

The Health Literacy Project

A project delivered by Mater Refugee Health and funded by Brisbane South PHN

(October 2020- June 2022)



Members of the Mater Refugee Health Advisory Group receive training in Health System Navigation

Aim

The project aimed to improve health system navigation and health literacy of communities from refugee backgrounds.

This was done in partnership with Refugee Health consultants who were trained and supported to co-design material, tailor information and deliver content about the health system in an accessible and engaging way, that was meaningful for communities.



Activities

- Refugee Health Consultants were trained about the Australian Health System
- Consultants co-designed a 'Health System Navigation' pack
- Health system navigation messages were tailored and delivered to community members from refugee backgrounds by consultants through attending groups in TAFEs or coordinating community health workshops
- Information was delivered in language or sometimes in partnership with health services and an interpreter
- Translated resources were distributed

A summary of the initial phase of the project can be viewed here:

<https://bit.ly/3zQISUu>

Highlights

Trained 30 Refugee Health Consultants in 'Navigating the Australian Health System' from 17 different cultural backgrounds speaking 13 different languages.

Tailored and co-designed information for communities

Delivered information via 50 workshops to:

- 686 people
- Born in 39 different countries
- Speaking 40 different languages.

Number of participants at community events- Surpassed target 277%

Partnered with community organisations like TAFE Qld, True Relationships and Reproductive Health , Qld Program of Assistance to Survivors of Torture and Trauma (QPASTT) and Diabetes Qld to co present and deliver information requested by the community and included health system access information.



“After this workshop I will take my medication correctly and tell my doctor if I'm on different medications. I learnt how to communicate with others and how to access medical services. - Health System Navigation workshop participant

I learnt about other services and how they engage effectively with communities meaning my own levels of cultural insight and understanding increased. - Partner service

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What worked well

- Workshops were driven by community need and readiness
- Refugee Health Consultants were supported and trained with health system information
- Project worked with trusted community members to engage community, tailor information and co present at workshops
- Food and childcare were provided at workshops to increase community access
- Built relationships with partner organisations to ensure a meaningful response to community health needs requests



For more information about the Health Literacy Project
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To continue in ...

- Supporting Refugee Health Consultants to engage the community to find out needs and tailor the sessions
- Allowing time to train Refugee Health consultants and mentor them to ensure they build confidence to deliver content in workshops
- Meeting where the community usually meet at a time that is suitable for them, or link with TAFE classes where people are already attending
- Co-designing content and tailor information to each community, based on different needs and ways of engaging - Be flexible!
- Partnering with other organisations to collaborate
- Debriefing with other organisations to strengthen and enable a pathway for future collaborations