Refugee Health Network Queensland was established in 2016 to facilitate partnerships and build capacity across the health and wellbeing sectors. In April 2017, the ‘Refugee Health and Wellbeing: A Policy and Action Plan for Queensland 2017 – 2020’ was launched. This snapshot highlights humanitarian arrivals in Queensland, and some of the key achievements of the network and its partners against the action plan over the past 12 months.

Humanitarian settlement in Queensland (Jan - Dec 2017)

Humanitarian settlement in Queensland by country of origin

Humanitarian settlement in Queensland by region

Humanitarian settlement in Queensland by age band

Refugee Settlement and Health Services in Queensland

CAIRNS
Settlement Service: Centacare Cairns*
Refugee Health Service: Cairns Community Child Youth and Family Health Service

TOWNSVILLE
Settlement Service: Townsville Multicultural Support Group*
Refugee Health Service: Northern Australia Primary Health Ltd (subcontract arrangement with Townsville HHS)

DARLING DOWNS & WEST MORETON
Settlement Service: MDA Ltd
Refugee Health Service: Kobi House at Toowoomba Hospital

BRISBANE
Settlement Service: MDA Ltd
Refugee Health Service: Mater Integrated Refugee Health Service co-located in GP Practices with support from Refugee Health Connect.

LOGAN, IPSWICH & GOLD COAST
Settlement Service: ACCESS Community Services*
Refugee Health Service: Metro South Refugee Health Service at Logan Central Community Health

*MDA Ltd as the Qld state wide contract holder of the Humanitarian Settlement Program, subcontracts settlement services to providers in these regions.

This settlement data is from the Department of Social Services. The most commonly requested reports on permanent settlers to Australia, which can be found on data.gov.au. Specific settlement data reports can be requested via email at settlement.data.request@dss.gov.au
Queensland Health announced a new policy in July 2017 to provide free access to public health services for non-Medicare funded asylum seekers. The Network supported delivery of clinical education sessions which, for the first time, were available via webinar for regional participants. The sessions are then hosted on the website.

Resources to support modification of usual practice for patients from a refugee background are regularly uploaded to the website and all clinical updates are advised in the monthly E-newsletters.

The Department of Health is increasing opportunities for training in cultural awareness and working with interpreters by developing a cultural awareness training package. This includes the production of three micro-learning videos on the Multicultural Charter, refugees and asylum seekers and working with interpreters. Additionally, they are implementing SBS’ cultural competence program to build capability around cultural diversity in the workplace.

The Department of Health Cultural awareness training package noted above incorporates training for working with interpreters.

The Network has recently established a working group to address systems issues related to the use of interpreters. The Refugee Health Advisory Group (informally called the ‘G11’) based at Mater includes representatives from Liberia, Burundi, Myanmar, Afghanistan, Sudan, Eritrea, Rwanda and Somalia. Three new consultants were added to the group to reflect the new and emerging communities from Syria and Iraq. Some of the community engagement activities of the G11 include representation on working groups, presentations of community perspectives at clinical education events, and advisory consultations with PHNs, Qld Health Providers, community organisations and university researchers.

The Department of Health have funded an evaluation of the ‘Refugee Health and Wellbeing Policy and Action Plan 2017-2020’. An evaluation plan and ethics approval has been obtained, and baseline data collection will commence once the governance plan is finalised.

CAG has expanded its scope to include statewide membership.

Toowoomba has established a local CAG.

Refugee Health Nurses throughout the state have established connections via nursing face to face meetings, clinical education and Refugee Nurses Australia (RNA).

Collaborated with the PHNs to promote and deliver health literacy initiatives in identified communities.

The full annual report will be available on the website soon.

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The Refugee Health Network Qld is auspiced by the Mater and supported by the Queensland government.