

# Health Literacy Project

Mater Refugee & Multicultural Health Service  
Community-led health literacy program

## 5-Year Impact Summary (2020 - 2025)

### OUR IMPACT



145

Community workshops delivered



3,004

Participants reached



62

Cultural backgrounds represented



147

Bicultural workers & community leaders trained



14

Languages of health resources developed



23

Training sessions delivered

### OUTCOMES & IMPACT

- 80%+** improved knowledge & confidence to navigate the Queensland health system
- ↑ Increased awareness of primary care, urgent care and support phone lines
- ↓ Non-urgent emergency visits through learning about other options
- ↑ Understanding of preventative health including cancer screening and patient rights

### COMMUNITY CAPACITY BUILDING

- Skilled bicultural workforce development
- Peer-led education model and mentoring
- Partnerships with health services, NGOs & community based organisations
- Multilingual video resources co-designed with communities
- Aligned to National Preventive Health Strategy & 10-Year Plan

### CO-DESIGN OF HEALTH SYSTEM RESOURCES

- Healthcare in Queensland Guides developed with community and clinicians and shared at workshops
- Available in 10+ languages including Arabic, Burmese, Dari, Farsi, Somali, Swahili & more.
- Covers information about Medicare, GPs, hospitals, emergency, medicines & mental health services.



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