

# Refugee Health Partnerships Advisory Group Qld

Summary of Minutes - Tuesday 19<sup>th</sup> December 2019



**Representatives from:** RHNQ, Mater Refugee Health, Dept. of Health - Strategic Policy, MAQ, Multicultural Australia, Brisbane South PHN, QPASTT, The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, Metro South Refugee Health, Dept of Health - Communicable Diseases Branch), Dept of Home Affairs, Pharmacy Guild, TCMHC, Dept. of Health - Office of the Chief Dental Officer, Ipswich West Moreton HHS, Australian Red Cross, Dept. of Health - MHAODB, Gold Coast HHS, Metro North HHS, Cairns HHS, Kobi House, CHQ, NPHAL, TMSG, Townsville HHS, Romero Centre, NQPHN,

<b>Invited speaker</b>	Culturally and Linguistically Diverse Engagement Officer (Brisbane) presented about the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability Submissions can be submitted in any format and any language – Commission will translate the submissions Published papers on website and commission encouraging responses: <a href="http://www.royalcommission.gov.au">www.royalcommission.gov.au</a>
<b>Settlement Data:</b>	
State-wide Data	<a href="http://www.refugeehealthnetworkqld.org.au/settlement-data">www.refugeehealthnetworkqld.org.au/settlement-data</a>
<b>Region and state-wide Issues and Actions for discussion:</b>	
Logan/Gold Coast/ Ipswich	<ul style="list-style-type: none"> <li>• Provided a female only exercise program in partnership with Woodridge State School community hub and local community organisation.</li> <li>• Five community members completed AUSTSWIM teacher of learn to swim and water safety qualification as part of the <i>Healthy New Communities</i> community capacity building strategy. Over 100 community members are completing beginners learn to swim and an aqua aerobic program. Programs offered including gender specific and mix gender programs.</li> <li>• Provided nutrition and health navigation education sessions to TAFE Loganlea AMEP four night classes.</li> <li>• Provided pre-preparation session for parents at St Pauls Primary School Hub (30 parents) in partnership with Queensland Association of School Tuckshops</li> </ul>
Brisbane	<ul style="list-style-type: none"> <li>• Planning for new arrivals – continuing challenges of managing large numbers in short time frame in concentrated areas, especially large settlement in Inala region.</li> <li>• Metro North Hospital and Health Service (MNHHS) has finalised a draft Multicultural Action Plan (MAP) 2020-2023 To view the MAP and provide input in the form of feedback please visit - <a href="https://metronorth.citizenspace.com/allied-health-1/4c68d363">https://metronorth.citizenspace.com/allied-health-1/4c68d363</a></li> <li>• A working concept of ‘CultureFluent’ an appointment translation reminder tool has been developed. The tool has:             <ul style="list-style-type: none"> <li>- the ability to be integrated into current systems e.g HBCIS, iERM etc</li> <li>- 33 translated languages, notifications are available in printed hard copy, email and sms</li> <li>- sms component of the tool includes translated text and audio, maps, public transportation routes for bus and train and can include parking for persons who choose to drive.</li> </ul> </li> <li>• Animated ‘Welcome to hospital’ videos in 9 languages other than English have been finalised with audio and subtitles in the selected languages.</li> <li>• A pilot project at RBWH has commenced in collecting patient experience through a survey in two languages (Arabic and</li> </ul>

	<p>Simplified Chinese).</p> <ul style="list-style-type: none"> <li>• A proposal is currently underway for a pilot project “Wellness at Emergency Department” for culturally and linguistically diverse (CALD) patient groups at The Prince Charles Hospital (TPCH) and Caboolture Hospital.</li> <li>• Mater working closely with key partners including Metro South, to advocate for an employment and skill recognition pathway for IMGs from refugee background. Including applying for an MAQ grant to support a training/mentoring program to support IMGs from refugee background successfully sit the AMC2.</li> <li>• Network has identified a low uptake by pharmacists of interpreters – key stakeholders including Mater, Metro South, School of Pharmacy and PHN are scoping a small scale project in the Brisbane area to identify barriers and enables in pharmacy and develop tailored resources. Project needs resourcing and is in concept form</li> </ul>
Townsville	<ul style="list-style-type: none"> <li>• NQPHN and TMSG were successful in application for disaster funding for community champion program where potential champions from each refugee community will be identified for emergency and recovery training and can expand to additional modules.</li> <li>• Starting to move ahead with building a Townsville refugee consumer group (similar to Brisbane’s G11).</li> <li>• Re-established Townsville Refugee Health Interest Group – meeting in October with TOR endorsed, and quarterly meetings set for 2020.</li> <li>• Collaborative project with oral health services and NAPHL - cross matching RHN client lists and oral health waiting lists.</li> <li>• Catch up collaborative project for Sango speaking CAR clients involving Respiratory unit, RHNs and TMSG, TTH Interpreter team leader to service Sango speaking clients for Mantoux screen..</li> <li>• Malaria testing via TTH ED for new arrival families, a collaborative intervention between RHNs, TMSG, ED staff, TTH interpreter team leader and infectious disease director for the early detection and treatment of malaria</li> <li>• Continue to have positive feedback from case managers and effective health outcomes from RHNs initiative to implement a face to face home visit with newly arrived clients within 48hrs of arrival, resulting in early detection of altered health states that require immediate attention and or f/u by either acute or primary health services</li> <li>• HSP clients arriving in Townsville with complex health needs are well supported with health care coordinated due to sound collaborative working relationships between TMSG, RH nurses, primary care providers, mental health and specialist clinics.</li> <li>• With higher numbers of clients with a disability arriving in Townsville, TMSG has made links and referral pathways with Feroscare –NDIS LAC organisation who attend the TMSG office every month now.</li> <li>• THHS interpreter service has sourced a second Sango interpreter from overseas, to support to the Central African clients.</li> <li>• Access to Sango interpreters continues to remain a barrier to health care access both in the acute and primary health areas. Despite ongoing efforts by a range of stakeholders to provide recorded, written and pictorial resources, limited and varied access to Sango interpreters remain a client safety issue particularly when clients are presenting for acute health concerns. Additionally, prolonged waits for Sango interpreters result in inequitable access for CAR clients e.g. postponed apts, rescheduled apts and inequitable resource allocation</li> <li>• Lack of access for allied health services to interpreter service continues to be an issue in regional city, despite attempts to replicate the program that is implemented in southern Qld</li> <li>• Health follow up recommendations on client IME and DHC and in HSP system e.g. to see orthopaedic specialist within one</li> </ul>

	<p>month, are not realistic and have placed pressure on GPs to make referrals before all information has been gathered.</p> <ul style="list-style-type: none"> <li>• Some health information in HSP system has been missing or incorrect for CAR clients coming out of Chad creating confusion</li> <li>• GP clinics currently willing to see new HSP arrivals are reaching capacity, other bulk-billing clinics are a far away from where people live</li> </ul>
Cairns	<ul style="list-style-type: none"> <li>• 6 month trial of Immunisations being conducted by QH Outreach Nurses to capture families at home and save repeated immunisations/ missed appointments.</li> <li>• Considering option of handing out pathology forms during HA at community health so results already in the system by GP appointment</li> <li>• Local meeting conducted at Cairns Hospital with Thoracic staff and Centacare to firm up processes referral and follow up</li> <li>• Available GP practices and Accommodation for refugees ongoing challenge</li> <li>• Invitation sent for NQPHN to re-engage at Local network meetings</li> </ul>
Toowoomba	<ul style="list-style-type: none"> <li>• The Refugee Ready Online Learning Module in development</li> <li>• Refugee Nurse Navigator employed at Toowoomba Hospital – first refugee specific role being piloted.</li> </ul>
Ipswich West Moreton	<ul style="list-style-type: none"> <li>• Local area have begun meeting as a collaborative</li> </ul>
Home Affairs	State Manager for HSP in Queensland, new role at DoHA, No longer contract management, Focus is stakeholder engagement, Will attend PAGQ and be contact for liaison. All contract management centralised in Canberra National Office.
Asylum seeker update	<p>Asylum Response Group, have identified main challenges in:</p> <ul style="list-style-type: none"> <li>• Increase in AS arrivals from South Pacific region</li> <li>• Difficulty in maintaining housing when people are experiencing mental health issues</li> <li>• Hub opening in Gatton</li> <li>• ASRA funding from MAQ is making a big difference to those who are eligible however growing concern for those who arrive from South Pacific region and other arrivals (plane) who don't have any support.</li> <li>• RHNQ working with Qld Health to develop information sheets – for HHS staff and asylum seekers regarding the QHealth directive</li> </ul>
<b>Working Group Issues and Actions for discussion:</b>	
Clinical Advisory Group	<ul style="list-style-type: none"> <li>• Next meeting scheduled for Feb 2020</li> <li>• Pharmacy Guild have joined group as member</li> <li>• Working with ADHA towards Incorporating minimum data set into My Health record – country of origin, ethnicity, date of arrival, interpreter required, language spoken</li> <li>• Ongoing challenges with NDIS noted</li> </ul>
G11 Refugee Health Advisory Group	Research areas of interest identified by G11 members– PAGQ keep in mind if there are any opportunities or linkages for the following research areas: Women's health; Diabetes management; Sexual health, sexual assault, mental health; Hepatitis A, B, C; Pharmacy, safe use of medicine
Oral Health Working Group	<ul style="list-style-type: none"> <li>• Successful Tzu Chi dental fair held in Toowoomba – 150 patients seen</li> <li>• Refugee Oral Health Guidelines currently being reviewed</li> </ul>
Mental Health Working Group	<ul style="list-style-type: none"> <li>• EMBRACE Framework being rolled out in 2020</li> </ul>

	<ul style="list-style-type: none"> <li>• Need for mini working group for asylum seeker mental health</li> </ul>
Interpreter Working Group	<ul style="list-style-type: none"> <li>• PAGQ have representation on Ministerial Advisory Group on Interpreters and Translators</li> </ul>
Evaluation and Research Update	<ul style="list-style-type: none"> <li>• Stakeholder survey - please complete and share when survey comes out</li> </ul>
NDIS	<p>Initial working group held -</p> <ul style="list-style-type: none"> <li>• Issue is getting access form in and gathering information to support claim</li> <li>• Barriers remain around cost for obtaining assessments and relevant documents to support application</li> <li>• Multicultural NDIA contacts being piloted in Brisbane until Feb 2020</li> </ul>
<b>Refugee Health Network Qld Team Updates:</b>	
Progress against plan	Report should be ready by end of year
RHeaNA Update	<a href="http://www.refugeehealthnetworkqld.org.au/professional-networks-2/rheana-summaries/">http://www.refugeehealthnetworkqld.org.au/professional-networks-2/rheana-summaries/</a>
<b>Other business</b>	
Single Name protocols in Qld	Despite protocols in place, there is no single standard way to input this as dependent on system requirements (ie if fields can be left blank).
Qld Health data round table	Roundtable postponed until 2020, will keep group up to date on progress of these meetings
State-wide Planning for new arrivals	Awaiting feedback from DoHA, DLGRMA to liaise with stakeholders further once information regarding sharing of information is provided
Big Sleep-out promotion	All to promote the Big Sleep out as % of funds raised are going to Romero Centre <a href="https://www.justgiving.com/fundraising/worldsbigsleepoutbrisbane-romerocentre?utm_campaign=pfp-email&amp;utm_content=WorldsBigSleepOutBrisbane-RomeroCentre&amp;utm_medium=fundraisingpage&amp;utm_source=Sharethis&amp;utm_term=WDDbBngma">https://www.justgiving.com/fundraising/worldsbigsleepoutbrisbane-romerocentre?utm_campaign=pfp-email&amp;utm_content=WorldsBigSleepOutBrisbane-RomeroCentre&amp;utm_medium=fundraisingpage&amp;utm_source=Sharethis&amp;utm_term=WDDbBngma</a>
Submissions to the Productivity Commission	written submissions 23 Jan 2020, <a href="https://www.pc.gov.au/inquiries/current/mental-health/draft">https://www.pc.gov.au/inquiries/current/mental-health/draft</a>
Allied Health Professional Interpreting	PAGQ write a letter in support for free TIS interpreting for Allied Health Professionals