.com

Website: www.wa aids.com

WAAC's **M Clinic** provides free, confidential and non-judgmental HIV/STI screening for men who have sex with men.

Phone: (08) 9227 0734
Email: info@mclinic.org.au
Website: www.mclinic.org.au

Resources:

SHBBVP provides a range of translated resources on sexual health and blood-borne viruses.

http://healthywa.wa.gov.au/Articles/S_T/Sexual-health-multicultural-fact-sheets

Sexual Health and Blood-borne Viruses in Multicultural Communities is a brochure available in seven languages and can be ordered through Quickmail at <http://dohquickmail.com.au/>

'Your Cultural Lens' is an online training resource for health professionals who work with CaLD communities. It was developed to help health professionals talk about sexual health and BBVs with people from a variety of cultures and backgrounds.
<https://ycl.health.wa.gov.au/>

Advice for international students about sexual health is available from:
http://healthywa.wa.gov.au/Articles/F_I/Health-advice-for-international-students

Sexual Health Helpline: +61 8 9227 6178 (metro) 1800 198 205 (country)
(a confidential telephone information and referral service provided by FPWA, staffed by Advanced Practice Nurses who can respond to clinical and general sexual and reproductive health queries)

Health Direct +61 1800 022 222 or +61 1800 022 226 (toll-free)
(A free 24 hour, seven day a week health advice line staffed by experienced nurses who will provide immediate professional advice)

11 Women's health

Women's Health Clinical Support Programs (WHCSP)

The WHCSP is based at King Edward Memorial Hospital in Subiaco. The team formed in 2014 as an amalgamation of Women's Health Policy and Programs and the WA Perinatal Mental Health Unit.

WHCSP provides information for consumers and health professionals on perinatal and infant mental health and family and domestic violence (including gender based violence in the CaLD community).

WHCSP also manages service agreements for the community based women's health services and regional sexual assault resource centres (SARCs).

The WHCSP staff work in various non-clinical roles to support WA services working towards improving the health of women and families. This includes:

- Management of service agreements
- Women's health policy
- Education and training
- Health promotion.

Female Genital Mutilation/Cutting programs (FGM/C) in Western Australia

Established as part of the Women and Newborn Health Service (WNHS), the WA program is a state-wide service which delivers training on request about FGM/C and gender-based violence for health providers, organisations and other relevant health and support agencies.

The program also advocates for communities access to health services and support, and has developed some key FGM/C education and information resources which are accessible online. The program has also developed an e-learning package and reports to an Advisory Group which meets quarterly.

Contact Dr Carol Kaplanian
FGC/M and FDV Research Project Officer, Education and Training

Email: carol.kaplanian@health.wa.gov.au

Community based women's health services

There are 12 funded women's health centres across WA, with seven located within the metropolitan area and five rural and remote centres. These provide a range of services including health promotion, information, counselling and clinical support to maintain health and prevent and treat diseases affecting women.

Women's health centres

Below is a list of metropolitan and regional women's health centres.

Fremantle Women's Health Centre

www.fwhc.org.au

Ph: 9431 0500

Goldfields Women's Health Care Association (Kalgoorlie)

www.gwhcc.org.au

Ph: 9021 8266

Hedland Well Women's Centre

www.wellwomens.com.au

Ph: 9140 1124

Ishar Multicultural Women's Health Centre (Mirrabooka)

www.ishar.org.au

Ph: 9345 5335

Midland Women's Health Care Place

www.mwhcp.org.au

Ph: 9250 2221

Nintirri Centre (Tom Price)

www.nintirri.org.au

Ph: 9188 1224

South Coastal Women's Health Services (Rockingham)

www.scwhs.com.au

Ph: 9550 0900

South West Women's Health and Information Centre (Bunbury)

www.swwhic.com.au

Ph: 9791 3350

Women's Health and Family Services

www.whfs.org.au

Ph: 6339 5400 (Northbridge)

Ph: 9300 1566 (Joondalup)

Women's Health and Wellbeing Service (Gosnells)

www.whws.org.au

Ph: 9490 2258

Women's Health Resource Centre (Geraldton)

www.whrc.org.au

Ph: 9964 2742

Sexual Assault Resource Centres (SARCs)

The funded SARCs provide a variety of crisis and ongoing counselling services for victims of sexual assault as well as, in some areas, therapeutic groups and health promotion activities.

Each service is managed by a non-government incorporated body with management committees. They work in partnership with other agencies and have established links with other organisations such as Aboriginal Health Services and local government departments.

Phone: (08) 9340 1795
Hours: 8:30 am – 4:30 pm
Email: whcsp@health.wa.gov.au

Postal address: Women's Health Clinical Support Programs
15 Loretto Street
Subiaco WA 6008

This document can be made available in alternative formats on request for a person with a disability.

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