



May 2022

Qld's CALD-COVID-19 response: *Let's get it right in practice*



Agenda

- Welcome
- Overview of CALD COVID-19 community work in Queensland
- Community voices
- Case study & Questions
- Resources for primary care
- Update on Ukrainian arrivals
- Final questions and comments



Why focus on Culturally and Linguistically Diverse (CALD) Patients?

COVID-19 deaths:

- COVID-19 deaths rate in overseas born is **two and a half times that of people who were born in Australia** (12.8 deaths per 100,000 people versus 5.2 deaths – age standardised).
- Middle Easter born had the highest age-standardised death rate at 42.4 deaths per 100,000 people compared to 5.2 deaths per 100,000 people Aust born

[COVID-19 Mortality in Australia: Deaths registered until 30 April 2022 | Australian Bureau of Statistics \(abs.gov.au\)](https://www.abs.gov.au/press-releases/content/20220401001)

Country of birth of those who have died from COVID-19 (a)(b)(c)(d)(e)(f)(g)

Country of birth	No. of deaths	Age-standardised death rate	Median age at death (years)
Australia	2,122	5.2	84.4
Overseas born	3,193	12.8	83.8
Oceania and Antarctica	264	14.7	71.2
North-West Europe	532	5.4	85.4
United Kingdom and Ireland	398	5.3	85.6
Other North-West Europe	134	6.1	84.6
Southern and Eastern Europe	1,390	20.4	86.2
Southern Europe	484	15.9	87.4
South Eastern Europe	765	26.3	84.8
Eastern Europe	141	14.7	91.1
North Africa and the Middle East	448	36.7	79.8
North Africa	68	22.3	82.0
Middle East	380	42.4	79.6
South-East Asia	202	10.3	79.6
North-East Asia	119	8.4	86.2
Southern and Central Asia	111	9.2	79.8
Americas	75	9.9	78.5
Sub-Saharan Africa	52	6.3	76.3

- a. This table only includes information on registered deaths due to COVID-19. Numbers of deaths will differ to disease surveillance systems.
- b. Information on deaths due to COVID-19 include all deaths due to the disease that occurred and were registered by 30 April 2022.
- c. Deaths due to COVID-19 in this report have an underlying cause of either ICD-10 code U07.1 COVID-19, virus identified or U07.2 COVID-19, virus not identified.
- d. This data is provisional and will change as additional data is received.
- e. Refer to methodology for more information regarding the data in this table.
- f. The country of birth of the deceased is coded to and presented on the Standard Australian Classification of Countries (SACC).
- g. Some deaths do not have a country of birth recorded.

Diversity figures snapshot

A summary of the diversity of Queensland's population, 2016 Census results

Collectively, Queenslanders spoke more than **180 overseas languages**, held more than **110 religious beliefs** and came from more than **220 countries and territories**.

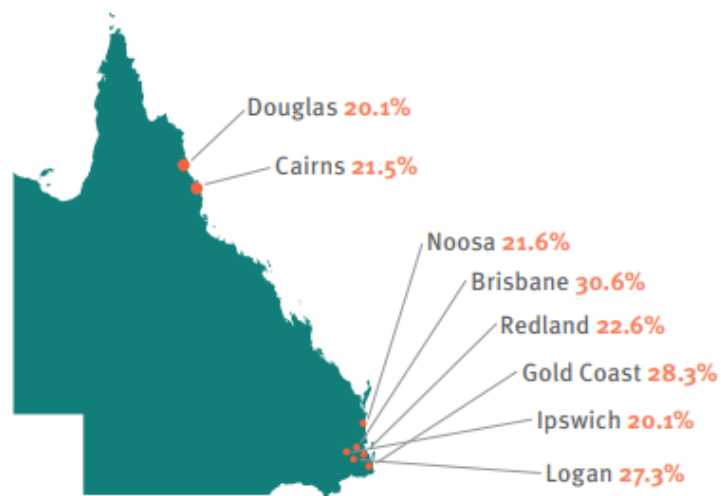


More than **1 in 5** Queenslanders were born overseas.

Number of Queenslanders born overseas grew from almost **700,000 in 2006** to more than **1,000,000 in 2016**.



Local Government areas with the highest proportion of people born overseas



There were **11 suburbs** across the Brisbane area where more than half the population was born overseas.



More than **1 in 10** Queenslanders spoke a language other than English at home.

<https://www.cyjma.qld.gov.au/resources/dcsyw/multicultural-affairs/multicultural-communities/diversity-queensland-flyer.pdf>

Table 3 Country of birth by SA4, Custom region and Queensland, 2016

Custom region / SA4 / State	Born in Australia ^(a)		Born overseas				Total persons ^(d)		
			Born in ESB countries ^(b)		Born in NESB countries ^(c)				
	number	%	number	%	number	%	number		
Custom region	3,336,390	71.1	491,322	10.5	521,312	11.1	1,012,699	21.6	4,690,533
Brisbane - East	161,200	72.3	33,851	15.2	17,071	7.7	50,916	22.8	223,095
Brisbane - North	145,601	70.5	19,325	9.4	30,644	14.8	49,984	24.2	206,522
Brisbane - South	197,242	57.9	27,972	8.2	97,717	28.7	125,675	36.9	340,569
Brisbane - West	119,486	66.8	21,915	12.2	30,293	16.9	52,226	29.2	178,991
Brisbane Inner City	158,253	63.2	25,952	10.4	45,873	18.3	71,833	28.7	250,207
Cairns	169,994	70.8	19,782	8.2	26,134	10.9	45,928	19.1	240,190
Central Queensland	177,115	80.2	12,979	5.9	11,320	5.1	24,294	11.0	220,912
Darling Downs - Maranoa	103,746	82.1	5,277	4.2	5,003	4.0	10,265	8.1	126,289
Gold Coast	364,761	64.0	92,480	16.2	67,858	11.9	160,312	28.1	569,997
Ipswich	225,959	69.9	31,314	9.7	41,870	13.0	73,205	22.7	323,069
Logan - Beaudesert	210,818	66.4	41,765	13.2	42,643	13.4	84,415	26.6	317,296
Mackay - Isaac - Whitsunday	131,072	77.2	11,232	6.6	9,523	5.6	20,759	12.2	169,688
Moreton Bay - North	175,620	74.4	28,239	12.0	14,923	6.3	43,143	18.3	236,091
Moreton Bay - South	144,639	74.2	25,726	13.2	15,478	7.9	41,203	21.1	194,969
Queensland - Outback	64,552	81.0	3,455	4.3	3,730	4.7	7,204	9.0	79,700
Sunshine Coast	255,500	73.7	47,545	13.7	21,265	6.1	68,824	19.9	346,522
Toowoomba	119,778	80.1	7,429	5.0	11,738	7.9	19,190	12.8	149,512
Townsville	182,107	79.5	13,694	6.0	15,071	6.6	28,766	12.6	229,031
Wide Bay	228,947	79.5	21,390	7.4	13,158	4.6	34,557	12.0	287,883
Queensland	3,343,819	71.1	493,066	10.5	522,810	11.1	1,015,875	21.6	4,703,193

Refer to explanatory notes for additional information.

(a) Includes 'Australia, (includes External Territories), nfd', 'Norfolk Island' and 'Australian External Territories, nec' responses.

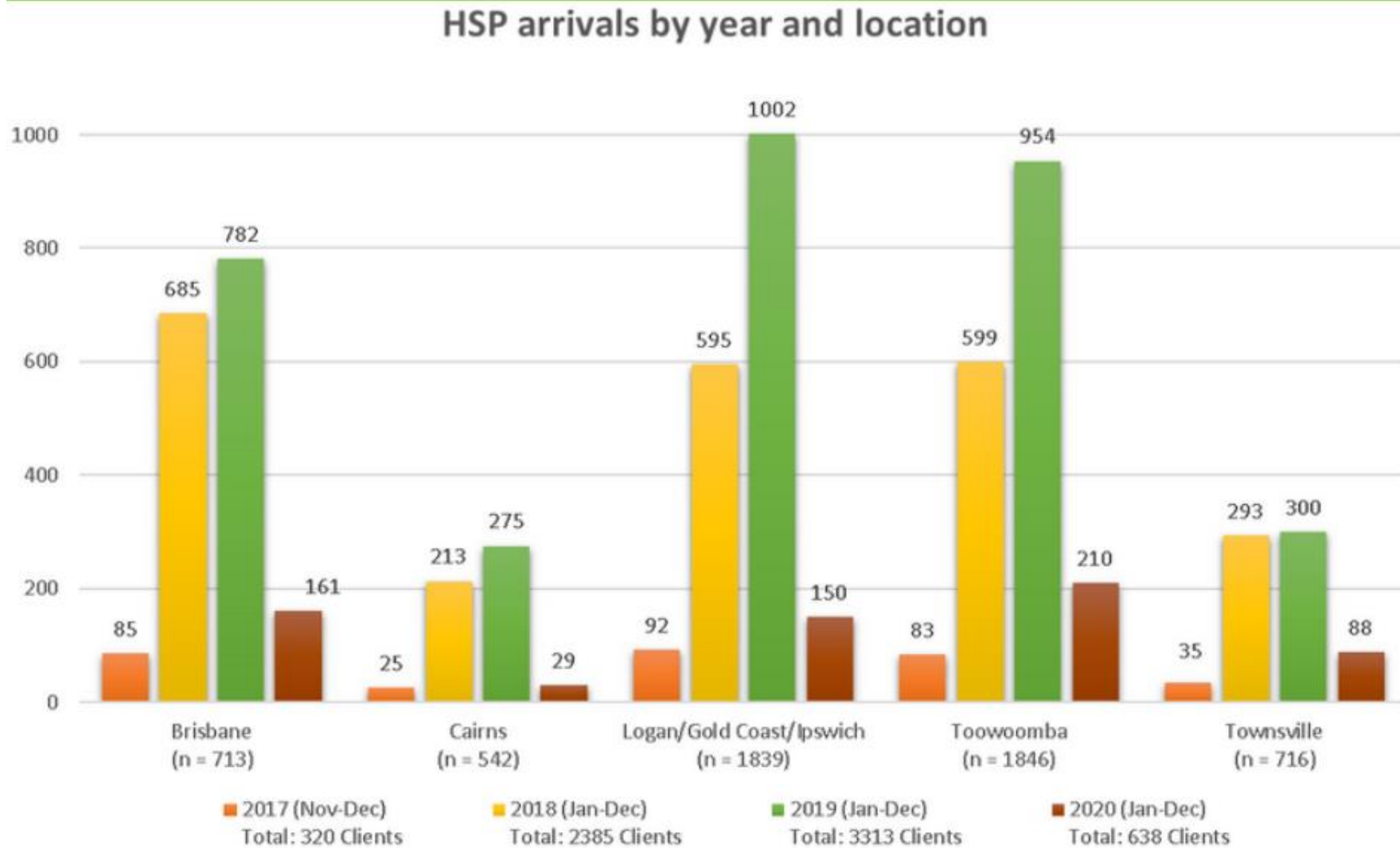
(b) Based on the main English speaking countries of UK, Ireland, Canada, USA, South Africa and New Zealand.

(c) Includes countries not identified individually, 'Inadequately described' and 'At sea' responses.

(d) Includes not stated responses.

Source: ABS, Census of Population and Housing, 2016, General Community Profile - G01 and G09

Qld Humanitarian Settlement Data Nov '17 to Dec '20



Data provided by Multicultural Australia, Humanitarian Settlement Program (HSP) Arrivals,
November 2017 to December 2020
New Arrivals only (Exclude: Transfer in, SIS referrals, Transit clients)

CALD COVID Health Engagement Project (CCHPEP)



Under the auspice of the Refugee Health Network Queensland and funded by Queensland Health is a partnership-driven initiative that focuses on providing advice, coordination, and connection between partners and communities. Partners include:

- CALD Communities in Queensland
- Queensland Health
- Multicultural Australia
- Qld African Communities Council (QACC)
- Qld Program of Assistance to Survivors of Torture & Trauma (QPASTT)
- Australian Red Cross
- Metro South HHS
- Mater Health
- Brisbane South PHN
- Access Community Services Inc

Community Voices – Advice for GPs

<https://www.youtube.com/watch?v=KNLf76mXCWk>



Case Study & Questions



CALD COVID Resources/Services

Translated information

- [Queensland Health](#) – Information for multicultural communities about COVID-19 including changing restrictions in Queensland
- [COVID-19 Vaccine information in your language](#) – Australian Government Department of Health
- [How to take a Rapid antigen tests \(other languages\)](#)
- Coronavirus (COVID-19) – [What does my rapid antigen test result mean?](#) (other languages)
- [Calling an Ambulance In Queensland](#) in 10 languages & Calling an ambulance [factsheet](#)

Services and Support

- National Coronavirus Helpline 1800 020 080. *Press 8 for interpreter*
- [Multicultural Connect Line](#) – Queensland-wide service
- Queensland Community Recovery hotline on 1800 173 349
- Greater Brisbane region only - [World Wellness Group](#) – [COVID-19 Multicultural nurse led telehealth service](#)
- [CCHEP](#)



Multicultural Connect Line (MCL)



Multicultural Connect Line

A Queensland-wide service for people from multicultural backgrounds whose lives have been affected by the COVID-19 pandemic.

What Happens When You Call? Our Friendly Team Will:

- ✔ Talk to you in your language
- ✔ Find support services regardless of your visa status
- ✔ Help you manage stress and worries

Why People Call Us? For Worry & Stress About:

- ✔ Money
- ✔ Work
- ✔ Housing
- ✔ Health & Mental Health
- ✔ COVID-19
- ✔ Relationships & Family

COVID-19 Multicultural Telehealth Service



A greater Brisbane-wide nurse-led telehealth service for people from multicultural backgrounds whose lives have been affected by the COVID-19 pandemic.

What Happens When You Call? Our Friendly Nurse Will:

- ✔ Answer concerns about COVID-19 in your language
- ✔ Offer assessment & management of your symptoms
- ✔ Refer you to other clinical services: e.g. HITH
- ✔ Follow-up and discharge you back to your GP

The MCL Team Will:

- ✔ Help you manage COVID-19 related stress & worries
- ✔ Offer psychological & social support
- ✔ Help locate accommodation, food & emergency relief services

 **1300 079 020**

Open 9:00 - 4:30 PM Monday - Friday

www.worldwellnessgroup.org.au/helpline-services/



**World
Wellness
Group**

COVID support for people without Medicare

Vaccines:


- General practice providers can supply COVID-19 vaccines to patients without Medicare but cannot bill the patient for this service (Medicare or otherwise).
- Alternatively, patients without Medicare can get their COVID vaccines at a Commonwealth Vaccination Clinic (GP-led respiratory clinic), a state-run run vaccination clinic, or a pharmacy.
www.health.gov.au/initiatives-and-programs/covid-19-vaccines/getting-your-vaccination/no-medicare-card
- Some PHNs (such as Central Queensland, Wide Bay, Sunshine Coast PHN) have an arrangement in place for GPs in their region to claim vaccination payment in line with the prescribed MBS equivalent, for non-Medicare card holders- please speak to your PHN to find out more. The link to the information for our PHN is here - https://www.ourphn.org.au/covid-19_vaccination/
- To record immunisation status for Medicare ineligible patients - Input the patient name and DOB only, skip the IHI and Medicare Number.

GP-led respiratory clinics: are free for all patients including those without Medicare (can provide testing and assessment, vaccination, and have differing capacity and scope to assist with the management of COVID-19 positive patients).

Emergency Care for Asylum Seekers: Queensland Government has a directive in place to enable Medicare-ineligible asylum seekers with access to public health services at no charge.

www.health.qld.gov.au/multicultural/public/language/translated-asylum-seeker-factsheets

Clinical resources – Refugee Health

- [Australian Refugee Health Practice Guide](#) clinical guide
 - [Refugee Health Ready Practice Checklist](#) – whole of practice guide
 - [Free Interpreting Service for private medical practitioners](#)
 - [Refugee Health Network Qld](#) information, resources & previous education
 - [Translated Appointment Tool](#) - 59 languages to send emails and SMS
 - [Recommendations for GPs from women from refugee backgrounds](#)
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Other Support and Information for GPs

Health Pathways - Online local HealthPathways across different regions in Qld: GPs should refer to their local HealthPathway, for up-to-date information on the clinical management of patients, including escalation pathways if people deteriorate and referral to disease modifying treatments such as monoclonal antibodies. Some regions also have HealthPathways information on Refugee and Asylum Seeker Health and Ethnically Diverse Health. Contact your local PHN for more details and accessing your local HealthPathway.

Interpreting for Allied Health Professional program - Available in Brisbane South PHN, Brisbane North PHN and Darling Downs and West Moreton PHNs
A pilot program including allied health into TIS National's Free Interpreting Service will commence in July 2022 in select regions. More information will be provided to PHNs as the project is finalised

Refugee Health Connect (RHC) - is a partnership between Brisbane South PHN, Brisbane North PHN, Mater and Metro South Health. RHC provides a single point of contact for service providers to access information and support regarding refugee health in Brisbane North and South regions. Phone: 07 3864 7580 Email: refugeehealth@bsphn.org.au



Thank you