



**CALD COVID-19 Health Engagement
Project (CCHEP)**



Mid CCHEP Update

Jan 2022- June 2022



CALD COVID-19 Health Engagement Project (CCHEP)



Outline of presentation

- 2022 CCHEP Deliverables
- Community leaders zoom forums
- COVID Information Sessions
- Outreach Vaccination Hubs
- CCHEP Engagements
- Resources
- Regional Engagement
- Flexifunding activities/ support in regions
- Evaluation
- CALD Communities Engagement Framework
- Trend in CALD engagement



CALD COVID-19 Health Engagement Project (CCHEP)



2022 CCHEP Deliverables

- ❑ Continue CCHEP Communication and Community Engagement Programs in South-East Queensland to support refugee and CALD communities.
- ❑ State-wide CCHEP regional communication and community engagement program in collaboration with the Australian Red Cross Community Connector to identify and address place-based issues.
- ❑ Coordinate activities to support COVID-19 vaccine delivery to CALD communities.
- ❑ Provide advice and recommendations to Queensland Health to address gaps and community needs for COVID-19 vaccination, testing and living with COVID-19 in the community. Project activities would include but not limited to:
 - building health and COVID-19 capacity and amplify localised responses, including documenting barriers and enablers.
 - sharing resources and where required assist with delivery of education and information about COVID-19 vaccine, available support and other related information.
 - collaboration with local health services (HHS, PHN, QH and others as appropriate) to stand up culturally appropriate hubs as per community needs.
- ❑ Assist QH to engage CALD communities about controlling the spread of COVID-19 in the community and assist Public Health Units to respond to local needs for testing and public health responses where outbreaks occur.
- ❑ Work with QH to ensure COVID-19 messaging is culturally appropriate and create and disseminate culturally appropriate COVID-19 information and messaging to CALD and refugee communities.
- ❑ Promote health prevention behaviors in CALD communities, specifically related to protecting oneself from COVID-19 and what to do if CALD communities and families contract COVID-19.
- ❑ Implement an evaluation framework and deliver final report on ongoing CALD COVID-19 engagement in the pandemic, including recommendations for transition to business as usual and integrating COVID-19 into the broader public health response for CALD communities.
- ❑ Monitor and report on progress of the project.
- ❑ Partner with other Queensland Government initiatives to ensure integrated engagement with the communities and to amplify the outcomes of Queensland Government investment in engagement with CALD communities in relation to COVID-19.



**CALD COVID-19 Health Engagement
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Progress: Key milestone I

Community Leaders zoom forums

- Jan 2022- Online forum on Omicron and living with COVID 19 with Dep CHO- 128 people including speakers
- April 2022- Introductory online health information forum for the Ukrainian Community in QLD- 37 community members



CALD COVID-19 Health Engagement Project (CCHEP)



Progress: Key milestone 2 COVID Information Sessions

- Total people reached- 423
- Feb 2022- session with Services Settlement International/Access Community Services staff (15); Congolese community in Goodna (57); Somali community in Inala (42); TAFE students- English, Amharic, Arabic, Swahili, Dari (144); Latin American Community of Australia (15)
- March 2022- English higher-level students at TAFE (52)
- April 2022- Rwandan community in Logan (17)
- May 2022 – Dari and Somali communities (12); Mandarin and Cantonese speaking communities (31); Congolese community in Goodna (15)
- June 2022- Congolese community in Logan (16); African community (7)



**CALD COVID-19 Health Engagement
Project (CCHPEP)**



Progress: Key milestone 3

Outreach vaccination hubs

- March 2022- Somali house- 10 people vaccinated
- April 2022- Rwandan Association event- 3 people vaccinated
- May 2022- Access Logan Central- 10 people vaccinated
- May 2022- Gould Adams Community Centre- 3 people vaccinated
- June 2022- Ukrainian Community of QLD- 23 people received COVID vaccine and 44 people received flu vaccine



CALD COVID-19 Health Engagement Project (CCHPEP)



Progress: Key milestone 4 CCHPEP Engagements

- Informal engagements with community
- CCHPEP Reference groups, including youth reference group
- Monthly CCHPEP update E-blast
- Fortnight reports to QH
- QLD COVID 19 Pathways Governance Group
- Other COVID projects- Micah; Mater COVID project; WWG; TRUE; SCOA; FECCA
- QLD Department of Education-(State Schools – CALD Inclusion unit)- Consultation on *Every culturally and linguistically diverse student succeeding plan*
- Organisations- Queensland Community Alliance; Thriving Queensland Kids Partnership
- CCHPEP featured on the February Mater magazine
- CCHPEP featured in TAFE AMEP magazine- case study focusing on info sessions and vaccination hubs and impact on students
- Invited to speak about refugee health on Social Determinants with CCHPEP being an example of how to work with communities to address health issues
- Africa Day festival
- Ukrainian Community of QLD BBQ/ Health event
- Invited to present at the Communicable Diseases and Immunisation Conference 2022 in Sydney, focusing on Enhancing communication and engagement with multicultural communities- 20th- 22nd June



CALD COVID-19 Health Engagement Project (CCHPEP)



Progress: Key milestone 5

Resources

QH resources

- What to do if you test positive for COVID
- Close contact
- Medical Care for COVID
- Social media tiles promoting boosters and kids vaccinations
- Factsheet- how to do RAT
- Slide deck- living with COVID
- A video from AICC vaccination event- mandarin
- Long COVID
- 'What to do if you feel sick in Australia' and 'calling an ambulance'
- A Ramadan Message from our Chief Health Officer
- Animation that explains the best timing for using a RAT test

CCHPEP resources

- Information for parents- Plain English resource has been developed for Multicultural communities based on the Department of Education Back to School plan
- Arabic recording- living with COVID
- 'Living with COVID in Qld' info sessions presentation using slide deck- recorded and shared via RHNQ in 6 languages
- Video on how to do a RAT test
- Solomon Island Vaccine Hub Video
- CCHPEP following up with Dr Paul Griffin on producing some short videos on selected topics



CALD COVID-19 Health Engagement Project (CCHEP)



Progress: Key milestone 6

Regional Engagement- 3 main approaches

- Scoping
 - Working together with CCA- conduct initial scoping and consultation with key stakeholders in the regions including the local Public Health Units (PHU), local Primary Health Networks (PHN), Multicultural community organisations, CAMS providers among others
 - Establish and strengthen new and existing relationships, build connections as well as identify the barriers, enablers, and strategies in engaging and supporting CALD communities and service providers
- Supporting identified community initiatives in the regions & Response
 - Response: Response to address COVID situation among Pacifica seasonal workers in Tully and Response to address COVID situation in families in Townsville
 - Through the scoping and consultation process, initiatives are identified based on the gaps and needs in the regions. These initiatives are then led by the regions and supported by CCHEP
- Building a legacy after CCHEP
 - Evaluation of CCHEP- in partnership with the Australian Centre for Health Services Innovation (AusHSI), QUT
 - Development of a CALD communities Engagement Framework and Toolkit



CALD COVID-19 Health Engagement Project (CCHEP)



Progress: Key milestone 7

Flexifunding activities/ support in regions

☐ Brisbane South

- COVID 19 video project by Solomon Islands Brisbane Community- **completed**
- COVID information sessions through community champions- Somali Community Association of Queensland Inc (SCAQ)- **completed**
- QACC Community Champions project- **ongoing**
- CCHEP Youth reference group COVID videos- **ongoing**
- Connected CCHEP to present to QLD PHN COVID Leads Group- **completed**

☐ Far North QLD

- COVID resources for the Pacifica communities and broader CALD communities- **ongoing**
- COVID information sessions for the Pacifica communities- **ongoing**
- CCHEP trip to Cairns- **completed**
- Youth engagement- Developing Social Media Messaging for FNQ CALD Youth- **will start soon**



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Progress: Key milestone 8

Flexifunding projects/ support in regions

- ❑ Brisbane North
 - Samoan community winter wellness session- 29th Jun- **will start soon**
 - Nepalese community (farmers)- **will start soon**

- ❑ Darling Downs and West Moreton
 - PHN connected Refugee nurse in Toowoomba with GP liaison who has an intersect with PHN/HHS- Dr Theresa Johnson - **completed**
 - COVID Vax Bus in Darling Downs and West Moreton region by the PHN- **completed**
 - Upcoming trip to Toowoomba- July- **will start soon**

- ❑ Gold Coast
 - COVID 19 information sessions with community- Gold Coast Sikh Association- **completed**
 - Support to PHN on scripts development for campaigns- **completed**
 - Gold Coast Public Health unit connected CCHEP to present in the Public Health Unit - COVID-19 IMT fortnightly meeting- **completed**
 - MCCGC- webinar to workers in the aged care sector- **will start soon**
 - Pop up COVID vaccination clinic at Gold Coast by GC PHU- **completed**
 - Morning tea event with Multicultural Families Organisation (MFO) to celebrate Refugee Week on 23rd June- **will start soon**
 - Monthly network meetings- **ongoing**

- ❑ Central QLD, Wide Bay and Sunshine Coast
 - CALD representative added to the Sunshine Coast priority meetings- **completed**
 - Sunshine Coast PHN invited CCHEP to present on State-wide PHNs webinar: COVID update for general practice- *Average satisfaction rating of 4.5 out of 5. Feedback received via email- 'I work with the Primary Health Tasmania Covid and emergency response team. I just wanted to say how much I enjoyed the webinar last Thursday; it was a really great format- I really enjoyed the 'following the patients journey' approach.'*



CALD COVID-19 Health Engagement Project (CCHPEP)



Progress: Key milestone 9 Evaluation

CCHPEP Evaluation

- Mater Ethics submitted
- Peer research training for bicultural consultants facilitated by QUT- 21st June
- Data collection to start soon
- MS Teams group

Progress: Key milestone 10 CALD Communities Engagement Framework

- Co-led by the Centacare FNQ region
- Aim- working with the regions across Queensland with regards to a model of engaging CALD communities, reflective of the lessons learnt during the pandemic and informed by community's perspectives on how to build capabilities and respond to the next phase of living with COVID



CALD COVID-19 Health Engagement Project (CCHPEP)



Trend in CALD engagements and moving forward

- ❑ Concerns raised by the communities included: *(list is not exhaustive)*
 - Back to school info
 - Travel & border changes
 - Living with COVID, what to do when sick or close contact
 - Booster vaccines & need for annual doses
 - Kids vaccines & safety
 - RAT- How to use; short supply; concession
 - Definition of fully vaccinated
 - Helplines
 - Social support issues- employment; transport; housing; meds; food; floods etc
 - Myths and misinformation
 - Long COVID
 - New treatments for COVID
 - Flu vaccines
 - Monkey pox
 - International travel info

- ❑ Challenges, strategies and next steps:
 - Information fatigue and general fatigue on COVID
 - Winter wellness- CCHPEP working alongside Mater CALD COVID project on flu vaccines/ COVID health info sessions- selected topics
 - Working together with other COVID projects
 - CCHPEP is focusing more now on starting conversations with community on building capacity, resilience & preparedness
 - Through CCHPEP engagements, other health topics are coming up

Thank you.
Any questions?