

The Health Literacy Project

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

(July 2023- June 2024)



Health System Navigation presentation to Ukrainian group at Multicultural Australia

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 this information about the health system in an accessible and engaging way.



Refugee Health consultants held a stall with health system navigation resources at Inala TAFE as part of the Student Wellbeing Expo.

Activities

- Health system navigation messages were tailored and delivered to community members from refugee backgrounds by consultants through attending groups in TAFEs, settlement programs or coordinating community health workshops.
- Bicultural Consultants were trained in Health System Navigation.
- A resource, [Healthcare in Queensland; A guide for Queensland humanitarian program arrivals](#) was produced in English and six other languages in collaboration with Queensland Health Communication branch and in consultation with community and clinicians.
- Translated resources were distributed at health workshops and community events.

Highlights

Trained 54 Refugee Health Consultants in 'Navigating the Australian Health System' from 17 different cultural backgrounds speaking 20 different languages.

Tailored and co-designed information for communities and delivered 25 workshops to:

- 552 people
- Born in 32 different countries
- Speaking 37 different languages.

Partnered with community organisations including Multicultural Australia, TAFE Qld, True Relationships and Reproductive Health, Multilink, Qld Transcultural Mental Health Centre, SSI, Milpera State Highs School, QPASTT and Qld Health Communications Branch to deliver the project.

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“I learnt you can ask for Interpreter at the Pharmacy. For example I wasn't aware of interpreter at pharmacy I have been waiting for my husband to go with” - Health System Navigation workshop participant

“ Firstly, I would like to thank you again for your support of our clients at Life Skills and want to acknowledge the generous donation of your time. It has been wonderful having Mater Health at our workshops and I am hoping that we can continue to collaborate’ ”. - 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



The project was showcased at a TRUE Relationships and Reproductive Health event.

Key Principles

- Support Refugee Health Consultants to engage the community to find out needs and tailor the sessions
- Train and mentor Refugee Health consultants to ensure they build confidence to deliver content in workshops
- Meet where the community usually meet at a time that is suitable for them, or link with TAFE classes where people are already attending
- Co-design content and tailor information to each community, based on different needs and ways of engaging - Be flexible!
- Partner with other organisations to collaborate
- Develop Healthcare in Queensland Guides into needed languages

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