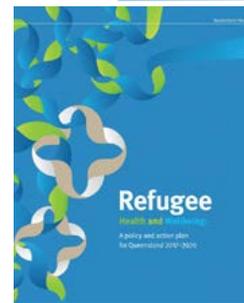


2018 Annual Progress Report Summary

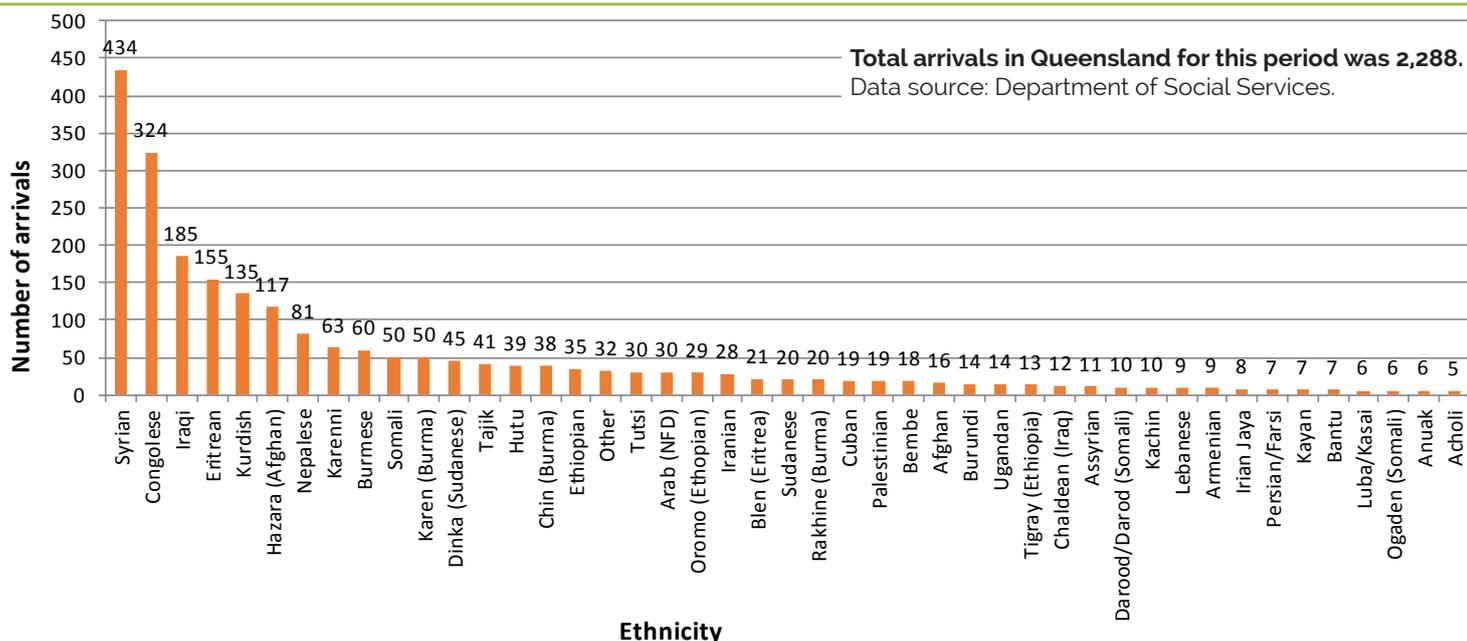
Refugee Health and Wellbeing: A policy and action plan for Queensland 2017-2020

This summary highlights humanitarian arrivals in Queensland, and the progress in the activities outlined in the Refugee Health and Wellbeing policy and action plan for Queensland 2017 to 2020 for the time period April 2017 to March 2018. A full report has been prepared by the Refugee Health Network Queensland team with input from the partner organisations who are leading the activities outlined in the plan and can be accessed online: www.refugeehealthnetworkqld.gov.au/publications

The Refugee Health and Wellbeing policy and action plan for Queensland (2017-2020) has a vision that all refugees settling in Queensland have access to the right care, at the right time and in the right place to ensure they have the best possible health and wellbeing.



Humanitarian arrivals in Queensland by Ethnicity (April, 2017 - March, 2018)



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 providers in these regions.

Action 1: Communicate and collaborate with colleagues

- Regions and working groups were formalised and connected to Refugee Health Partnership Advisory Group (RH-PAGQ).
- The Department of Health funded and co-delivered the statewide Refugee Health and Wellbeing Showcases (April 2017 and March 2018), attracting participants from across Queensland representing Qld Health, government and non-government services, peak organisations and community members.
- Key staff have been identified in each PHN and HHS in settlement areas and are connected to network via RH-PAGQ.
- RHNQ team is a member of National PHN Communities of Practice and connections to health pathways established

Action 2: Establish the statewide refugee health and wellbeing network

- The Refugee Health Network Qld website was launched www.refugeehealthnetworkqld.org.au
- Regular communications are disseminated to all Network members via the monthly Network E News www.refugeehealthnetworkqld.org.au/e-newsletters
- Quarterly RH PAGQ meetings were held and whole of state face to face meetings with refugee health nurses.
- Participant in advocacy work with Refugee Health Network of Australia (RHeaNA) to resolve emerging health issue in accessing health information under new Humanitarian Settlement Program.
- New working groups: Oral Health; Refugee Neuro Developmental Intervention & Cognitive Assessment-Subgroup
- Facilitated the identification of resources gaps and advocated to the appropriate stakeholder for their development. (Eg. [Translated Oral health resources](#))
- Regional Networks were supported to develop local health strategies that fit local context while reflecting principles and priority areas of the plan. Eg. [Development of health pathway for Toowoomba](#)

Action 3: Modify usual practices to meet the health and wellbeing needs of refugees

- The Network team supports PHNs and the Clinical Advisory Group (CAG) to deliver appropriate training for primary healthcare providers www.refugeehealthnetworkqld.org.au/past-education
- Multiple HHSs have dedicated training for cultural awareness and working with interpreters.
- Clinical resources and administrative resources were made available to primary care providers (hard copies and online): www.refugeehealthnetworkqld.org.au/resources
- Refugee Oral Health Working Group was established to address barriers to access, including review of priority guidelines, consistent referral pathways into oral health services, and training and education of oral health staff.
- Worked collaboratively with Metro South to improve [referral processes for Metro South Oral Health Hub](#).

Action 4: Use professional interpreter services

- Interpreter working group established early 2018
- Multiple HHSs promote the use of interpreter services and opportunities for training and working with interpreters.

Action 5: Engage with the community

- Darling Downs HHS is represented on local interagency committees that include representatives of refugee groups.
- Metro North HHS has formed a CALD community advisory group. Key refugee communities and organisations have been identified and consultation has begun for the development and delivery of services.
- Gold Coast HHS developed the Consumer Advisory Group. Representatives from the community engage with the hospital on diversity, inclusion and health literacy matters that relate to people from a multicultural and refugee background.
- Cairns and Hinterland HHS invites people from refugee backgrounds to participate in network meetings and comment on health service provision.
- Mater Group of 11 Refugee Health Consultants ("G11") participated in multiple community engagement activities. Eg. Attended the QPASTT parliamentary lunch hosted by the Honourable Cameron Dick, MP, attended Metro South Health's "Meet Greet" Dinner which provides an opportunity for senior staff and community leaders to meet and discuss issues affecting Multicultural communities.

Action 6: Measure, collect, collate, monitor and innovate

- Gained ethics approval for the peer led collection of data to for the QUT Evaluation of the 'Refugee Health and Wellbeing Policy and Action Plan
- West Moreton HHS Maternity and Midwifery services has engaged with culturally diverse people to understand their maternity needs and expectations to enhance outcomes for mums and bubs.
- NHMRC Partnership grant (QUT – lead organization) submitted Dec 2017 – "An Integrated Primary Care Model for Chronic Disease Management for Refugee Communities"

Action 7: Deliver evidence based quality healthcare to people from refugee backgrounds

Settlement regions have access to clinically led networks which enable easy sharing of advice, resources training and support such as:

- SEQ Clinical Advisory Group has been expanded (with video conference facilities) to be state-wide Clinical Advisory Group
- Toowoomba area has established a local CAG to support local area needs.
- The St Vincent's Refugee Health Fellow - Currently 1 GP Refugee Health Fellow supports the network 1 day per week.