Refugee Ready Toolkit
Collaboration in Practice

Dr Margaret Kay & Nicole Gould
Refugee Health in the Regions

<table>
<thead>
<tr>
<th>Region</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brisbane</td>
<td>1064</td>
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<tr>
<td>Logan</td>
<td>1088</td>
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<tr>
<td>Ipswich</td>
<td>116</td>
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<td>Gold Coast</td>
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<tr>
<td>Toowoomba</td>
<td>190</td>
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<tr>
<td>Townsville</td>
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<tr>
<td>Cairns</td>
<td>178</td>
</tr>
<tr>
<td>Total</td>
<td>2801</td>
</tr>
</tbody>
</table>

Settlement numbers by Region (Jan - Dec 2016)

Humanitarian Settlement - Queensland

<table>
<thead>
<tr>
<th>Country</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Iraq</td>
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<td>Syria</td>
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<td>Somalia</td>
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<td>Thailand</td>
<td>103</td>
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<tr>
<td>Eritrea</td>
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</tbody>
</table>

Top countries of birth settled in Queensland (2016)
Rationale

Barriers for refugees accessing care

• Right care
• Right place
• Right time

Health professionals unfamiliar with refugee health care

Primary care is best placed to provide health care but needs support
Complex Intervention

Refugee Ready Toolkit

Developed through collaborative partnership
- Brisbane South PHN
- Brisbane North PHN
- Mater Health Services
- Metro South Hospital and Health Service

Enabled by:
- Refugee Health Clinical Advisory Group (RHCAG)
- Refugee Health Partnership Advisory Group Queensland (RHPAGQ)
- Refugee Health Network Queensland (RHNQ)
- Refugee Health Fellow
- Clinical Leads in Refugee Health
- Refugee Health Nurses
- G11
Queensland Multicultural Policy

Refugee Health Connect

Conduit to effective primary care engagement

Capacity building

Clinical leads in refugee health
  • Peer-to-peer education
One Point of Call

One point of call regarding all aspects of refugee health

- 237 calls for support (September 2014 to June 2017)
- 10 calls per month

Key stakeholders

- Health professionals
  - Primary
  - Tertiary
  - Private Providers (Allied Health)
- Settlement agencies
- Community organisations
  - Schools / TAFE
  - NGOs
- Clients
Appointment linkage for health assessment

• Settlement agency
• Practices
• Refugee health nurses

Identification of key practices for upskilling in collaboration with settlement

Informs future capacity building
A one stop shop for practices
• Identifying resources

For General Practice Clinicians
• Clinical issues
  • Health assessments
  • Screening
  • Disease management
• Pathways for referral
• Immunisation
• Oral Health
• Interpreter use

www.refugeehealthnetworkqld.org.au
Admin

• Assistance with set up of patient file
• Billing
• Booking appointments
  • Translated appointment reminder tool (NSW Refugee Health Service)
  • Booking and using an interpreter

Support with non-attendance – RHC

www.refugeehealthnetworkqld.org.au
Developed for diverse health professions
  • Primary care
  • Hospital staff

Free

Face to face forums
  • State-wide web conference
  • Enables inter-professional connectedness
  • Enables connectedness with communities

Health Professional Education

Variety of topics
• Hepatitis B & C
• Thalassaemia and Sickle Cell Disease
• Women’s health
• Back to basics – Refugee health assessments

>200 attendees in 2016-17

RACGP/APNA points available

Post workshop: >90% of attendees rate their knowledge and skills on the topic as being good, very good or excellent
Refugee Ready Practice Checklist

Quick reference guide for General Practices

• Practice systems
• Interpreting
• Care coordination
• Billing
• Immunisation
• Quality & safety

Aligns with accreditation standards
Transferable across regions
Community Engagement Strategies

**Education**
- Healthy Start – students
- Life skills support
- Youtube channel

**G11**
- Consult with communities
- Research assistance
  - peer-led
  - advice on research design
- Health professional education
- Policy work
Opportunities

Momentum to enable engagement with:

• Paediatrics
• Midwifery
• Cardiology
• Youth health
• Psychiatry
• Hepatology
• Infectious disease
• Allied health
Thank you

Questions?