

## Statewide Webinar

### Queensland PHNs webinar: COVID update for general practice #7

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**TOPIC:** Queensland's CALD COVID response: Let's get it right in practice

**DATE:** Thursday 26 May

**TIME:** 6:30 – 8:00pm

GPs and general practice staff are invited to join us for a facilitated hypothetical, exploring the challenges that people from culturally and linguistically diverse (CALD) communities, including refugees and migrant workers, are facing during the pandemic.

With support from the CALD COVID-19 Health Engagement Project (CCHP), auspice by the [Refugee Health Network Queensland](#) and [Queensland Health](#), we'll follow the COVID journey of a patient from a CALD background. The hypothetical will address:

- The challenges that face CALD individuals and communities when accessing healthcare, such as language barriers, cultural differences, transport and travel, or health literacy
- How to record immunisation status and claim vaccination payment for non-Medicare card holders
- Tools and resources that GPs, nurses and practice managers can use when treating patients who require translation and interpretation services
- Lived experience input from CALD community members to help practices engage more effectively with a broader group of patients
- The unique needs of CALD patients in urban and regional/remote communities.

#### **Facilitator:**

Dr Jon Harper, GP Liaison Officer, Central Queensland, Wide Bay, Sunshine Coast PHN

#### **Panellists:**

##### **Dr Margaret Kay**

Dr. Margaret Kay is a part-time General Practitioner and Clinical Lead in Multicultural Health with Brisbane South PHN. She graduated from The University of Queensland and is a Fellow of the Royal Australian College of General Practitioners and a member of its Refugee Health Special Interest Group. She is a representative on the Refugee and Migrant Women's Health Initiative and is a member of the Refugee Health Network of Australia. She completed her PhD in 2013 which focused on Physician Health.

### **Meryl Jones**

Meryl Jones is the Nurse Unit Manager for the Mater Refugee Health Service and the current Co-Chair of Refugee Nurses Australia. Meryl has over 20 years' experience of working with patients of culturally and linguistically diverse backgrounds in a range of clinical settings both in Australia and overseas and is passionate about improving access to care for patients of refugee background.

### **Grace Edward**

Grace Edward is the Partnerships and Community Engagement Coordinator for the CALD COVID-19 Health Engagement Project auspiced by the Refugee Health Network in Queensland. In this role, Grace works closely with formal and informal CALD Community Leaders, Queensland Health, Hospital and Health care services, as well as settlement services to identify community needs and gaps in services with the aim of providing equitable access to healthcare and information during the COVID-19 pandemic. Grace is also extensively involved in the community in other capacities and is part of multiple youth networks.

### **Fabiola Bran**

Fabiola Bran is the Practice Manager at Inala Primary Care and has extensive knowledge and experience in refugee health care.

### **Webinar registration link:**

<https://attendee.gotowebinar.com/register/4160886672821995019>

### **Webinar questions:**

Questions may be submitted in advance. Please email your questions to [communications@ourphn.org.au](mailto:communications@ourphn.org.au) for discussion on the night (time permitting).

### **Webinar recording:**

A copy of the webinar recording will be sent to all who registered to attend the webinar, post-event.