

Queensland CALD Communities Engagement Guides

VIRTUAL LAUNCH

LESSONS LEARNT FROM COVID



Monday 20th
March 2023

Agenda

Topic	Speaker
Welcome & Acknowledgement	Vicky Jacobson (MC)
Overview of the CALD COVID 19 Health Engagement Project (CCHEP) and the Regional Engagement Guide	Moraa Nyanhoga
Insights from a Multicultural community member	Anna Jones
Launch of A Guide to effectively engaging with CALD communities: Based on lessons learnt during COVID-19	Andrea Obeyesekere
Insights from a Government Representative	Julie McDougall
Companion resource: Supporting and learning from CALD community engagement: the importance of boundary spanning roles	Dr Paul Schmidt
Discussion and Questions	Open questions to the panel of speakers

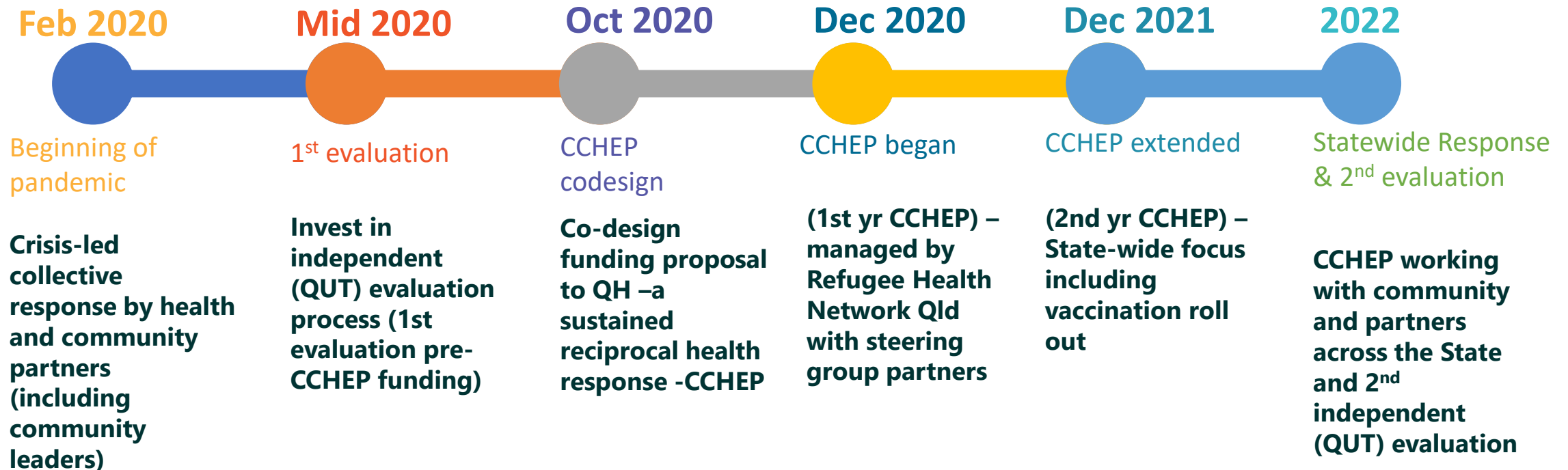
Moraa Nyanchoga

CCHEP State-Wide Coordinator



Background

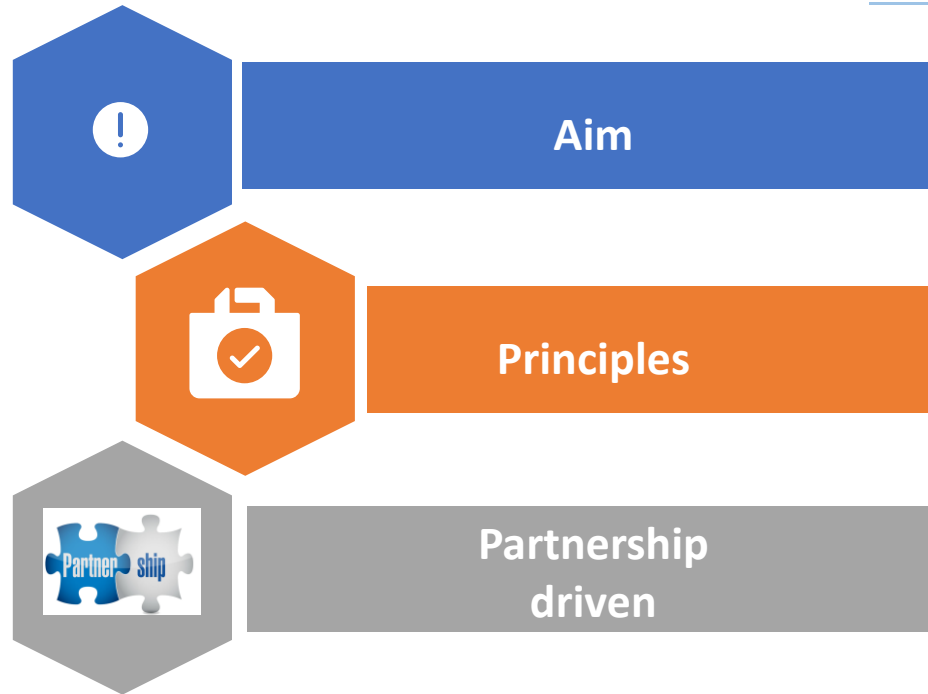
Pre-existing community engagement, trust and partnerships underpinned initial response



Overview of CCHEP

CALD COVID Health Engagement Project (CCHEP)- partnership driven initiative that began in 2021 and funded by QLD Health

[Click video](#)



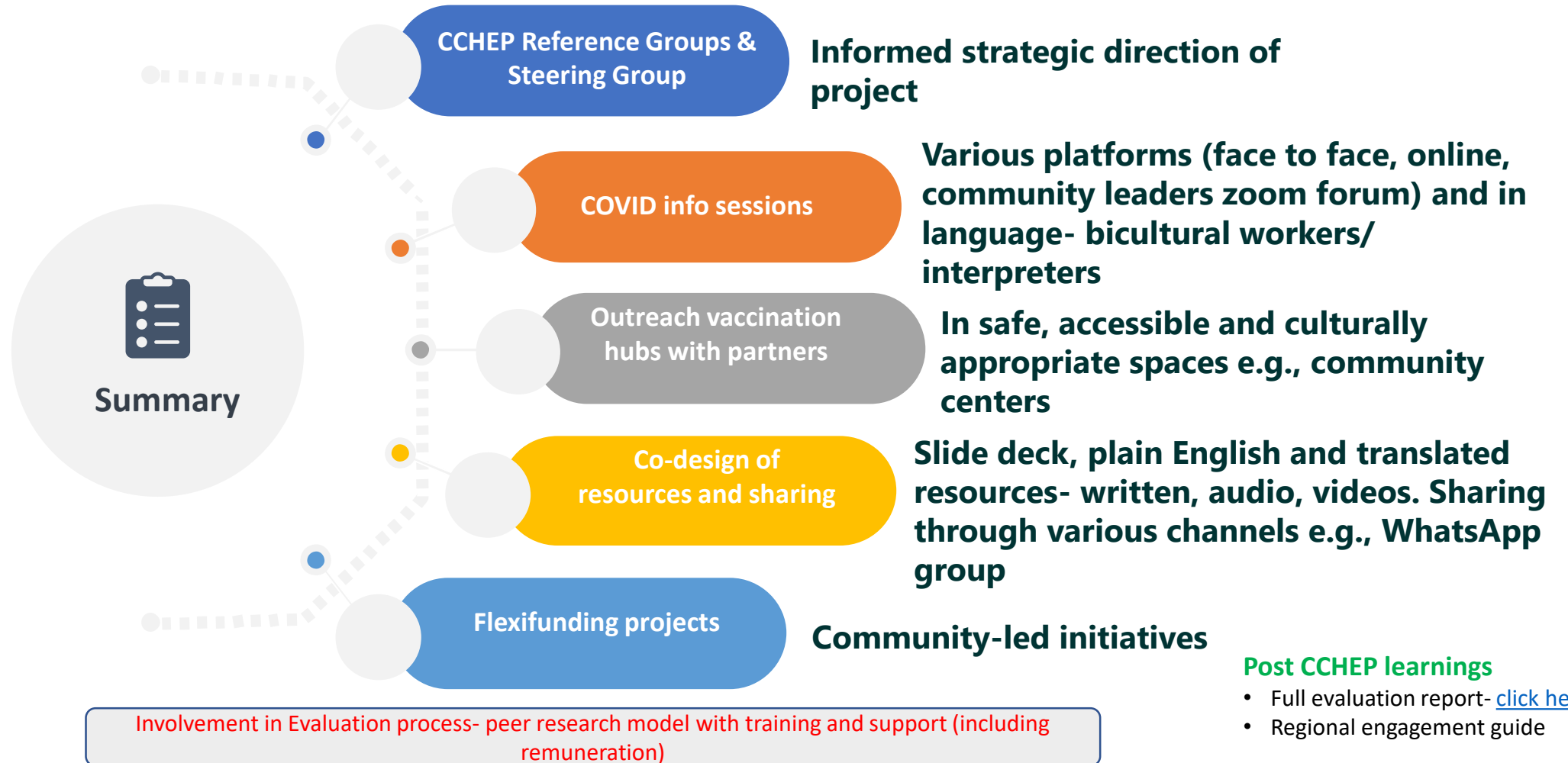
Reciprocally engage and empower CALD communities and service providers to enable an effective response to COVID-19, access to appropriate services and resources, and build health system capacity and community resilience

Collaboration, Equity, Community Development, Capacity Building

CCHEP worked closely with its project partners

CCHEP Community Engagements

CCHEP worked closely with communities across Queensland at various touchpoints



Anna Jones

CAA president and Maisha Bora Coordinator



Andrea Obeyesekere

Manager – Multicultural Services

Centacare FNQ

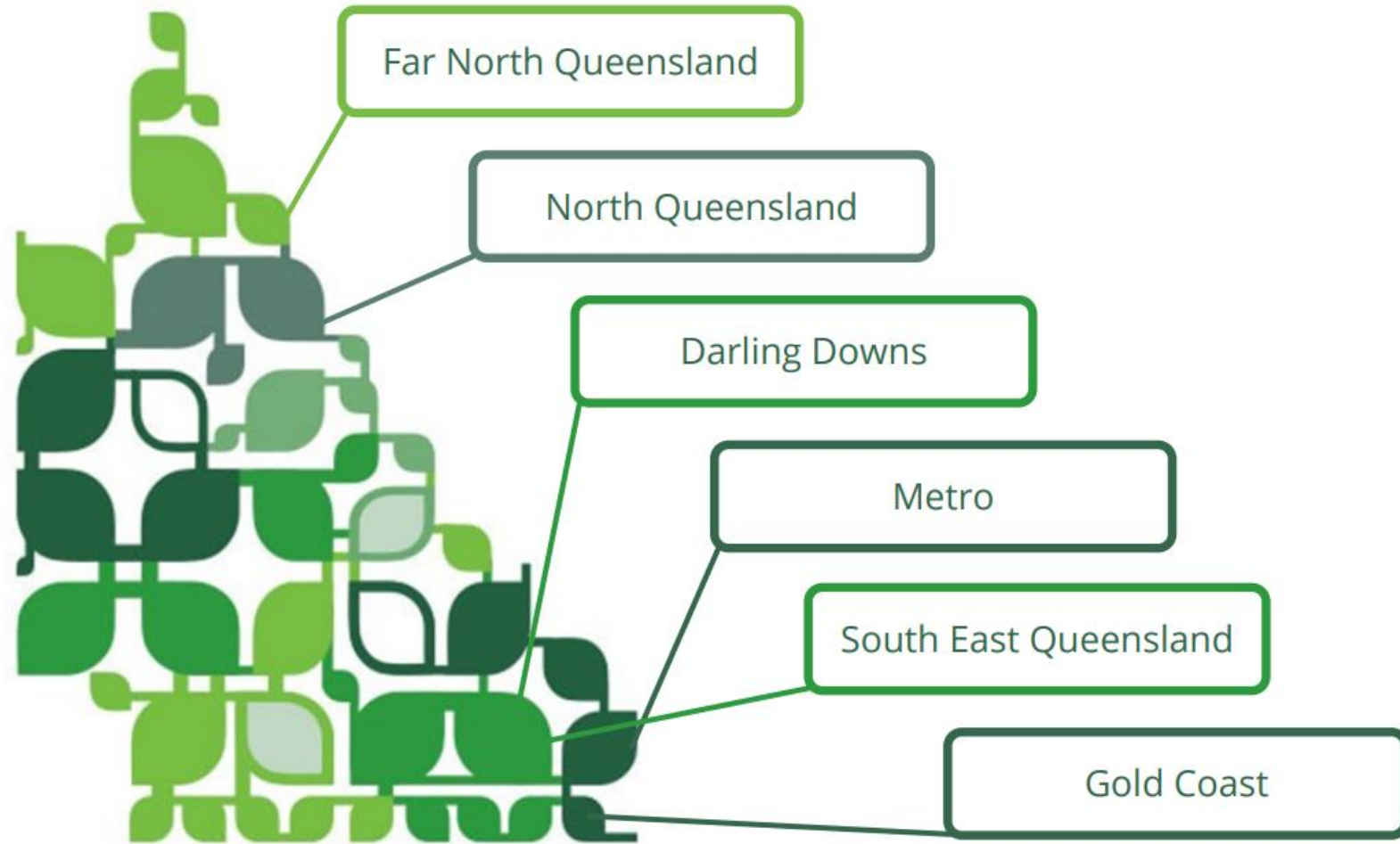




Project Goal

To create a guide, reflective of the lessons learnt from COVID –19 that is culturally appropriate and responds effectively to the needs of communities across QLD during the pandemic as well as future crises.

Locations of Think Tank members



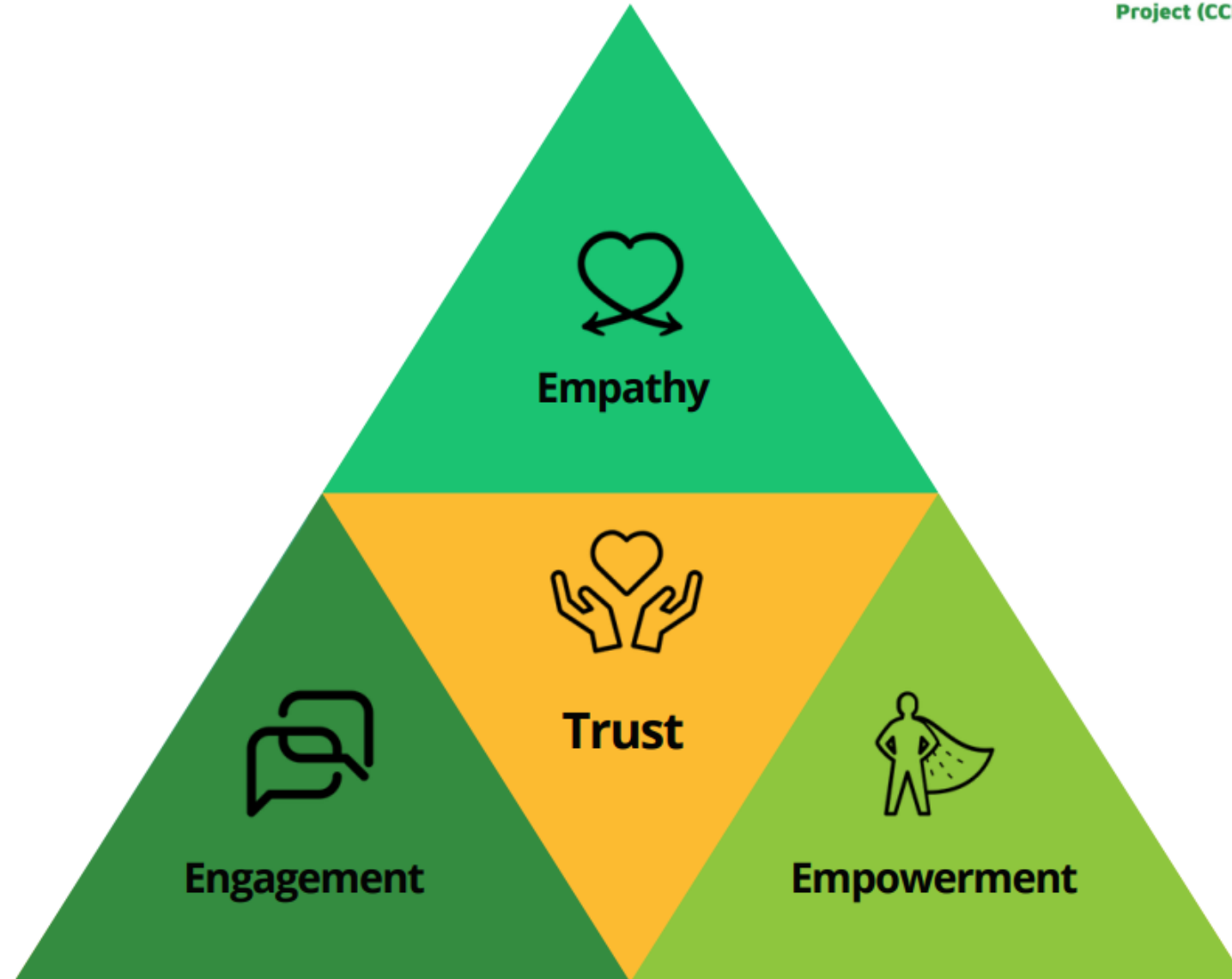
Project Timeline



The Triangle of Trust



CALD COVID-19 Health Engagement Project (CCHEP)



Trust



Trust is about building confidence in each other. Genuine trust is the cornerstone of supporting equitable relationships. Taking a co-operative, active listening approach to the development of a working relationship helps gain trust, build trust and can support regaining trust if broken.

Engagement



Engagement goes beyond interacting with a community unilaterally. It is individualised and relational based, involving open-mindedness and a genuine willingness to collaborate. Engagement is underpinned by a strengths based approach.

Empathy



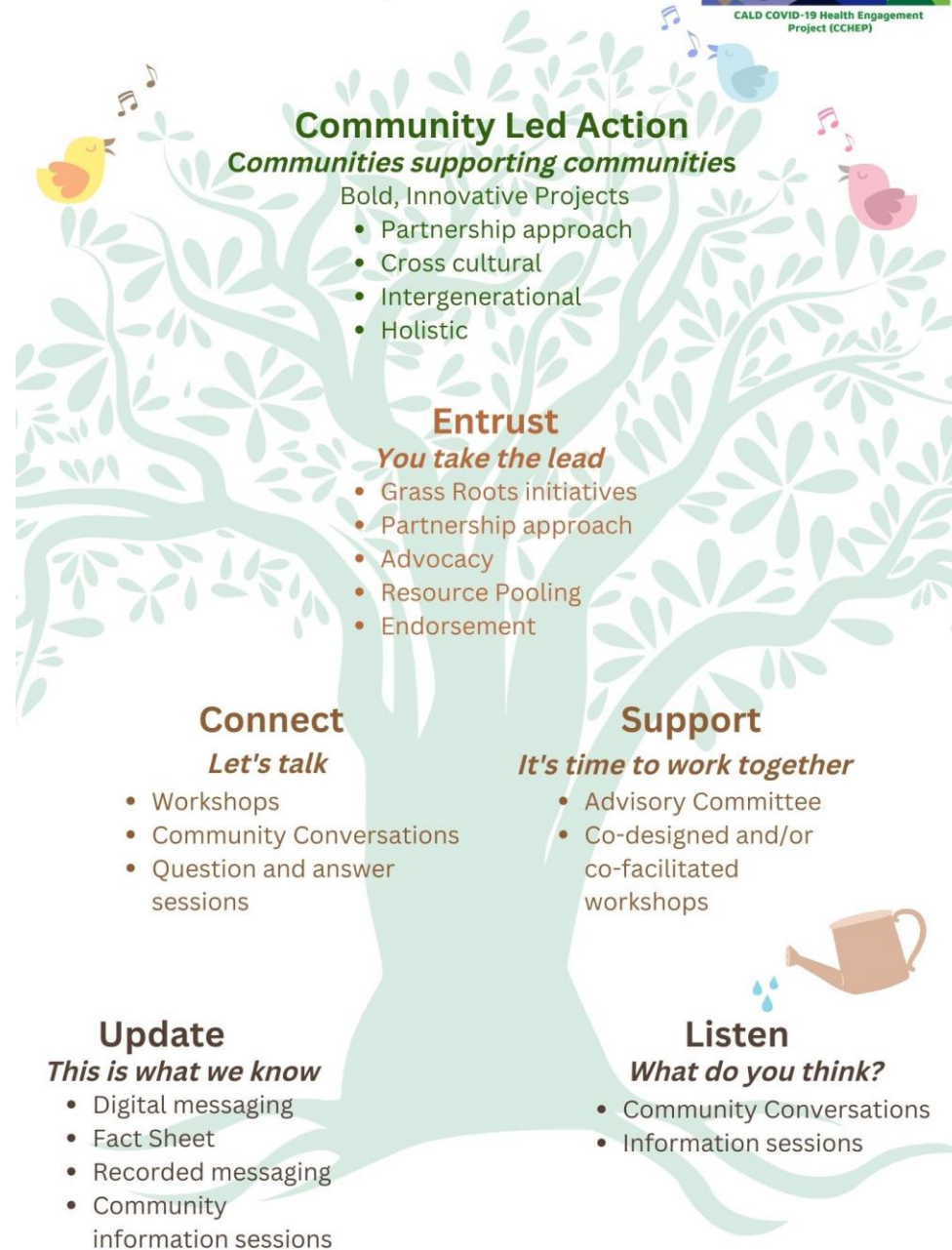
Empathy is more than recognising diversity within a CALD community. An emphatic approach is about authentic relatability, being able to understand and invest time in listening and adapt attitude and actions.

Empowerment



Empowerment respects the autonomy and innate strength of CALD communities. Empowered communities decide the support they need that is right for them.

The Tree of Empowerment



Julie McDougall

Director - Multicultural Affairs

Department of Children, Youth Justice and
Multicultural Affairs





Dr Paul Schmidt

Former Community Connector Advisor

Learning from creative work in QLD



Supporting and learning from CALD
community engagement: the
importance of boundary spanning roles

A companion resource to *A Guide to effectively engaging with CALD communities: Based on lessons learnt during COVID-19*

Considerations

Principles

Functions, Tools & Strategies

Boundary-spanning roles

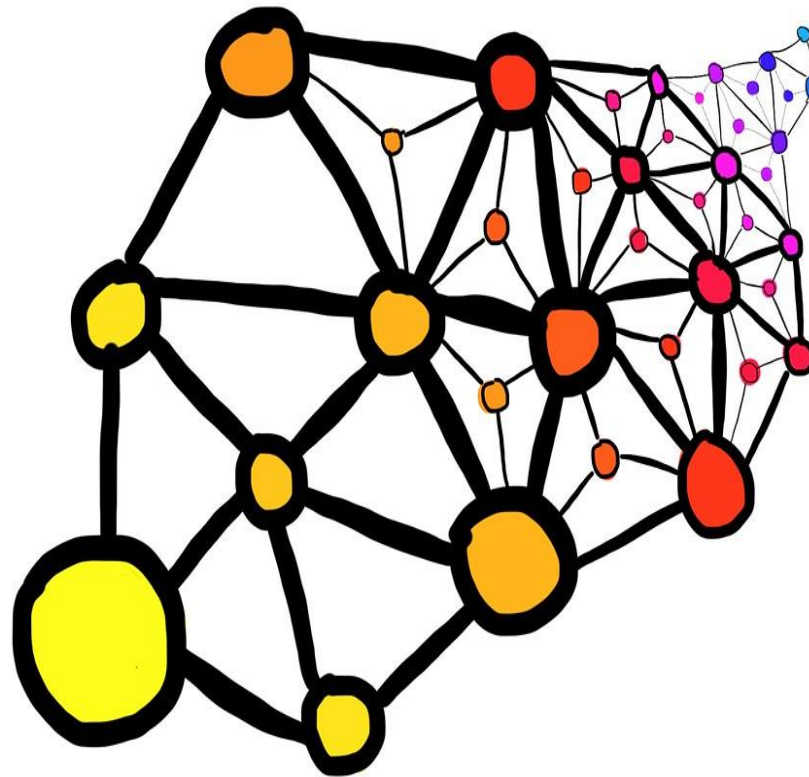
Linking

Enhancing

Feedback

Adapting

Embedding



Establishing Statewide CCHEP coordinator role

CALD COVID Urgent Comms WhatsApp group

Working with GPs, clinicians and health sector

CCHEP Flexifund

Boundary-spanning roles

Linking

Enhancing

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Adapting

Embedding



COVID outbreaks in regional areas

Scenario planning

Getting feedback to strategic places

Community leaders zoom forums

Key recommendations

Connecting
community &
decision makers

Pre-existing
trusted
relationships

Learning and
adaptation

Support and
endorse

Design boundary
spanning roles

Authentic partnerships
with
CALD communities

Questions?

Full Reports and Activities can be found on the Refugee Health Network Queensland website: <https://www.refugeehealthnetworkqld.org.au/learnings-about-cald-engagement-during-covid-19-in-qld/>

If you want to contribute to the ongoing development of this work please email: info@refugeehealthnetworkqld.org.au