

Additional reporting requirements

multicultural activities/funded organisations/ early retirement packages

As part of its commitment to helping people to better health and well-being, Queensland Health continued implementing the *Multicultural Queensland Policy*, the *Queensland Government's Action Plan for the Australian South Sea Islander Community* and the *Queensland Health Multicultural Health Policy* and the *Language Services Policy*.

The implementation process was enthusiastically supported by both Corporate Office and individual health service districts. A small sample of initiatives included:

- improving access to interpreters for patients. Queensland Health's expenditure on interpreter services increased from \$967,913 in 2001-02 to \$1,165,325 in 2002-03
- providing cultural awareness training for staff through Multicultural Affairs Queensland
- Townsville Health Service District's Multicultural Health Liaison Volunteer Program. Thirty-five volunteers from a range of non-English speaking backgrounds support patients and families and provide guidance to staff on cultural issues that may inhibit clients accessing and understanding health services. The program's Good Health Linkages Project was recognised as a highly commended volunteer service in the 2002 National Bank Community Link awards
- a statewide radio anti-smoking campaign which targeted people from culturally diverse backgrounds, including Indigenous people and those who speak Greek, Italian, Spanish, Cantonese, Mandarin and Vietnamese
- Redcliffe-Caboolture Health Service District's Integrated Diabetes Project – Samoan Forum – Well Balanced Way of Life – Soifua Fa'autauta Lelei was conducted entirely in the Samoan language and discussed ways to promote healthy lifestyles and prevent and manage diabetes
- coordinating the Australian South Sea Islander Cultural Awareness Program through the Yangulla Centre in Central Zone Rural Health Training Unit. This program has been offered in areas with high numbers of Australian South Sea Islander residents such as

Cairns, Innisfail, Townsville, Bowen and Mackay

- developing a partnership with the Islamic Women's Association of Queensland Inc, the Heart Foundation, Brisbane City Council, Women's Health Queensland Wide, Ethnic Communities Council of Queensland and Kitchener's Aquatic Centre to establish walking groups, swimming lessons and recreational swimming in a women-only space
- through the Queensland Transcultural Mental Health Centre (QTMHC), implementing a mental health community development project with nine cultural communities (Arabic, Spanish, Vietnamese, Filipino, Samoan, former Yugoslavian, Farsi, Somali and Sudanese). The goal of this project was to build capacity in each of these communities to be involved in mental health service consumer and carer activities
- publishing informed consent materials for patients in Chinese, Serbian, Croatian, Spanish, Arabic, Vietnamese, Bosnian and Farsi. Brochures can be downloaded from http://www.health.qld.gov.au/informedconsent/multi_info.asp
- publishing patient charters in Arabic, Cambodian, Farsi, Hmong, Romanian, Spanish, Bosnian, Chinese, Croatian, Greek, Italian, Serbian and Vietnamese. Patient charter information will be available from Queensland Health's website in early August 2003: <http://www.health.qld.gov.au/quality/publications.asp>
- providing grants to many community-based programs for people from culturally diverse backgrounds, including the Greek Community 60 and Better Program, the Logan City Multicultural Neighbourhood Centre, the Multicultural Centre for Mental

Health and Well-Being Inc, and the Queensland Program of Assistance to Survivors of Torture and Trauma

Funded organisations

Some 758 organisations received funding to the value of \$475.652 million during 2002-03. These grants were integral to the provision of health services. Full details of the funding and the organisations involved can be found at www.health.qld.gov.au/home.htm

Voluntary early retirement packages

A total of 204 people retired voluntarily from Queensland Health during 2002-03, resulting in a total of \$7,741,374.77 in severance and incentive payments. Of these, 184 packages, representing \$7,026,815.00, were in response to the whole-of-government Workforce Renewal program. The remaining 20 packages were part of Queensland Health's standard VER processes.