

2018-2019 Annual Progress Report

Refugee Health and Wellbeing:

A policy and action plan for
Queensland 2017-2020



REFUGEE HEALTH
NETWORK QUEENSLAND



A message from the Chair

As Chair of the Refugee Health Partnership Advisory Group Queensland (RH PAGQ), I am delighted to present the 2018-2019 progress report which outlines achievements and activities under the [Refugee Health and Wellbeing: a Policy and Action Plan for Queensland 2017-2020](#). The *Policy and Action Plan* aligns with the principles of the [Queensland Multicultural Charter \(2017\)](#), the second [Queensland Multicultural Policy and Action Plan 2019-20 to 2021-22](#) and is an identified action for [Queensland Health Multicultural Action Plan 2018-19](#).

This second report outlines progress over the July 2018 to June 2019 period against the 65 actions under 7 priority areas. It incorporates achievements from across Queensland Department of Health (DoH), Hospital and Health Services (HSS), Primary Health Networks (PHN), primary care, settlement services, refugee specific organisations, other non-government agencies and refugee background communities. As of June 2019, 27 of 65 actions were completed, 2 were not commenced, 1 was reprioritised and the remaining 35 were in progress and ongoing.

Key highlights include:

- the consolidation of the Refugee Health Network Queensland (RHNQ/the Network) structure and its various regional networks, working groups and advisory groups, and expansion of the Network membership to 650;
- publication of the *Refugee Health Policy and Action Plan* baseline evaluation report;
- partnership with DoH for the third Annual Refugee Health Showcase and refugee health nurses face-to-face meeting; and
- the Network team with the Refugee Health GP fellow travelled to Townsville, met with key stakeholders and delivered training to primary health care providers.

The Network has identified gaps and issues, and responded in a collaborative manner to meet emerging needs. For example the development of much needed resources for Sango speakers on the health system, oral health and tuberculosis testing, in partnership with Queensland Health (QH). The Network's Interpreter Working Group played a key role in highlighting emerging issues to support the implementation of the Queensland Government interpreter procurement process.

As we move to the final year of the *Policy and Action Plan* there is much work to be done in finalising and publishing the findings of the evaluation of the *Policy*, ongoing work in ensuring culturally responsive and accessible services for all refugee and asylum seeker background individuals and building capacity across all health and wellbeing sectors in Queensland. I am confident that the collaborative efforts of all the stakeholders and Network members will continue to deliver on the *Policy and Action Plan's* vision that all will have access to the right care, at the right time and in the right place to ensure best possible health and wellbeing.

Donata Sackey

Chair, Refugee Health Partnership Advisory Group Queensland & Director, Mater Refugee Health Services

2018-19 Member Organisations represented at Refugee Health Partnership Advisory Group Queensland:

- Access Community Services Ltd
- Australian Red Cross
- Brisbane North PHN
- Brisbane South PHN
- Cairns and Hinterlands Hospital and Health Service
- Centacare Multicultural Services Cairns
- Children's Health Qld Hospital and Health Service
- Darling Downs Hospital and Health Service
- Darling Downs West Moreton PHN
- Department of Local Government, Racing and Multicultural Affairs (DLGRMA)
- Department of Social Services (DSS)
- Gold Coast Health Service
- Mater
- Multicultural Australia
- Metro North Hospital and Health Service
- Metro South Hospital and Health Service
- Northern Queensland PHN
- Queensland Health – Strategy, Policy and Planning Division
- Queensland Health : Mental Health Alcohol and Other Drugs Branch
- Queensland Health: Communicable Diseases Branch
- Queensland Health: Office of the Chief Dental Officer
- Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT)
- St Vincent's Private Hospital
- Townsville Hospital and Health Service
- Townsville Multicultural Support Group Inc.



(L to R) Donata Sackey (Chair, Refugee Health Partnership Advisory Group Queensland), Hon Steven Miles (Minister for Health and Minister for Ambulance Services), Sara Yousif (Refugee Health Advisory Group member), Vicky Jacobson (Refugee Health Network Qld Coordinator).



Angel Bogicevic (Multicultural Resource Development and Training Officer, Metro South Health), Elizabeth Niyokushima (Refugee Health Advisory group) MC at the Refugee Health Showcase, 2019.



Refugee Health Nurses from across Queensland gather for the annual Refugee Health Nurse Meeting, June 2019.

This report outlines the progress in the activities outlined in the *Refugee Health and Wellbeing Policy and Action Plan* from July 2018 to June 2019. The report has been prepared by the Network team with input from the partner organisation who are leading the activities outlined in the plan.

Action 1: Communicate and collaborate with colleagues

Action	Activity	Timeframe and lead	Progress update
1.1 Establish links and collaborate with primary healthcare providers, settlement services, community services and specialist services (including refugee health services) in order to support a partnership approach to coordinate care for refugees across all settlement areas.	1.1.1 Strategies to promote partnerships are identified and opportunities to develop collaborative approaches are in place. For example, links are made with PHN National Interest Group on Refugee Health, contributions are made to Health Pathways, formalisation of regional networks of RHNQ and working groups of Refugee Health Partnership Advisory Group Queensland (RH PAGQ).	June 2017 RH PAGQ Network team	Activities completed for the reporting period include: <ul style="list-style-type: none"> In June 2019, the Department of Health (DoH) and RHNQ delivered two successful events: the third annual state-wide Refugee Health and Wellbeing Showcase and the third Refugee Nurses Day. This attracted representatives from across government and other non-government service providers, peak organisations and community members from across Queensland. Representatives from HHSs in settlement areas attended the Refugee Health and Wellbeing Showcase and a Refugee Nurses Day to network with colleagues. The event was at full capacity with 100 attendees, and 20 nurses attended the Refugee Nurses Day. The Network hosted its first PHN breakfast the morning of the Showcase to facilitate PHNs to network and discuss refugee health, which included representation from North Queensland. In Cairns and Hinterland HHS, the Mental Health, Alcohol, Tobacco and Other Drugs Services have been actively engaging with the Northern Queensland Primary Health Network (NQ PHN), Centacare Multicultural Services and key general practices that service refugee communities to identify gaps, issues and solutions related to referral pathways and service delivery. The Network continues to be a member of the national PHN refugee communities of practice. The Network and the clinical advisory group provided supported and advice to the development of Refugee Health Pathway - <i>Spot on Health, Health Pathways</i> (Metro South). Written submission to the Australian Government, Department of the Prime Minister and Cabinet Review into integration, employment and settlement outcomes for refugees and humanitarian entrants http://www.refugeehealthnetworkqld.org.au/wp-content/uploads/2019/02/RHNQ-RHPAGQ-Submission-to-PMC-15-Jan-2019-Final-with-amendment-16012019.pdf
	1.1.2 Links are established with HHS Boards and PHNs to communicate issues, highlight initiatives and facilitate collaboration	December 2017 RH PAGQ Network team	Complete - Reported against in 2017/2018 report.

Action	Activity	Timeframe and lead	Progress update
	1.1.3 Links are established with the Queensland Clinical Senate to communicate issues highlight initiatives and facilitate collaboration	June 2018 RH PAGQ Network team	Established key relationships with Deputy Director General, Strategic Policy and Legislation Branch, Queensland DoH as the executive sponsor for RH PAGQ. <i>*to be reviewed in 2020 due to change in departmental staff.</i>
1.2 All health planning and service development evidences enhanced responses to people from refugee backgrounds.	1.2.1 Develop, distribute and promote an information resource that details key considerations that should be factored into all PHN and state government health service planning, to ensure the needs of people from refugee backgrounds are effectively incorporated in service development and commissioning.	June 2018 RH PAGQ Network team	Ongoing work: <ul style="list-style-type: none"> • Network participated in workshops for: BN PHN planning for MH commissioning, Queensland Health Telehealth and Virtual Care Stakeholder Engagement, AHA palliative care. Provided formal feedback to consultation and plans for: QH TB Strategic Plan, Metro North HHS Oral Health Plan, Competency Standards Framework for Clinicians: Culturally responsive clinical practice: Working with people from migrant and refugee backgrounds, Australian Digital Health Agency palliative care, Australian Charter of healthcare rights, Education Queensland Inclusive Child Policy. • RHNQ consulted in the Commonwealth Scientific and Industrial Research Organisation's (CSIRO's) Data61 to deliver <i>The Future of healthcare in Queensland</i> project: a 12-month strategic foresight study, to identify a set of megatrends and scenarios impacting healthcare in Queensland to 2040. • Queensland refugee health nurses supported Refugee Nurses Australia (RNA) to develop and publish the <i>Refugee Health Nurses Standards of Practice</i>. The standards describe the additional knowledge, skills and attributes of a refugee health nurse. A national membership webinar was conducted August 2018 to promote the <i>Standards</i>. The <i>Standards of Practice</i> were promoted to the broader nursing workforce at the National Nursing Forum, Gold Coast Australia 2018. Available at: http://refugeenursesaustralia.org/ • Brisbane South PHN developed an <i>Inclusive Practice Reflection Tool</i> for all commissioned providers to complete to ensure services are culturally responsive. This will then feed into the Embrace Multicultural Mental Health Framework.

<p>1.3 Develop models of care that embrace a partnership approach as identified in 'Coordinated Primary Health Care for Refugees' as a Best Practice Framework.</p>	<p>1.3.1 Models of care are documented, implemented and evaluated (including the transferability to different contexts).</p> <p>1.3.2 Best practice models of engagement with primary care are promoted. For example, the Refugee Health Connect model, which builds on primary healthcare engagement.</p>	<p>December 2019</p> <p>CAG</p> <p>Mater UQ CICI</p>	<ul style="list-style-type: none"> • Queensland Refugee Health Service Models of Care (MOC) documented and discussed at Refugee Nurses Day. • Refugee Health Service Model presentations and posters: <ul style="list-style-type: none"> ○ “Co-location in Brisbane: Integrating newly arrived refugees and their needs” poster by Nancy Weatherford (CN, Mater Refugee Health) presented at FASSTT conference 2019; ○ Improving immunisations for newly arrived refugees through co-location and partnerships; “Responding to the Syrian & Iraqi Crisis – A Local Refugee Health Partnership to Build an Integrated Care Response (Logan Report)”. Presented at the 42nd International Hospital Congress http://www.refugeehealthnetworkqld.org.au/wp-content/uploads/2016/11/Poster-FINAL.pdf ○ “Mater Refugee Health - A health alliancing approach to maximize the health and wellbeing of people from a refugee background living in Qld” by Donata Sackey, Dr Rachel Claydon, Meryl Jones and Michel Ghazal - Presented at the FASSTT Conference, Brisbane 2019 http://www.refugeehealthnetworkqld.org.au/wp-content/uploads/2016/11/Integrated-RH-Model-2019-Final.pdf ;and ○ “Strengthening Equitable Health Outcomes: nurse co-location within a refugee settlement provider”. Presentation by Leeanne Schmidt (MSRHS), Australian College of Nursing National Forum 2019. • “Transfer of Patient Records for Newly Arrived Humanitarian Entrants” best practice document/ guidelines developed for primary care http://www.refugeehealthnetworkqld.org.au/wp-content/uploads/2018/06/Centrelink-Refugee-Medical-Conditions.pdf • HSP Health Pathway for SE Queensland mapped and documented.
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Action 2: Establish the statewide refugee health and wellbeing network

2.1 Establish, maintain and support the RHNQ as a central point of contact and to facilitate the development of relationships and partnerships across stakeholders.	2.1.1 A structure for the RHNQ is established and appropriate branding and promotion is developed & implemented.	April 2017 Network team	Complete – Reported against in 2017/2018 report.
	2.1.2 The Network website and mailing list is established and maintained. New website to include resources currently on Materonline	June 2017 Network team	Complete – Reported against in 2017/2018 report.
	2.1.3 Regular communications are maintained with all Network members.	Ongoing Network team	<ul style="list-style-type: none"> • Network members receive regular correspondence via E-Newsletter. www.refugeehealthnetworkqld.org.au/e-newsletters/ <ul style="list-style-type: none"> ○ Total 12 E-Newsletter (monthly) to average of 650 people (average no. subscribers over period); ○ 4 additional communications for education and events. • A Twitter account was launched in July 2017 - @RefugeeNetworkQ. Since that time we have gained 191 followers and there were 286 tweets. Top tweets in the period included: <ul style="list-style-type: none"> ○ April 2019 – 2467 impressions - Being blown away by the power of words in the opening address by @AnitaHeiss @citiesofwelcome #citiesofwelcome pic.twitter.com/Wi13RnJhYe ○ June 2019 - 2833 impressions - Fantastic new virtual reality videos in 9 languages launched today at the Refugee Health Showcase 2019! @MDA @bsphn @QldAmbulance @Welcome360tech @QASBrisbaneSth
	2.1.4 Quarterly meetings are held with all Network members. One meeting per year to be face-to-face.	2017– 2020 Network team	<ul style="list-style-type: none"> • RH PAGQ meets quarterly, summary of minutes shared with all members via E-Newsletter and website: www.refugeehealthnetworkqld.org.au/refugee-health-partnership-advisory-group-qld-rh-pagq/ • Showcase 2019 provided an opportunity for all members to meet face-to-face.
	2.1.5 RHNQ represents Queensland on RHeaNA and provides Network members with opportunities to engage in national discussions	Ongoing	Regular representation on RHeaNA; summary of minutes shared via E-Newsletter and website: http://www.refugeehealthnetworkqld.org.au/professional-networks-2/rheana-summaries/

	<p>2.1.6 RHNQ facilitates the identification of resources gaps and advocates to the appropriate stakeholder for their development.</p>	Ongoing	<p>Ongoing work; resources developed and/or promoted:</p> <ul style="list-style-type: none"> Communicated via E-Newsletter: resources for clinicians section, average of three new or updated resources per month.
<p>2.2 Establish a strategic RH PAGQ</p>	<p>2.2.1 The RH PAGQ is established and reflects representation from:</p> <ul style="list-style-type: none"> PHNs Refugee health services (including QPASTT) Settlement services Representatives of regional refugee health networks Mental health/ wellbeing services (child and adult) HHSs across the state, including interpreter services Queensland Health clinical networks State & Australian Gov. departments Refugee Health Clinical leads Academics Non-government organisations 	<p>April 2017</p> <p>Network team</p>	<p>Complete - Reported against in 2017/2018 report.</p> <ul style="list-style-type: none"> Additionally during 2018-2019 period, the Network established links with Asylum Response Group (ARG) to better connect with challenges relating to asylum seeker support.

	<p>2.2.2 The RH PAGQ Terms of Reference are developed and supported by members.</p>		Complete - Reported against in 2017/2018 report.
	<p>2.2.3 The RH PAGQ meets quarterly.</p>	Ongoing	Summaries from RH PAGQ meetings: www.refugeehealthnetworkqld.org.au/refugee-health-partnership-advisory-group-qld-rh-pagq/
	<p>2.2.4 The RH PAGQ works with regional networks and working groups to identify issues and determine solutions</p>	Ongoing	Summaries from RH PAGQ meetings: www.refugeehealthnetworkqld.org.au/refugee-health-partnership-advisory-group-qld-rh-pagq/
<p>2.3 Support the RHNQ regional networks</p>	<p>2.3.1 Regional networks are identified, defined and established.</p>	<p>June 2017 Network team</p>	<p>Complete - Reported against in 2017/2018 report.</p> <ul style="list-style-type: none"> • Each region is active within the Network, establishing a group that service the needs of their local community. • Due to Brisbane's size, the need to have a Brisbane based Network was not seen as the best use of resources and time, and issues are often raised via other avenues. For example, Metro North Cultural Diversity Officer initiated a new group 'CALD Health Equity Advisory and Liaison Group (HEAL)', members attend the Multicultural Australia (previously Multicultural Development Association [MDA]) LACs and Metro South HHS Multicultural Advisory Committee all support coordination and identification of needs.
	<p>2.3.2 Terms of Reference for regional networks are established and a mechanism to feed into RHNQ is implemented.</p>		Complete - Reported against in 2017/2018 report.

<p>2.4 RHNs develop local health strategies.</p>	<p>2.4.1 Settlement services, PHNs, local health services and NGOs input to RHNs to develop local health strategies that reflect the principles and priority areas for action in Refugee Health and Wellbeing: A policy and action plan for Queensland 2017–2020 and match local needs</p>	<p>June 2018 Regional Networks</p>	<p>Complete. All regions contribute local activities and challenges at state-wide RH PAGQ. All regions supported by the Network in their strategy to develop local health priorities.</p> <ul style="list-style-type: none"> • Metro North HHS established a CALD Health Equity Advisory and Liaison Group comprising of consumers and community members. The group provides advice and support to the health service, focused on health promotion, prevention and early intervention and wellbeing activities for health consumers from CALD, refugee and asylum seeker backgrounds. • Darling Downs HHS has collaborated with Primary Health Networks (PHN), Multicultural Australia and Refugee Health Services to develop an online training module to increase the Refugee Readiness of GPs in the Darling Downs. • Cairns Regional Network working on identified challenges including: access to GPs, TB testing, adult audiology testing, and processes to support access to off-shore health information. • Townsville HHS Oral Health Services have extended the service to a periodic on-site Dental Therapist at TAFE Campus. This will mean that people from refugee background attending TAFE can access an oral health service more readily, with a projected long-term reduction in the substantial wait-list. The dedicated monthly Dentist Clinic has been reopened following negotiations and will again be a regular service. NAPHL nurses are given the opportunity to populate the bookings with logical family groups.
<p>2.5 Working groups are established under RH PAGQ to focus on specific health issues.</p>	<p>2.5.1 Establish a chronic disease working group.</p>	<p>June 2017 Various</p>	<p>Change in identified priorities; working group not being established at this stage.</p>
	<p>2.5.2 Strengthen the reach of the existing OHWG and MHWG to mobilise resources and ensure a continuation of care.</p>	<p>June 2018 Various</p>	<ul style="list-style-type: none"> • Metro South HHS’s Oral Health Service has implemented a ‘Refugee and Asylum Seeker Procedure and Referral Pathway.’ • Cairns and Hinterland HHS has commenced a consultation process with people from refugee backgrounds to identify the mental health, alcohol and other drug issues, needs and current service gaps in the region.
	<p>2.5.3 Establish additional working groups as identified needs and issues are raised at RH PAGQ.</p>	<p>Ongoing Various</p>	<p>Mental health working group re-established.</p>

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

<p>3.1 Encourage ongoing training to address needs around cultural issues.</p>	<p>3.1.1 The Network team supports PHNs to deliver appropriate training for primary healthcare providers. For example, 'Working with people of refugee/CALD background' workshops.</p>	<p>Ongoing PHNs</p>	<ul style="list-style-type: none"> • Clinical Education events held in partnership with Brisbane South PHN, Brisbane North PHN and available remotely via webinar (and online: www.refugeehealthnetworkqld.org.au/past-education/): <ul style="list-style-type: none"> ○ August 2018 – 'Refugee Health and Chronic Disease'; ○ October 2018 – 'Refugee Health Infectious Diseases Update'; and ○ May 2019 – 'Multicultural Health: Navigating the NDIS in Primary Care'. • 'Communicating Across Cultures in Primary Health Care' workshops delivered by Brisbane South PHN, November 2018 and May 2019, and Brisbane North PHN, June 2019. • Northern Queensland PHN partnered with RHNQ and other key stakeholders of the Townsville Refugee Health Interest Group to provide 'Navigating Refugee Health Care' education session to over 40 primary health care providers. • Darling Downs West Moreton PHN (DDWM PHN) deliver appropriate training for primary health care providers. For example, 'Working with people of refugee/CALD background' workshops. • DDWM PHN Refugee Health Outreach Program supports general practices in the Darling Downs and West Moreton region to provide culturally appropriate care to people from a refugee background. • The DDWM PHN is in the process of developing Health Pathways to assist health professionals to deliver care to clients from refugee background. • The DDWM PHN provided funding to local service providers to deliver Cultural Competency training to primary health care professionals. • Darling Downs HHS, DDWM PHN, Multicultural Australia and Refugee Health Service developing online training module to increase the Refugee Readiness of GPs in the Darling Downs. This learning module will increase the capability and confidence of general practice staff caring for refugee patients. Content will be drawn from existing evidence based tools and resources and include additional information to meet local need.
	<p>3.1.2 Queensland Health to ensure the cultural capability of staff by providing opportunities for training in cultural awareness and working with interpreters.</p> <p><i>This is also an action item for Queensland Health in the Queensland Multicultural Action Plan.</i></p>	<p>2017-2019 Queensland Health</p>	<p>Completed.</p> <ul style="list-style-type: none"> • DoH released a series of three videos on the Multicultural Queensland Charter, Refugees and People Seeking Asylum and Interpreters and Healthcare for QH. • Queensland Ambulance Service staff. Over 1,750 staff have completed the training. • The online SBS Cultural Competence Training was released to DoH and QH HSS staff. • HHSs have been working to increase cultural capability of their staff at a local level. Highlights include: <ul style="list-style-type: none"> ○ North West, Mackay and South West HHS have included interpreter awareness training in their mandatory induction training, and Mackay HHS has commenced mandatory cultural awareness training to medical interns. Similarly, Metro North, Sunshine Coast, Central West HHS provide localised staff cultural capability, diversity, and interpreter training; ○ Metro North HHS and Metro South HHS have worked in partnership with Brisbane South PHN

			<p>and the Network to develop 'Communicating Across Cultures in Healthcare' workshops to train staff in cultural awareness and working with interpreters;</p> <ul style="list-style-type: none"> ○ Children's Health Queensland (CHQ) HHS has developed a suite of training resources to support the use of interpreters in speech pathology services. Promoted and available as a link from the Network website: https://www.childrens.health.qld.gov.au/e-learning-package-working-with-interpreters-and-translators/ ○ Darling Downs HHS has collaborated with PHNs, Multicultural Australia and refugee health Services to develop an online training module to increase the Refugee Readiness of GPs in the Darling Downs; ○ Gold Coast HHS has developed and trialled an on-line portal on 'how speech pathologist and interpreters can effectively work together' to build relationships between interpreters and speech pathologists; and ○ Queensland Transcultural Mental Health Centre continues to work with mental health clinicians to improve their cultural capability. Development progressing during 2018-2019 period, of an online training program covering cultural formulation and culturally informed mental health practice and hosted meetings and education sessions for staff across the sector.
	<p>3.1.3 Health topic specific training and education is delivered through, for example, the MHWG to increase skills around working with traumatised populations.</p>	<p>Ongoing CAG</p>	<ul style="list-style-type: none"> ● Refugee Health Advisory Member sat on the panel for 'ECHO – Refugee Kids' training at Queensland Children's Hospital (QCH). ● Refugee Health Clinical Advisory Group (RH CAG) members also gave guest lectures to Griffith University students and General Practice Registrars on working with populations who have experienced trauma. ● The theme of working with people that have experienced trauma has been included in all refugee health clinical education events. ● Presentation, as part of the International Year of Pain in Vulnerable groups, the trauma/torture experience and chronic pain management. Audience: nurses from across the state who work in the field and are educators of the wider nursing community (part of the Focus on Pain Group Qld).
<p>3.2 Redevelop Queensland Health's multicultural health web content to support better access to services and health literacy for people</p>	<p>3.2.1 Review and update existing content.</p>	<p>2017-2019 Queensland Health</p>	<p>In progress.</p> <ul style="list-style-type: none"> ● DoH has undertaken a review of its multicultural web content to identify additional areas and resources requiring updating. ● The Queensland Ambulance Service has also updated its website to provide information on language and interpreter services and increase the accessibility of the site.
	<p>3.2.2 Identify information gaps and advocate for resource creation (including potentially translating these resources into languages other than English).</p>		<ul style="list-style-type: none"> ● The DoH is progressing a project to translate relevant web materials into languages other than English and identify and develop resources for emerging cultural groups. ● In 2018-2019, QH funded RHNQ to develop pre-recorded audio of a Sango interpreter providing information about the health system, oral health, tuberculosis screening and frequently asked questions. English scripts and Sango videos available on the Network YouTube Channel & website.

<p>from diverse cultural backgrounds, including people from refugee backgrounds.</p>			<ul style="list-style-type: none"> HHSs are creating resources to meet the needs of their local communities. For example, Cairns and Hinterland HHS has developed a demographic profile of the region which identifies CALD communities experiencing difficulties with English. This information was used to identify resources (such as information on patient rights) which will need to be translated. High need languages for the HHS were Nepali, Korean, Punjabi, Italian, Creole and Hmong-Mein. The Health Contact Centre (HCC) reports that Quitline has published material including <i>Quit Because You Can</i> in several languages which can be sent to Quitline clients.
<p><i>This is also an action item for Queensland Health in the Queensland Multicultural Action Plan.</i></p>	<p>3.2.3 Provide a link to the RHNQ website.</p>		<p>Complete. QH's website links to the Network's website for accessing additional translated resources.</p>
	<p>3.2.4 As appropriate, transfer resources to the RHNQ website to create a single portal for refugee health information.</p>		<p>Ongoing. Resources are added monthly to the Network website and are promoted through Refugee Health E-Newsletter.</p>
	<p>3.2.5 Promote both the new Queensland Health multicultural website and RHNQ's website to stakeholders via a variety of communication methods.</p>		<p>Yet to commence.</p>
<p>3.3 Develop refugee-specific health and wellbeing resources, referral pathways and training materials.</p>	<p>3.3.1 Refugee mental health referral pathway, developed by the MHWG, is shared across HHSs and accessible on 'Health Pathways' platform.</p>	<p>June 2017 MHWG (HHSs contributor)</p>	<ul style="list-style-type: none"> In 2018-2019, West Moreton HHS launched the Health Pathways Alliance and is investigating pathways for refugees, asylum seekers and migrants into mental health services. Revised <i>Mental Health Pathway</i>; being reviewed by the Mental Health Working group in partnership with the RH CAG and supported by the Network to reflect program changes. MSRHS undertook health navigation activities. People experiencing challenges with navigating health appointments, responding to specialist letters or trying to understand hospital wait lists have been assisted. Pilot activity commenced to explore community need, capacity, MOC, and monitor outcomes.
	<p>3.3.2 Additional refugee health pathways are developed and published on 'Health Pathways' including links to clinical guidelines, referral</p>	<p>June 2018 Network team (HHSs contributor)</p>	<ul style="list-style-type: none"> Central West HHS has commenced a Health Pathways implementation project in collaboration with the Western Queensland PHN. This project will support this action over the next three years. RH CAG provided expert subject matter content, support and advice in the development of Refugee Health Pathway - <i>Spot on Health, Health Pathways</i> (Metro South). DDWM PHN Health Pathways team currently have a draft 'Refugee and Asylum Seeker Health' page. Health Pathways team have reviewed the Metro South Health Pathway and are working on

	options to support initial health Assessments and ongoing care.		localising the information.
	3.3.3 Clinical resources and administrative resources are made available to primary care providers online	June 2017 Network team (HHSs contributor)	<ul style="list-style-type: none"> Darling Downs Health participated in collaboration with Primary Health Networks (PHNs), Multicultural Australia and the Refugee Health Service to develop an online training module on Refugee Readiness for GPs to enhance GP capacity in the Darling Downs. Network website consistently updated with information for primary care providers online: http://www.refugeehealthnetworkqld.org.au/resources/ Refugee Health Guide promoted to GP Practices and links on Network website.
	3.3.4 Information resources about new developments are created, reviewed, updated, distributed and promoted.	Ongoing Network team (HHSs contributor)	<ul style="list-style-type: none"> Over 30 resources added to Network website and promoted in 'Resources for Clinicians' section of monthly E-Newsletter. For example: <ul style="list-style-type: none"> Cultural diversity and assessment: a resource for mental health practitioners Contraceptive Choices flipchart General Practice Toolkit: Understanding your role in the NDIS Australia's healthcare system – videos LGBTI Refugees Fact sheet for Clinicians Specialised and Intensive Services - SIS (previously known as "Complex Case Support") The Refugee Health Guides launched Qld Health 'Building cultural awareness' – Videos My Health Record - Information in other languages Hepatitis Community Education Projects Children's Health Queensland - second series 'Supporting Refugee Kids ECHO® program' Refugee Council of Australia report on asylum seekers - An unnecessary penalty: Economic impacts of changes to the Status Resolution Support Services (SRSS)
	3.3.5 Resources are developed and distributed in response to need and as requested.	Ongoing Network team (HHSs contributor)	<ul style="list-style-type: none"> Sango language resource development - medical and oral health, after noted need for the language in Townsville. Oral Health Fact Sheets (Translated by Queensland Health) Arabic, Burmese, Dari, English, Farsi, Karen, Nepali, Somali, Swahili, Tamil, Tigrinya, Vietnamese Network promoted Healthy Lunches NSW in response to community need.
3.4 A responsive health workforce is developed to reflect the needs of	3.4.1 A multicultural workforce is nurtured and promoted through identification of successful models of recruitment and maintenance of a	2017–2019 Department of Health	<ul style="list-style-type: none"> The Public Sector Commission 2022 foundation non-English speaking background diversity target for the Queensland Public Sector is 10%. QH has exceeded its minimum diversity target of 11.03% and is its aspirational target of 12.75%. As at 30 June 2019, 13.29% of QH employees identified they were from a non-English speaking background. Many HHSs have already exceeded this target, including: <ul style="list-style-type: none"> Gold Coast HHS with 12.03% as at January 2019. Gold Coast HHS has also updated its <i>Workforce Diversity and Inclusion Action Plan 2019-2022</i>;

<p>services and cultural mix of the Queensland population.</p>	<p>sustainable multicultural workforce.</p> <p><i>Delivering on the Public Service Commission's 2022 foundation, non-English speaking background diversity targets for the Queensland Public Sector is an action item for the Department of Health in the Queensland Multicultural Action Plan.</i></p>		<ul style="list-style-type: none"> ○ North West HHS with 18% of staff as at January 2019; and ○ West Moreton HHS with 13.19% at December 2018. ● This has been facilitated through dedicated HHSs initiatives. For example: <ul style="list-style-type: none"> ○ In 2018-2019, Mackay HHS participated in the 'Down Under Live Recruitment Exhibition' in Birmingham, UK, 2018 with the intent of recruiting staff from diverse backgrounds; ○ Gold Coast HHS is partnering with Griffith University to undertake a research project into effective Diversity Management Policy on Migrant Workers. Expected completion end of 2019; ○ Working Together – Metro North's employee engagement strategy includes development of peer support program so staff are equipped to support one another through inclusiveness and cultural respect; ○ West Moreton remains committed to exceeding the minimal requirement for staff from a Non-English-Speaking Background under the <i>Workforce Diversity and Inclusion Strategy</i>. Multicultural Queensland Month is celebrated to recognise staff cultural diversity with participation encouraged with prizes and staff cultural heritage is acknowledged with friendship flag pins; and ○ Metro South Health is expanding the Language Badge Project to all facilities to recognise staff that speak languages other than English, contribute to a welcoming environment and improve communication with consumers. ● Mater Refugee Health piloted Assistant in Nursing (AIN) program at Mater Refugee Complex Care Clinic (MRCCC). Pilot sought to support nurses from a refugee background to advance their career. ● Mater offered two observerships for International Medical Graduates – from Refugee Background (IMGs-FRB) to provide experience and support for this cohort of medical professionals. Mater Refugee Health has been working toward achieving sustainable employment pathways within QH. ● The Network provided support to Townsville HHS and local RHNs who have worked closely with Townsville Multicultural Support Group (TMSG) Case Managers and Bi-Cultural support workers to ensure continuity of care in particular with complex cases who have multiple health appointments.
	<p>3.4.2 Explore options for funding to enable resources to be shared across services and regions to help manage demand peaks</p>	<p>June 2018 Network team</p>	<p>Mater Refugee Health service coordinated a state-wide funding submission to QH in collaboration with all five refugee health funded services to meet additional needs based on increased arrivals to Queensland.</p>



3.5 Oral health services in Queensland are responsive to the needs of people from refugee backgrounds.	3.5.1 Refugee Oral Health Working Group (ROHWG) is 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.	June 2017 ROHWG (QH contributor)	Complete - Reported against in 2017/2018 report.
	3.5.2 ROHWG to work in partnership with government and non-government providers to address access issues including long waiting lists for refugees needing oral health treatment.	Ongoing ROHWG	<ul style="list-style-type: none"> • Metro South Oral Health Service continues to review and evaluate local and state data to ensure Metro South Health are addressing current and future needs for people from diverse and cultural backgrounds. The service sees 60% of Queensland's refugee and asylum seeker population and 60% of the state's Oral Health interpreter use. The service continues to work with local communities to ensure increased access to oral health services for example: <ul style="list-style-type: none"> ○ Implementation of specific clinical sessions dedicated to language and community groups (e.g. Vietnamese speaking sessions being seen on Wednesdays at Inala Oral Health Clinic); and ○ Newly arrived refugee families are triaged as a family unit and receive an oral health screening, education and preventive advice in a family friendly non-clinical environment. • Oral health working group includes members from Tafe Queensland and Tzu Chi.
	3.5.3 ROHWG monitors demand and develops strategies to address new and emerging areas of need.		Sango oral health resources developed in response to request from Townsville Oral Health services.

Action 4: Use professional interpreter services

<p>4.1 Value and advocate for quality interpreters who are supported in the workplace.</p>	<p>4.1.1 The benefits of using interpreters are promoted across all health settings.</p>	<p>Ongoing Network team and Queensland Health</p>	<ul style="list-style-type: none"> • The Network established an Interpreter Working Group to advocate for improved access to interpreters. • In 2018-2019, QH established a working group of key stakeholders from across Queensland Government agencies and NGOs to improve the delivery of interpreter services across Queensland. In addition, the use of interpreters in QH has been promoted through communications with all Health Service Chief Executives. Through this work, a total of 18,439 interpreter services assignments have been recorded across all departments/agencies in the period from May to June 2019, under the language services standing offer arrangement. • Other work to promote the use of interpreters included: <ul style="list-style-type: none"> ○ Metro South Health published and distributed interpreter lanyard cards and <i>Working with Interpreters Fact Sheet</i> for all staff; ○ Cairns and Hinterland HHS developed a training package on 'Cultural Diversity and Working with Interpreters'. All new staff are encouraged to attend this training when available and the resources are available on the Health Service's intranet site; and ○ eHealth Queensland successfully completed two innovation proof of concepts on a universal health translator app to improve the patient experience for Queenslanders and overseas visitors from varied ethnic and linguistic backgrounds. The proof of concept exercise has also enabled better education of health staff on the benefits of using interpreters. • Brisbane South PHN regularly promote using interpreters at refugee health, cross cultural training, and other events, via practice visits and have also done some targeted promotion to pharmacies and medical specialists.
	<p>4.1.2 Queensland Health actively promotes the Queensland Language Services Policy and Guidelines.</p>	<p>Ongoing Queensland Health</p>	<ul style="list-style-type: none"> • In this reporting period, the DoH released a series of videos to build cultural awareness, including a video on Interpreters and Healthcare. This video includes information on the Language Services Policy and is available on the Queensland Health Website. • Interpreter liaison at Townsville HHS recognised the need to support Central African clients in Townsville who only speak Sango, for which there is only one registered interpreter in Australia, and was able to source two overseas interpreters who are now actively engaged in specialist appointments.
	<p>4.1.3 Opportunities are provided for staff to be trained in working with interpreters. <i>This is an action item for Queensland Health in the</i></p>	<p>2017-2019 Queensland Health</p>	<p>QH HHSs have been working to make interpreter awareness training available locally.</p> <ul style="list-style-type: none"> • CHQ conducted research projects in 2018-2019 to develop and evaluate targeted face-to-face training and e-learning for clinicians, interpreters and translators. These resources are available on the CHQ and Network websites. CHQ intends to work with partners to roll these resources out to HHSs and other services. • West Moreton HHS includes interpreter awareness as part of induction training and has an Interpreter Coordinator for support. It also provides cultural capability training, which includes

	<p><i>Queensland Multicultural Action Plan.</i></p>		<p>information about working with interpreters.</p> <ul style="list-style-type: none"> • Gold Coast HHS has developed and trialled an on-line portal on ‘how speech pathologist and interpreters can effectively work together’, to build relationships between interpreters and speech pathologists. • Metro North, Sunshine Coast, Central West North West, Mackay and South West HHSs have included interpreter awareness training in their mandatory induction training.
	<p>4.1.4 Language information is included in clinical and administrative folders</p>	<p>Ongoing Network team</p>	<p>Information in Refugee Health Resource folders and on website – reviewed and updated regularly.</p>
	<p>4.1.5 System issues related to barriers in interpreter use are monitored and solutions identified.</p>		<ul style="list-style-type: none"> • Network established an Interpreting Working Group to bring key stakeholders from across the state, from Government and non-Government, professional interpreters, NAATI, primary care and consumers to identify and advocate to Queensland Government regarding systemic issues including issues emerging from recent procurement arrangements and supporting infrastructure. • Network invited to participate in the Minister of Health and Minister for Ambulance Services appointed Interpreter and Translator Working Group chaired by Health Support Queensland CEO. Purpose of the working group is to bring together key stakeholders to discuss and make recommendations on how the current service delivery model for interpreter and translator services can be enhanced to ensure that qualified interpreters and translators are readily accessible to those who require them and appropriately remunerated. • Peer researchers as part of the evaluation of the <i>Refugee Health and Wellbeing Policy and Action Plan</i> identified poor uptake of interpreters in community pharmacies as problematic for people from refugee background. As a response the Network and RH CAG developed relationships with Pharmacy Guild of Australia to promote working with interpreters in pharmacy. Representation from the guild secured on RH CAG and RH PAGQ.
	<p>4.1.6 HHSs explore potential for shared investment and training packages focusing on interpreting for refugee patients in a health context.</p>	<p>Ongoing HHSs</p>	<ul style="list-style-type: none"> • Metro North HHS and Metro South HHS have worked in partnership with Brisbane South PHN and RHNQ to develop ‘Communicating Across Cultures in Healthcare’ workshops to train staff in cultural awareness and working with interpreters. • CHQ’s ‘Working with Interpreters’ resource is available for other HHSs to adapt via the Network.

Action 5: Engage with the community

<p>5.1 Invest in community engagement structures that increase skills and capacity of the community, respects and acknowledges the wisdom of the community and effectively taps into the community's capacity to articulate its needs and views around health policy, health literacy and health service development.</p>	<p>5.1.1 People from refugee backgrounds are consulted in the development, delivery and evaluation of health services.</p>	<p>Ongoing Network team and Queensland Health</p>	<ul style="list-style-type: none"> • Services across QH are continuing to investigate options to increase the community engagement with people from refugee and asylum seeker backgrounds. <ul style="list-style-type: none"> ○ Cairns and Hinterland HHS is currently consulting with people from refugee backgrounds to identify the mental health, alcohol and other drug issues, needs and current service gaps in the region; and ○ Metro North HHS has also increased community participation in its health service planning, by establishing a CALD Health Equity Advisory & Liaising Group comprising of consumers and community members. The group provides advice and support to the health service, focused on health promotion, prevention and early intervention and wellbeing activities for health consumers from CALD, refugee and asylum seeker backgrounds. • Service consultations with Refugee Health Advisory Group ("G11") for projects/forums. Some examples are: <ul style="list-style-type: none"> ○ The National Ageing Research Institute with the NHMRC National Institute for Dementia Research is developing an action plan to address the underrepresentation/exclusion of CALD communities from research on dementia and other illnesses; ○ Brisbane South PHN 'Health System Navigation' project; ○ PHN 'Calling and Ambulance in Queensland' video resource - www.youtube.com/playlist?list=PLhKzgvUus6VJTALJcYsb27VWV9kKzSccz ○ Metro South Health 'Meet and Greet'; ○ Brisbane South PHN Palliative Care shared care model consult; and ○ My Health Record Forum hosted by The Australian Digital Health Agency and The Settlement Council of Australia. G11 provided feedback from people from a refugee and migrant background about My Health Record. • In partnership with QUT, peer trained researchers conducted baseline evaluation interviews and surveys to contribute to the evaluation of the <i>Refugee Health and Wellbeing Policy and Action Plan</i>.
	<p>5.1.2 Existing structures for community engagement (such as the Refugee Health Advisory Group of RH PAGQ known as G11) are sustained and expanded to reflect new communities</p>	<p>Ongoing Mater UQ CICI</p>	<ul style="list-style-type: none"> • The Refugee Health Advisory Group (G11) met 11 times in the reporting period. Consultants reflect the refugee background communities in Queensland and come from Iraq, Syria, Eritrea, Afghanistan, Myanmar, Eritrea, South Sudan, Burundi, Liberia and Rwanda. The main focus over the year was to provide input to service planning, resource development, policy and evaluation, respond to requests for consultation and partner with health agencies to run community led health literacy workshops. • Two new regional representatives from Afghanistan and Bhutan were included for the peer research component of the evaluation of the <i>Refugee Health and Wellbeing Policy and Action Plan</i>.
	<p>5.1.3 Opportunities for the</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> • In 2018-2019, the QH and Network hosted the 2019 Refugee Health and Wellbeing Showcase and Refugee Health Nurses Day events. The Showcase attracted over 100 attendees from across

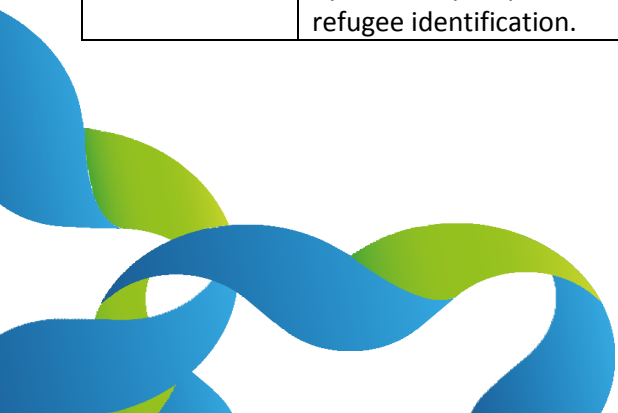
	community to engage formally with the Queensland Health Minister and Queensland Health senior staff are created. For example, through an annual Community Leaders Dinner	Various	<p>Queensland, and allowed refugee health professionals, academics, and people from refugee and asylum seeker backgrounds to connect and share best practice.</p> <ul style="list-style-type: none"> • Metro South Health continues to hold a Multicultural ‘Meet and Greet’ event between community leaders from multicultural communities and senior Metro South Health Staff. • Network team and refugee Community Advisor met with new Minister for Health and Ambulance services, the Hon Dr Stephen Miles.
	<p>5.1.4 HHSs work with RHNQ to establish links and communicate opportunities for community consultation and consumer engagement activities in line with their consumer and community engagement requirements under the <i>Hospital and Health Boards Act 2011</i> (Queensland).</p>	Ongoing HHS	<ul style="list-style-type: none"> • All HHSs with primary settlement participate in RH PAGQ. • West Moreton HHS works with the Community Hubs program and Community Centre to seek opportunities to engage and consult with communities. • West Moreton also has Community Reference Groups and seeks consumer diversity for wide representation across the community. • Darling Downs Health participates in a Refugee and Migrant Settlement Services Interagency (RaMSSI) network with regular meetings held for local refugee and migrant stakeholders.

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

<p>6.1 Support ongoing research to develop innovative models of care for people from refugee backgrounds across their lifespan to ensure the right care is provided at the right time and right place.</p>	<p>6.1.1 Contemporaneous reviews and evaluations of models of care inform further service development, including reviewing the models of care developed for other vulnerable population groups.</p>	<p>Ongoing Mater UQ CICI</p>	<ul style="list-style-type: none"> • Mater Refugee Health- <i>'A health alliancing approach to maximize the health and wellbeing of people from a refugee background living in Qld'</i>- Donata Sackey, Dr Rachel Claydon, Meryl Jones and Michel Ghazal - Presented at the FASSTT Conference, Brisbane 2019. • 11 Refugee Health Advisory Group members and 2 regional workers (Toowoomba and Cairns) completed four face-to-face interviews supported by QUT as part of <i>Refugee Health and Wellbeing Policy and Action Plan</i> evaluation (n= 52 interviews completed). • Members completed 9 telephone surveys of 'top country of birth 2017-2018' = DRC, Iraq, Syria, Eritrea, Afghanistan (Brisbane) + Afghanistan (Toowoomba) + Bhutan (Cairns) (n= 63).
	<p>6.1.2 Research partnerships and joint research projects that focus on integrated models of care are undertaken and promoted through the RH PAGQ.</p>		<ul style="list-style-type: none"> • MSRHS and MS Oral Health Service poster presentation: <i>'Improving access to oral health with a patient-centred focus to a vulnerable community'</i> at 42nd World Hospital Congress Brisbane 10-12 October 2019 – received merit award IHF/ BIONEXO Excellence award for Corporate Social responsibility. • Partnership MOC, MSRHS, BS PHN and Mater Refugee Health Service poster presentation received a best poster merit award for <i>'Responding to the Syrian and Iraqi Crisis – A Local Refugee Health Partnership to Build an Integrated Care Response'</i> at 42nd World Hospital Congress.
	<p>6.1.3 Research that measures health outcomes in complex health areas (for example, attitudes to health, health literacy, chronic disease, disability and co-morbidity) is supported by the RH PAGQ.</p>		<ul style="list-style-type: none"> • MS HHS/MSRHS have multiple projects in progress: <ul style="list-style-type: none"> ○ MSRHS nurses have been invited to participate in a research project which will provide feedback on improving community nursing care of refugee families. The project is titled <i>'Investigation of community health nurses - experience and use of an assessment framework when working with refugee families'</i>. The draft report is in progress; ○ Research project focusing on the dietary changes of the South Sudanese community in Logan, from settlement through to today. There have been three focus groups conducted and the project is titled <i>'How dietary acculturation occurs within a collectivist culture: A study of the South Sudanese community in Logan, Australia'</i>; ○ Research project HREC/17/QPAH/599 - Griffith University, MSRHS and MSH Community Nursing Practice Development Unit: <i>'Investigation of community health nurses' experience and use of an assessment framework when working with refugee families'</i>, phase one with MSRHS nurses is complete. The project has now expanded to invite participation from refugee health nurses across the five settlement sites in Queensland; and ○ Research project HREC/17/QPAH/877 Griffith University, MSH Persistent Pain Services and MSRHS – <i>'Delivery of persistent pain management to people with a refugee background: A retrospective chart audit'</i> completed. The abstract has been submitted for the Australian Pain Society 39th Annual Scientific meeting, 7-10th April 2019. Abstract accepted to Bold Ideas, Better Solutions, John Hopkins Centre Symposium 15th Nov 2018 Brisbane. • Research article <i>'Community engagement with refugee-background communities around health: the</i>

			<p><i>experience of the Group of 11'</i> by Paula Peterson, Samira Ali , Alie Kenneh and Ally Wakefield, published in Australian Journal of Primary Health 25(2) 113-117 16 April 2019 Read the Abstract here : https://www.publish.csiro.au/PY/PY18139</p>
<p>6.2 Ensure best use is made of resources available to the local community to address health needs of refugees across the lifespan.</p>	<p>6.2.1 Evaluate and monitor needs of local communities, options for models of care and implementation of services to ensure resources available are best used to suit local environments, communities and services.</p>	<p>Ongoing Regional Health Networks (HHSs contributor)</p>	<ul style="list-style-type: none"> • Cairns and Hinterland HHS is evaluating the needs of people from refugee backgrounds to identify the mental health, alcohol and other drug issues needs and current service gaps in the region. This information will be used to identify strategies and actions that can be implemented by the Mental Health, Alcohol, Tobacco and Other Drugs Service. • Cairns Regional Network engaged with TAFE and Queensland Police Department to deliver information to refugee communities and services. • Townsville RHN and HSP service provider negotiated with Townsville Public Health Unit Medical Director to coordinate with Townsville Hospital Infectious Diseases Registrar; any future initial testing and possible treatment for all clients entering Townsville with an alert and requirement for urgent, on arrival, malaria testing (as this is very intensive work for HSP through private practice and pathology). • MS Oral Health Service continues to review and evaluate local and state data to ensure the service are addressing current and future needs for people from diverse and cultural backgrounds. The service continues to work with local communities to ensure increased access to oral health services for example: <ul style="list-style-type: none"> ○ Implementation of specific clinical sessions dedicated to particular language and community groups (e.g. Vietnamese speaking sessions being seen on Wednesdays at Inala Oral Health Clinic); and ○ Newly arrived refugee families are triaged as a family unit and receive an oral health screening, education and preventive advice in a family friendly non clinical environment. • MSRHS: <ul style="list-style-type: none"> ○ Working with MSCTBS to undertake TB referral audit in progress with clients settled in Logan, Gold Coast and Goodna; and ○ Contributed to the 'MSH Multicultural Health Forum – Disability and Aged Care.' • MSRHS, BS PHN, Access, QPASTT, Multilink, TAFE and Logan City Council contributed to six health literacy education sessions to recently arrived people with refugee background.
<p>6.3 Embed capacity to collect minimum data across all health facilities that indicates Country of</p>	<p>6.3.1 Data indicates real usage of health services by refugees as evidenced by Country of Birth, preferred language and whether an interpreter is required.</p> <p><i>Improving data collections for</i></p>	<p>2017-2019 Queensland Health</p>	<ul style="list-style-type: none"> • The recommended minimum mandatory indicators for CALD customers and ethnicity (Indigenous status and Australian South Sea Islander status) are collected for all patients admitted in Queensland hospitals. This data can be linked to other core health data collections to inform service planning, measurement of health status, program evaluation, service user analysis and assessment of service outcomes. • To build upon this, in June 2019 QH convened a roundtable of experts and key stakeholders to investigate further opportunities to improve the collection, sharing and use of data to improve health outcomes for CALD consumers. Suggestions included collecting data to better understand health service engagement for people from a refugee background. Outcomes from the roundtable

<p>Birth, preferred language, and whether an interpreter is required.</p>	<p><i>culturally and linguistically diverse customers is an action for Queensland Health in the Queensland Multicultural Action Plan</i></p>		<p>will be progressed from 2019-2020.</p> <ul style="list-style-type: none"> • HHSs are also implementing their own localised programs to improve data collection and analysis on culturally diverse consumers. For example: <ul style="list-style-type: none"> ○ Metro South HHS, has developed a Data Monitoring Dashboard for culturally diverse groups, monitoring a range of health service performance parameters, and identify gaps and challenges to prioritise improvement initiatives; ○ Mackay HHS has published demographic data and information about CALD groups in its catchment in the <i>Mackay HHS Consumer and Community Engagement Strategy 2017-2020</i>, updated in 2018; ○ Sunshine Coast HHSs Mental Health and Addiction Service is working to specifically report the assessment and interventions that are occurring for individuals from a multicultural background; ○ Cairns and Hinterland HHS has written a demographic profile on its catchment and analysed the diversity of CALD groups, existing and emerging. Its Mental Health, Alcohol and Other Drug Service has commenced a report on the service utilisation trends and outcomes for individuals from CALD communities; and ○ Metro North HHS is working towards data on CALD groups being available and published on a regular basis. Data and information regarding the demographics of CALD groups informs annual reports and planning for the health service. • Brisbane South PHN has added collection of the 5 key data items into the 'Inclusive Practice Self-reflection Tool' for all commissioned providers: (country of birth, year of arrival, language spoken, interpreter required and ethnicity). • Strong advocacy undertaken with the Australian Digital Health Agency to also include fields to capture these items in general practice's medical software and into the My Health Record. It was noted that My Health Record does not currently capture if an interpreter is required.
	<p>6.3.2 The RH PAGQ works with HHSs to analyse minimum data sets that are informed by the best proxy data for refugee identification.</p>	<p>2017–2019 RH PAGQ</p>	<p>To progress as data becomes available.</p>



<p>6.4 Trial the Organisational Cultural Responsiveness assessment scale (OCRAS) developed by Multicultural Mental Health Australia (MHiMA).</p>	<p>6.4.1 The MHiMA OCRAS tool is piloted with a:</p> <ul style="list-style-type: none"> • PHN site • Queensland hospital site • General Practice • Mental Health Service • Peak Body <p><i>Use of the Framework for MHiMA: Towards culturally inclusive service delivery within Queensland Health is an action item for Queensland Health in the Queensland Multicultural Action Plan.</i></p>	<p>2017–2019</p> <p>MHWG Queensland Health</p>	<ul style="list-style-type: none"> • West Moreton HHS: <ul style="list-style-type: none"> ○ Used the OCRAS tool as a generic organisational audit tool (i.e. not Mental Health) in mid-2018, which contributed to development of the West Moreton Cultural Diversity Action Plan; and ○ West Moreton is in the planning phase of implementing the Framework for MHiMA under the newly redeveloped National Multicultural Mental Health project – “Embrace Multicultural Mental Health.” • Cairns and Hinterland HHS Mental Health Alcohol and Other Drug Services has utilised the OCRAS tool to develop a baseline assessment. This information along with feedback from stakeholders will be used to identify strategies and actions to be implemented to improve the cultural responsiveness of the service. • The Embrace Multicultural Mental Health Project which replaces the MHiMA OCRAS tool is expected to be launched by Mental Health Australia (MHA) in August 2019. Pilots of the Framework tools will take place once <i>the Framework</i> is made available.
<p>6.5 Improve the collection of patient experience information from culturally and linguistically diverse patients, including people from refugee backgrounds.</p>	<p>6.5.1 Investigate the feasibility of a dedicated patient experience survey and developing tailored engagement strategies for patients from diverse backgrounds (including people from refugee backgrounds) and their carers and families.</p> <p><i>This is an action for Queensland Health under the Queensland Multicultural Action Plan.</i></p>	<p>June 2017 Queensland Health</p>	<p>Completed.</p> <ul style="list-style-type: none"> • Mater Health Services is finalising a report for the Department of Health regarding collection of patient experiences. • The Department of Health coordinates the annual collection of the Your Experience of Service survey across Queensland Public Mental Health Services. Since 2017, the Your Experience of Service survey has been translated and is available in 24 languages. Some HHSs supported this process. • The Carer Experience Survey has been translated to align with languages offered for the Your Experience of Service survey and has been implemented this financial year.
<p>6.6 Measure the ‘Health of Refugees in Queensland’ and evaluate the</p>	<p>6.6.1 A 2017 ‘Health of Refugees in Queensland’ report is developed, providing a baseline for evaluation.</p> <p>6.6.2 A 2020 evaluation is</p>	<p>June 2017</p> <p>Mater UQ CICI</p> <p>2020</p>	<p>Baseline Evaluation completed to evaluate <i>Refugee Health and Wellbeing: a Policy and Action Plan for Queensland 2017-2020</i> (QUT, 2019) Full report available; poster presentation. Dr Ignacio Correa Velez (QUT) presented findings and Refugee Health Advisory Consultant presented peer research component at Refugee Health Showcase (2019).</p> <p>Data collection for 2020 research planned to commence January 2020. This includes:</p> <ul style="list-style-type: none"> • Peer researchers repeating face-to-face in-depth interviews with the same families interviewed in

effectiveness of this policy and action plan.	undertaken to determine the effectiveness of this policy and action plan, with reference to the 2017 report findings.	Mater UQ CICI	<p>2018.</p> <ul style="list-style-type: none"> Peer researchers completing randomised telephone surveys for new arrivals in Brisbane, Toowoomba and Cairns (top 5 countries). Stakeholder survey Document audit
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Action 7: Deliver evidence based quality healthcare to people from refugee backgrounds

<p>7.1 Support and expand existing structures that promote clinical excellence in refugee health such as the CAG, clinical leads, and the St Vincent's Refugee Health Fellows initiative.</p>	<p>7.1.1 All settlement regions have access to clinically led networks which enable easy sharing of advice, resources training and support.</p>	Ongoing CAG (QH contributor)	<ul style="list-style-type: none"> RH CAG meets bimonthly and has state-wide participation. Metro North, Metro South, Townsville, Cairns, Darling Downs HHS, and Ipswich West Moreton HHS are represented on the RH PAGQ and have established links with RHNQ. The Network and RH Fellow visited Townsville May 2019 to provide clinical education to Primary Care and to meet with Townsville PHN to facilitate ongoing primary care engagement in FNQ. Also met with key stakeholders from the Townsville HHS.
	<p>7.1.2 The St Vincent's Refugee Health Fellows scheme is maintained and expanded to include key clinical disciplines. That is, psychiatry, paediatrics and infectious diseases.</p>	Ongoing Network team	Refugee GP fellow position continues to support the Network.
<p>7.2 Primary care is supported effectively to provide ongoing care to people from refugee backgrounds and unnecessary hospital admissions are</p>	<p>7.2.1 Primary care is well linked to other services to ensure healthcare is the right care, at the right time and in the right place.</p>	Ongoing PHNs	<p>PHNs throughout the state use strategies to make sure health care is provided in the right place at the right time.</p> <ul style="list-style-type: none"> NQ PHN has re-established Townsville Refugee Health Interest Group which consists of a range of key stakeholders in the primary health care and acute sector. DDWM PHN has provided a range of strategies to link healthcare providers: <ul style="list-style-type: none"> Health Pathways team currently have a draft 'Refugee and Asylum Seeker Health' page and are working on localising the information. Operational live page for 'Interpreting Services'; Active member in the Toowoomba Community Advisory Group (CAG) and other local networks; Provided funding to local service providers to develop culturally appropriate resources to support people from refugee backgrounds to understand and navigate the Australian health system; and deliver health literacy workshops to people from a refugee background; The PHN funded Refugee Health Outreach Program provides support and care coordination services to newly arrived refugees in our region by:

minimised.			<ul style="list-style-type: none"> ▪ coordinating access for patients to general practices and allied health services; ▪ supporting general practice to conduct refugee health assessments; ▪ supporting clients with accessing immunisation; ▪ improving health literacy of clients; ▪ reducing barriers to ongoing health care management; and ▪ Facilitating the appropriate transfer of medical information across health services. <ul style="list-style-type: none"> • Refugee Health Connect (one point of call for refugee health related queries) is operational across Brisbane North and South PHN regions. During reporting period, 74 contacts were made to RHC. Practices are also supported through practice visits (n=43 in this reporting period), clinical lead support and provision of resources. • Mater Integrated Refugee Health service (MIRHS) continues to co-locate nurses in practices throughout Brisbane South and Brisbane North PHN regions to deliver refugee health assessments, coordination of care and catch up immunisation under local GP clinical governance. 638 patients were referred to practices with a co-located MIRHS nurse in 2018-2019. • Brisbane South PHN and Metro South Health participate in a Logan Primary Care Group that meets quarterly to identify opportunities, gaps and responses to supporting refugee ready primary care. • Refugee Health Pathway has been published on <i>Spot on Health, Health Pathways</i> (Metro South). • DDWM PHN, Brisbane North and South PHNs continue to fund the Interpreting for Allied Health Professionals Program to allow allied health professionals in their regions to access interpreters for free.
<p>7.3 HHSs are supported to enhance ongoing integrated care to people from refugee backgrounds.</p>	<p>7.3.1 HHSs have access to the necessary information and resources to ensure that patients are cared for appropriately and unnecessary hospital admissions are minimised.</p>	Ongoing HHSs	<ul style="list-style-type: none"> • West Moreton HHS has developed and implemented a <i>Cultural Diversity Action Plan</i> incorporating actions from <i>Refugee Health and Wellbeing Action Plan</i> and <i>Queensland Multicultural Action Plan</i> to improve cultural capability and responsiveness. • Cairns and Hinterland HHS has introduced a <i>Diversity and Support to Access Healthcare Procedure</i> for consumers from CALD backgrounds and other high-risk groups. This procedure includes refugees and sets out the supports available to refugees to access health services, and the resources available for staff to work with refugees. • RNA provides national best practice guidelines for refugee health nurses: http://refugeenursesaustralia.org/
<p>7.4 Continually review and evaluate models of care.</p>	<p><i>(as per actions 6.1 and 6.2).</i></p>		<p><i>(As per progress noted in actions 6.1 and 6.2).</i></p>

Acronym glossary

ARG	Asylum Response Group
CHQ	Children's Health Queensland
CALD	Culturally and Linguistically Diverse
CYMHS	Child and Youth Mental Health Service
DDWM	Darling Downs West Moreton
DoH	Queensland Department of Health
G11	Group of 11 – Refugee Health Advisory Group
HHS	Hospital and Health Service
IMG-FRB	International Medical Graduate from Refugee Background
MIHRS	Mater Integrated Refugee Health Service
MHiMA	Multicultural Mental Health Australia
MHWG	Mental Health Working Group
MOC	Models of Care
MSRHS	Metro South Refugee Health Service
MRCCC	Mater Refugee Complex Care Clinic
OCRAS	Organisational Cultural Responsiveness Assessment Scale
PHN	Primary Health Network
QCH	Queensland Children's Hospital
QH	Queensland Health
RH CAG	Refugee Health Clinical Advisory Group
RHeaNA	Refugee Health Network Australia
RHNQ/The Network	Refugee Health Network Queensland
RH PAGQ	Refugee Health Partnership Advisory Group Queensland
RNA	Refugee Nurses Australia
ROHWG	Refugee Oral Health Working Group
TMSG	Townsville Multicultural Support Group
UQ CICI	University of Queensland Centre for Integrated Care and Innovation

