

Multicultural Health Services and Cancer Services Forum

Collaboration in action

27 October 2022

Ibis Room, Pullman Hyde Park, Sydney

Program

8.30am Registration opens, with light breakfast served

9.20am Forum opens

Master of Ceremonies: Amani Haydar

Welcome to Country: Uncle John Dickson

Opening address: Professor Tracey O'Brien, Chief Cancer Officer, NSW and Chief Executive, Cancer Institute NSW

Telling it like it is: A Consumer Testimonial — Mrs Nyan Thit Tieu, Founder, Chair & Facilitator, Sisters' Cancer Support Group Inc.

9.50am Delivering change — rapid-fire showcase of innovative multicultural projects

Presentation 1: Walking the journey together: Breast Cancer Concierge Program for CALD women — Su Kim and Traci Cook, Sydney Local Health District (LHD)

Presentation 2: Multicultural Access Project to support culturally responsive service delivery and add positive impact to patient journey for Culturally and Linguistically Diverse (CALD) consumers and carers at the Nepean Cancer Care Centre — Vinita Singh and Louise Maher, Nepean Blue Mountains LHD

Presentation 3: Lost in Translation Project — Ashley Young and Kellie Goldsworthy, Hunter New England LHD and Calvary Mater Newcastle

Presentation 4: Insights — developing a culturally appropriate education program for patients with cancer & their carers — Yvonne Santalucia, South Western Sydney LHD

Presentation 5: Nourishing our CALD Head & Neck and Upper GI Cancer Patients — Heidi Roland Kenn, Northern Sydney LHD

Q&A panel

11.00–11.20am Morning tea

11.20am Patient Reported Measures (PRMs)

Presentation 1: Patient Reported Measures for patients from CALD backgrounds — Karina McCarthy, A/Program Lead, Patient Experience, Cancer Institute NSW

Presentation 2: Implementation of Patient Reported Measures in Arabic and Vietnamese, supported by culturally congruent coordination — Sandy Avery, South Western Sydney LHD

Discussion with presenters

11.45am Workshopping – culturally responsive and safe care in cancer services

Setting the Scene: Lisa Woodland, Director, NSW Multicultural Health Communication Service, Priority Populations and Health Promotion, South Eastern Sydney LHD

Round-table discussions

12.50pm Discussion – defining your evidence needs and understanding data

Setting the Scene: Shelley Rushton, Director, Cancer Services and Information, Cancer Institute NSW and Richard Walton, Manager, Cancer Information and Analysis/Biostatistician, Cancer Institute NSW

Brainstorming and Q&A

1.30–2.15pm Conclusion of morning session, & lunch

2.15pm Optional afternoon session

Moderator: Dr Cynthia Lean, Cancer System Enablers Manager, Cancer Services and Information, Cancer Institute NSW

Presentation 1: Exploring safety in cancer care for CALD communities – Associate Professor Reema Harrison

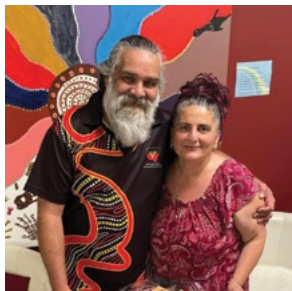
Presentation 2: Patient Information and Canrefer – Jennifer Cater, health content author, Cancer Institute NSW and Marie Brand, team lead, Health Literacy and Patient Information, Cancer Services and Information, Cancer Institute NSW

Presentation 3: Partnering with CALD communities to deliver culturally responsive healthcare: Insights from pain management research – Dr Bernadette Brady, Physiotherapy Department & Department of Pain Medicine, Liverpool Hospital, South Western Sydney LHD

3.30–4.00pm Networking and afternoon tea

The Cancer Institute NSW is most grateful for the participation and valuable input of our consumer representatives - Nyan Thit Tieu, Thomas Camporeale, Eric Yeung, Melinda Ellis, Usha Salagame, Shanta Viswanathan, Emily Hung, Rugmini Venkatraman, and Aunty Liz.

Biographies



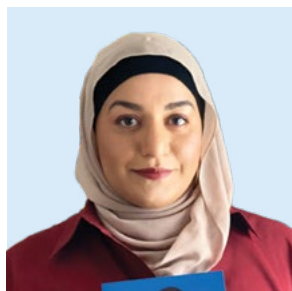
Uncle John

(Uncle John pictured with Aunty Liz)

Traditional knowledge holder and a proud Dhunghutti, Wiradjuri and Yuin man.

Uncle John has travelled all around Australia and has a vast cultural knowledge. He is Chairperson of the Aboriginal Elders in Bankstown and is on Canterbury Bankstown Council's

Aboriginal Advisory Committee. Uncle John shares his cultural knowledge vigorously among the community as an Aboriginal Health Consultant and through cultural teaching at schools.

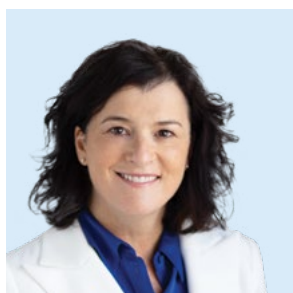


Amani Haydar

Master of Ceremonies

Amani Haydar is an award-winning writer, visual artist, lawyer and advocate for women's health and safety based in Western Sydney. Amani's debut memoir *The Mother Wound* was awarded the 2022 Victorian Premier's Literary Award for Non-fiction, the Matt Richell Award for New Writer of the Year and the 2021 FBi Radio Sydney Music Art and Culture Award. Amani is also the recipient of the 2021 UTS Faculty of Law Alumni Award, and was named Local Woman of the Year for Bankstown at the 2020 NSW

Premier's Woman of the Year Awards in recognition of her advocacy against domestic violence. Amani is a former Archibald Prize finalist with a visual arts practice that is closely intertwined with her writing practice. Her work has been featured in anthologies *Another Australia* (Affirm Press), *Racism; Stories on Fear, Hate and Bigotry* (Sweatshop Western Sydney), *Arab Australian Other* (Picador), and the upcoming anthology *Admissions: Voices Within Mental Health* (Upswell).



Professor Tracey O'Brien

Chief Cancer Officer, NSW and CE, Cancer Institute NSW

An internationally respected clinician-researcher, Tracey is a haematologist, oncologist and bone marrow transplant expert with over 20 years of success in propelling national and international excellence in research-led, patient-centred outcomes for children with cancer. Tracey is a strategic, collaborative, inclusive leader, passionate about

driving equity of access and outcomes for all people with cancer in NSW and beyond. Tracey has numerous high-profile leadership positions in cancer control, research and policy. In addition to her medical training, Tracey has an MBA and Master of Law and dedicates significant time to training the next generation of multidisciplinary clinician-researchers.



Su Kim

Health Promotion Officer, Diversity Programs and Strategy Hub, Sydney Local Health District (LHD)

Su Kim has many years of experience in development and management of multicultural health projects and research. Su has led a Korean Breast Screen Project and a qualitative study identifying motivators and barriers in accessing breast screening services

among Korean women in Sydney metropolitan area (2016/17 Cancer Screening and Prevention Grants, Cancer Institute NSW). As a breast cancer survivor, Su has a passion for improving the experience of breast cancer patients from CALD backgrounds.



Dr Nyan Thit Tieu

Founder and Chair of Sisters' Cancer support Group Inc.

Thit migrated from Burma in 1977. Her career spanned over 30 years working in education, training and management within the Department of Education as Operations Manager of NSW Adult Migrant Education Service.

After her life changing experience with cancer, she founded Sisters' Cancer Support Group Inc (SCSG) which supports women and carers from CALD and Muslim communities. As a strong advocate for cancer survivors from multicultural backgrounds, Thit shares her lived

experience and knowledge of Multicultural communities' needs in a range of consumer engagement committees, panels and cancer research projects.

Thit was a recipient of Wollongong City Council Award (2018). She is a finalist of the 2022 Consumer of the Year NSW Multicultural Health Communication Award. Thit is an associate investigator for NHMRC and Cancer Australia funded research projects on CALD patients' engagement and patient safety



Traci Cook

A/Cancer Systems Innovation Manager, Cancer Services & Palliative Care, Sydney LHD

Traci Cook has worked in the public health care setting for over 20 years, mainly in Dietetics and frontline clinical management roles. More recently Traci has moved into the A/Cancer Systems

Innovation Manager role at SLHD, working on initiatives and services targeting priority populations. Traci is very passionate about achieving and embedding equality and equity in health care for all.

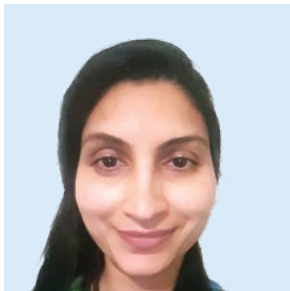


Ashley Young

Service Manager, Multicultural and Refugee Health, Hunter New England LHD

In Ashley Young's 25 years of experience in the NSW Health service, Ashley has held a diverse range of clinical, project management and leadership positions, in Sydney, the NSW Ministry of Health, and Hunter New England. He has been a leader in driving innovation and change in all positions he has held. Trained in pathology sciences, he holds additional qualifications in Health Management, along with Project,

and Financial Management. He led the clinical implementation of Telehealth in HNE Health, the leading service in telehealth delivery in NSW prior to the pandemic. For this work, he was awarded the District's prestigious "Collaborative Leader of the Year" award. He is a passionate advocate for a health system for all - accessible, equitable and respectful, providing the best of care.



Vinita Singh

Project Officer, Multicultural Health Service Nepean Blue Mountains LHD

Vinita Singh is a social worker by background and has been working in the health and community sector for over 15 years. Vinita has a passion for improving CALD consumer health outcomes and played a key role in establishing the Cultural Consumer Advisory Group at the Nepean Cancer Services (NBMLHD).

Vinita Singh and Louise Maher co-led the Multicultural Access Project to support culturally responsive service delivery and add positive impact to patient journey for CALD consumers and carers at the Nepean Cancer Care.



Louise Maher

Clinical Nurse Consultant, Cancer Care Services, Nepean Blue Mountains LHD

Louise Maher is presently the Clinical Nurse Consultant, (Grade 3) - which is an area position for Cancer Care across Nepean Blue Mountains LHD.

Louise has held this position for the last 10 years and has been instrumental in setting up two chemotherapy satellite

services at Lithgow Hospital and at Hawkesbury Hospital.

Louise is on a number of committees and is an active member of the Cancer Nurses Society of Australia (CNSA) and member of the Australian Vascular Access Society.



Kellie Goldsworthy

Director of Mission Integration, Executive Team, Calvary Mater Newcastle

Kellie Goldsworthy is a recognised Social Work professional and leader with 20 years' experience in Government, Education and Health gained in both the public and private sector nationally and internationally.

Kellie has held senior strategic, operational, clinical, educational and leadership roles and has extensive experience in:

- the four pillars of trauma informed practice
- governance, care and treatment of both clinicians and consumers of services, workforce and environments
- project management and developing change strategies
- stakeholder, consultation, collaboration and management
- codesign and coproduction methodologies
- legislative reform and governance
- psychological interventions, specifically complex trauma and grief and loss and she is a published author in this area
- designing and delivering bespoke training packages in the UK and Australia
- mediation and negotiation, risk analysis and management, and
- the provision of supervision, professional development and mentoring for the staff that she has led

Kellie is currently part of the Executive Team at Calvary Mater Newcastle, as the Director of Mission Integration.



Heidi Roland Kenn

Innovation and Strategy Manager, Northern Sydney LHD Cancer Network

Heidi Roland Kenn has been the Innovation and Strategy Manager for the Northern Sydney LHD Cancer Network for the past 2 years and is passionate about improving care and outcomes for cancer patients and their families. She holds a Master of Professional Ethics (UNSW) and Bachelor of Applied Science Physiotherapy (USyd). With her physiotherapy and allied health manager background, Heidi has a particular passion for exercise and rehabilitation for cancer patients and supporting the whole person throughout

their cancer experience. She maintains her clinical physiotherapy skills with occasional shifts at North Shore Private Hospital caring for acute post-operative cancer patients. Heidi is herself a migrant to Australia having been born stateless and without official papers her family made Australia home in the 1970's, but she grew up in multicultural Singapore and retains close ties to the country.

When not working, Heidi can be found ocean swimming.



Yvonne Santalucia

Senior Multicultural Health Adviser, Multicultural Health Service, South Western LHD

Yvonne Santalucia has worked in the area of multiculturalism and access and equity for the last 40 years. In her role as Senior Multicultural Health Adviser, she has initiated and coordinated several projects ranging from research, community development, community education and information, resource development and cross-cultural training. Yvonne has developed a number of

community education programs aiming to present health information to adults from CALD backgrounds that are culturally responsive. Yvonne is widely known nationally for her work in the community sector and has dedicated a lot of her own time to community development and capacity building work, developing strong community networks at a state and national level.



Karina McCarthy

A/Program Lead, Patient Experience, Cancer Institute NSW

Karina McCarthy has worked with the NSW Health and the Cancer Institute since 2015 and has a background in Project Management, Change Management and IT system development.

Having worked on many programs across the Institute, Karina is currently leading the rollout of the Cancer Patient

Reported Measures (PRMs) system in cancer centres across NSW. The Cancer PRMs system provides the capability for the electronic routine collection of patient feedback via surveys for use by the healthcare team at the point of care, while also linking patients to support information through the Institute's Patient Information portal.



Sandra Avery

Cancer Systems Innovations Manager, South Western Sydney LHD Cancer Services

Sandra Avery has worked in NSW Health since 1995. Commencing in a research team coordinating a national demonstration hospital programme, then as Business Manager honing policies, procedures and management with a focus on improvement through good reporting and efficient workflow.

Having been with Cancer Services since 2002 implementing quality assurance programs, performance reporting, audit & evaluation programs, transitioning services, and multi-institutional reviews, she is currently managing strategic planning and implementation, and provides innovation and change management to ensure that development and execution of strategies deliver coordinated, high-quality care

and treatment to people living with cancer in NSW.

She has applied her experience to reducing clinical variation through initiatives such as improving referral and diagnostic pathways, developing multi-disciplinary, coordinated care; and has participated in the development and implementation of patient reported outcome measures over the last 8 years.

She held the position of Chair of the NSW Clinical Cancer Registry Implementation committee for 3 years, and was a Member of ACIs NSW Quality & Clinical Effectiveness Advisory committee (QCEAC), and has co-authored 37 publications / conference posters and awarded 22 grants totalling \$960,000.



Lisa Woodland

Director, NSW Multicultural Health Communication Service, Director, Priority Populations and Health Promotion, South Eastern Sydney LHD and Conjoint Lecturer, Centre for Primary Health Care and Equity, UNSW.

Lisa Woodland is a registered Psychologist who has post graduate qualifications in health service research and development, and clinical redesign of health services.

Lisa has over 20 years' experience working with priority populations and CALD communities. She is passionate about improving access to health services, improving the quality of care provided, and improving the health outcomes of CALD communities. Lisa's

work has focused on health issues in which cultural understandings and stigma play a significant role, including cancer, mental health, and vaccination.

Lisa's recent research interests include: mindfulness interventions in CALD communities; enhancing and supporting the COVID-19 vaccination program; waterpipe smoking in young people from CALD communities; and use of translation apps in clinical care.



Shelley Rushton

Director Cancer Services and Information Division, Cancer Institute NSW

Originally from New Zealand, Shelley Rushton moved to England to study at the Royal Marsden Hospital specialising in oncology nursing with further work in the areas of bone marrow transplants and palliative care.

Shelley has worked at the Cancer Institute NSW since 2004, setting up the eviQ website, and has been in the role of Director Cancer Services and Information since 2015. In this role she has provided leadership across complex

programs within the cancer services and information divisional portfolio including cancer registries, data and analytics, performance reporting (Reporting for Better Cancer Outcomes – RBCO), eviQ, Patient Information and the Patient Reported Measures Program.

Shelley is passionate about making information from data available and accessible to the health system to support system change and improve patient experience and outcomes.



Richard Walton

Manager, Cancer Information and Analysis/Biostatistician, Cancer Institute NSW

Richard Walton is the manager of the Epidemiology and Biostatistics team at the Cancer Institute NSW. He is responsible for the Institute's overall analytic competence and for

growing and guiding that competence. Richard's interests are in statistical computing and developing a tech stack and methods suitable for government organisations.



Marie Brand

Health Literacy Advisor, Cancer Institute NSW

After training and working as a doctor in the UK, Marie Brand worked as a medical writer and editor in the UK and Australia. She has a Masters in Ageing and Health, and a

longstanding interest in health literacy. Since moving to the Cancer Institute NSW 8 years ago, her focus has been on informing and supporting people affected by cancer.



Jennifer Cater

Health Content Author, Cancer Institute NSW

Jennifer Cater has over 30 years' experience in cancer nursing, including work in chemotherapy, apheresis, radiation therapy, palliative care and stem cell transplant. She has a Masters

in Haematology and Oncology Nursing. Her most recent clinical role, before moving to the Cancer Institute NSW 5 years ago, was as a cancer care coordinator.



Associate Professor Reema Harrison

Cancer Institute NSW Career Development Fellow

Centre for Health Systems and Safety Research

Australian Institute of Health Innovation

Associate Professor Reema Harrison (BSc (hons) Psychology; MSc Health Psychology; PhD in Patient Safety; Senior Fellow of the Higher Education Academy) leads the *Healthcare Engagement and Workplace Behaviour* research stream, which is a team of health services' researchers, at the Australian Institute of Health Innovation in Macquarie University. A/Professor Harrison also holds Adjunct appointments with UNSW School of Population Health and the Institute of Psychological Sciences at the University of Leeds (UK). A/Professor Harrison is a Cancer Institute NSW Career Development Fellow and mixed-methods

researcher. She has expertise in using co-design and participatory approaches with diverse populations including people from culturally diverse backgrounds and those with intellectual disabilities. A/Professor Harrison has a strong track record of translational health systems and services research, with demonstrated policy and practice impacts. As a result, Reema is identified in the top 10% of patient safety experts internationally, being one of the top five in Australia (expertscape). Across >40 collaborative research projects with services and policy agencies, A/Professor Harrison has sought to improve healthcare safety, quality and equity.



Bernadette Brady

Clinical Specialist Physiotherapist, Physiotherapy Department & Department of Pain Medicine, Liverpool Hospital, South Western Sydney LHD

Dr Bernadette Brady is a musculoskeletal and pain physiotherapist who holds a clinical specialist position at Liverpool Hospital and a clinical research fellowship in South Western Sydney LHD. She leads

a program of research exploring strategies for optimising engagement with chronic and complex disease management among CALD communities, with a specific focus on culturally responsive pain management.



Dr Cynthia Lean

Cancer System Enablers Manager, Cancer Services and Information, Cancer Institute NSW

In her role at the Cancer Institute NSW, Dr Cynthia Lean oversees a number of major web-based cancer resources, including eviQ Cancer Treatments Online, eviQ Education, Canrefer, the Patient Information website and the Patient-reported Measures Program.

With a B.Sc. (Hons) in Chemistry and a PhD in Medicine, Dr Lean spent 15 years in cancer research. She has since developed and used her skills in project management, stakeholder engagement, collaboration and change management in the delivery and evaluation of cancer control programs.

Multicultural health resources

Cancer Services



Patient Information



Guide for patients on what questions to ask the doctor and other health providers



Canrefer — here you can search a bi-lingual specialist



EviQ

Cancer Screening and Prevention



What is Cancer Screening



Breastscreen NSW



National Cervical Screening Program



National Bowel Cancer Screening Program

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