

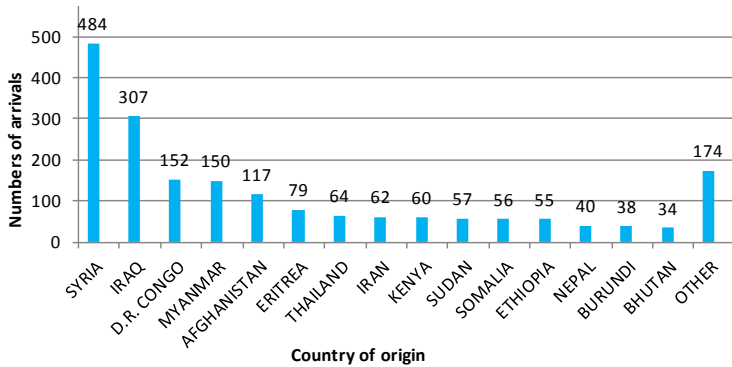


Refugee Health Network Queensland Activity Snapshot (2017 - 2018)

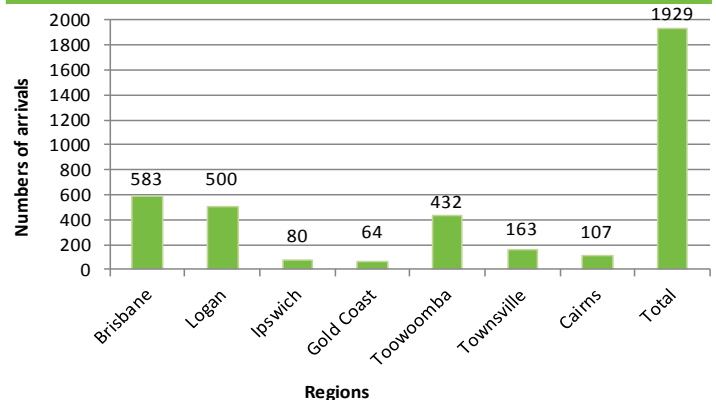
Refugee Health Network Queensland was established in 2016 to facilitate partnerships and build capacity across the health and wellbeing sectors. In April 2017, the 'Refugee Health and Wellbeing: A Policy and Action Plan for Queensland 2017 – 2020' was launched. This snapshot highlights humanitarian arrivals 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)

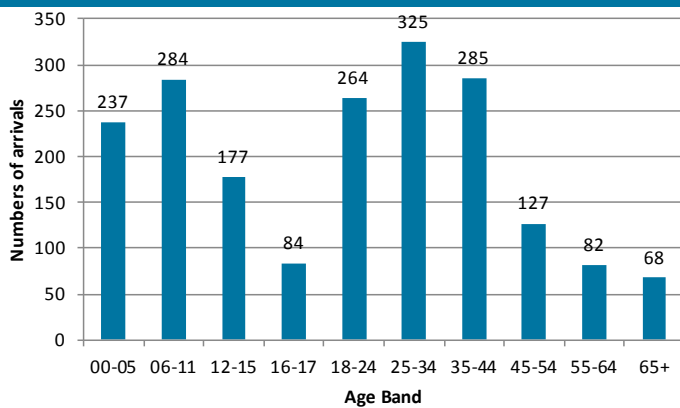
Humanitarian settlement in Queensland by country of origin



Humanitarian settlement in Queensland by region



Humanitarian settlement in Queensland by age band



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

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.

Action 1: Communicate and collaborate with colleagues

- Refugee Health Network Qld website was launched in April 2017 and has been visited 13,000 times by over 3000 users.
- 14 monthly E-newsletters have been produced and you can now follow us on Twitter [@RefugeeNetworkQ](#).
- The Network team and partners showcased refugee health in various forums including:
 - 14th National Rural Health Conference, Cairns
 - Australian Practice Nurses Australia Conference, Hobart
 - North American Refugee Health Conference, Toronto, Canada
 - Primary Health Care Research Conference, Brisbane
 - 10th Health Services and Policy Research Conference, Gold Coast
 - 1st Asia Pacific Conference on Integrated Care, Brisbane
 - Qld Child and Youth Clinical Network Annual Forum, Brisbane

Action 2: Establish the statewide refugee health and wellbeing network

The structure of the Network and the Refugee Health Partnership Advisory Group (RH-PAGQ) was formalised. Representation from each settlement area in Queensland includes Refugee Health Services, PHNs, settlement providers, HHS representatives, Government departments and NGOs. The full list of member organisations is found on our [website](#). Working groups and advisory groups have been established to focus on specific health issues that support the work of RH-PAGQ. This includes:

- + Clinical Advisory Group (CAG)
- + Refugee Health Advisory Group
- + Mental Health Working Group
- + Research and Evaluation Working Group
- + Oral Health Working Group
- + Neuro Developmental Intervention & Cognitive Assessment-Subgroup.

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

- 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.

Action 4: Use professional interpreter services

- 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.

Action 5: Engage with the community

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.

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

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.

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

- 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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