

Queensland Multicultural Action Plan

Queensland Health Annual Report 2019-20



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20

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An electronic version of this document is
available at

http://www.health.qld.gov.au/multicultural/policies/policies_plans

Message from the Director-General

I am pleased to present Queensland Health's 2019-20 annual report for the Queensland Multicultural Action Plan 2019-20 to 2021-22.

The Queensland Government's vision for an inclusive, harmonious and united Queensland where people of all cultures, languages and faiths feel a strong sense of belonging and can achieve their goals. A culturally responsive government will provide services that reflect the needs of our multicultural community, reduce barriers and promote an environment where everyone feels welcome.

Queensland Health has made significant progress against actions in the Queensland Multicultural Action Plan, including the Hospital and Health Services in implementing initiatives to meet the needs of their local culturally diverse communities. Whilst most of the action items in the Plan are 'on track', others are 'yet to commence' primarily as a result of the impact of COVID-19 pandemic.

Queensland Health's focus over the next year will include continuing to explore opportunities to strengthen access to interpreting services available to Queensland Health clients; strengthening use of data to improve health outcomes of culturally and linguistically diverse Queenslanders; continuing to provide up to date translated Queensland Health key messaging to people from culturally and linguistically diverse (CALD) backgrounds especially during the COVID-19 pandemic; and working collaboratively with our partners to develop a new Refugee Health and Wellbeing Policy Action Plan.

I am proud of the progress Queensland Health has made so far and especially the work undertaken to support the mental health and wellbeing and oral health of people from CALD backgrounds, and throughout the COVID-19 pandemic. I encourage all Queensland Health staff and partners to continue working collaboratively to achieve a more inclusive and harmonious Queensland.

Dr John Wakefield
Director-General
Queensland Health

Policy context

In 2016, the Honourable Grace MP, former Minister for Employment, Minister for industrial Relations, Minister for Racing and Minister for Multicultural Affairs released *Our story, our future: Queensland's Multicultural Policy* (the Policy), promoting an inclusive, harmonious and united community for Queensland.

The Policy focuses Queensland Government action on three policy priorities for culturally diverse communities and Queensland as a whole – achieving culturally responsive government; supporting inclusive, harmonious and united communities; and improving economic opportunities

The Action Plan is the second Multicultural Action Plan released under *Multicultural Recognition Act 2016* (the Act). It builds on outcomes achieved under the first Multicultural Action Plan and will continue to drive Queensland Government actions to support an environment of opportunity and achieve improved social and economic outcomes for people from culturally diverse backgrounds.

The Policy and Action Plan are a requirement of the Act and represent one of three key provisions of the Act, together with establishment of the *Multicultural Queensland Charter* and Multicultural Queensland Advisory Council.

The Policy and Action Plan are a requirement of the Act and section 24 of the Act requires government agencies with actions in the Plan to report publicly on an annual basis.

Highlights for 2019-20

- The implementation of a targeted COVID-19 pandemic engagement and response for CALD communities.
- The initiation of targeted strategies to improve access and service provision of its public oral health services to newly arrived refugees
- The provision of targeted and extensive training to mental health clinicians and staff to improve the cultural responsiveness of mental health services
- The development of “Immunisation in Australia” learning resource packages for Adult Migrant Education Program teachers and students, in four distinct English language proficiency levels.
- Improved clarity and promotion of the Queensland Health Directive providing free access to public healthcare and hospital pharmaceuticals for Medicare ineligible asylum seekers.

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NOTE: Some actions report for the whole of Queensland Health. Other actions are being delivered by particular parts of QUEENSLAND HEALTH. These contributions are abbreviated as follows through the report:

Hospital and Health Services

Cairns & Hinterland Hospital and Health Service = C&HHHS
Central West Hospital and Health Service = CWHHS
Children's Health Queensland = CHQ
Darling Downs Hospital and Health Service = DDHHS
Gold Coast Hospital and Health Service = GCHHS
Metro North Hospital and Health Service = MNHHS
Metro South Hospital and Health Service = MSHHS
North West HHS = NWHHS
Queensland Transcultural Mental Health Centre = QTMHC
Sunshine Coast Hospital and Health Service = SCHHS
Townsville Hospital and Health Service = THHS
West Moreton Hospital and Health Service = WMHHS
Wide Bay Hospital and Health Service = WBHHS


Other parts of Queensland Health





Department of Health = DoH
eHealth Queensland
Health Support Queensland = HSQ
Queensland Ambulance Service = QAS
Office of the Chief Dental Officer = OCDO

Priority area 1: Culturally responsive government

Outcomes:



- *Improve knowledge about customers' diversity*
- *Culturally capable services and programs*
- *A productive, culturally capable and diverse workforce*


Action	AQP	Responsible agency	Timeframe	Progress	Achievements and outcomes for people from culturally and linguistically diverse communities
Delivery of agency implementation plans to improve the collection, use and availability of information on customers from culturally diverse backgrounds.		Multiple agencies, including QH	2019–22	On track	<ul style="list-style-type: none"> • All Hospital and Health Services (HHSs) collect information on mandatory indicators, including country of birth, preferred language and whether an interpreter is required for all patients treated in their hospitals. • On 14 February 2020, DoH convened a second data roundtable of experts and key stakeholders, focusing on improving the visibility of CALD health outcomes. Through the data roundtable, DoH committed to undertaking a comprehensive analysis of existing data collected in relation to the CALD population. The analysis and a third data roundtable have been put on hold due to COVID-19. • Queensland is one of the only Australian jurisdictions that collects data on ethnicity in COVID-19 case reports. • HHSs are also implementing plans to improve the collection, use and availability of information on patients from CALD backgrounds. For example: <ul style="list-style-type: none"> ○ MSHHS has developed a Data Monitoring Dashboard to monitor a range of Health service performance parameters for culturally diverse groups. This is used to identify gaps and challenges and to prioritise improvements. ○ MNHHS has completed a data analysis of health service usage by people from CALD backgrounds, which is being used to inform targeted action based on highest need groups. ○ WMHHS' <i>Cultural Diversity Action Plan 2019-2021</i> has specific actions to improve data availability and use for service planning and quality improvement. ○ DDHHS commenced a Vulnerable Communities Group in Toowoomba allowing collaboration of multiple agencies and sharing of relevant information regarding working with vulnerable groups, including those from multicultural/refugee backgrounds. ○ QAS provides an option for paramedics to note language difficulty or 'ethnicity on passport' where patients are not Australian citizens as part of the Electronic Ambulance Record Form. • The stateside service, QTMHC, hosted a Transcultural Mental Health Forum in June 2019 with participants from HHSs to review population demographic and service use data and information. Approximately 50 participants attended the event, including Multicultural Mental Health Coordinators and




Action	AQP	Responsible agency	Timeframe	Progress	Achievements and outcomes for people from culturally and linguistically diverse communities
					<p>team leaders and DoH representatives. This was the first forum to be hosted by QTMHC and it is anticipated that the forum will be held on an annual basis to:</p> <ul style="list-style-type: none"> ○ Review data related to CALD demographic and mental health service use ○ Showcase good transcultural mental health practice and service improvement activities ○ Set priorities for service planning and clinical improvement ○ Establish priorities for Multicultural Mental Health Coordinator roles.
Use diversity and customer experience data to inform and improve service design.		Multiple agencies, including QH	2019–22		
<ul style="list-style-type: none"> • Ensure mental health consumer and carer experience of service surveys are available in multiple languages to improve service understanding of groups from culturally diverse backgrounds. 		QH	2019–22	On track	<ul style="list-style-type: none"> • The DoH Mental Health, Alcohol and Other Drugs Branch (MHAODB) translated all mental health consumer and carer experience surveys into 23 community languages, including Auslan. For ongoing improvement, MHAODB records any request for additional languages from services in a register to be considered for translation with guidance from the Transcultural Mental Health Coordinators. • MNHHS, CHQ and SCHHS have taken concerted action to promote translated versions of the MHAODB surveys to the relevant teams. MNHHS has provided links to the surveys to their clinical teams, administrative staff and recovery workers to distribute further.
Increase cultural understanding and capability of staff by providing access to events, training and development opportunities.		All agencies	2019–22		
<ul style="list-style-type: none"> • Actively support access to training to improve staff capability to deliver culturally responsive services. 		QH	2019–22	On track	<p>Queensland Health continues to provide training for staff to improve their cultural understanding and capacity. For example:</p> <ul style="list-style-type: none"> • SCHHS has a mandatory training policy which includes a Cultural Diversity module. This training provides information on the impact of culture and language on health outcomes and the coordinated interpreter service. • WMHHS provides Cultural Diversity training and will increase accessibility with online training modules. Staff also continue to access external cultural capability training, both online and face-to-face. • MSHHS developed an Online Cultural Diversity Module for staff. As at July 2020, approximately 2700 staff had participated in the module. • MSHHS also offers face-to-face cultural training opportunities at orientation sessions and facilitated training, which includes information about the use of interpreters. • Approximately 92% of DDHHS staff have completed the Cultural Practice Program. In addition, education sessions have been introduced for hospital staff run by DDHHS's funded Nurse Navigator Refugee Health. 157 staff have attended these sessions.

Action	AQP	Responsible agency	Timeframe	Progress	Achievements and outcomes for people from culturally and linguistically diverse communities
					<ul style="list-style-type: none"> • WBHHS initiated cultural capability training for staff to increase their understanding for, and capacity to deliver, culturally appropriate services. • C&HHHS developed a training package on <i>Cultural Diversity and Working with Interpreters</i>. All new staff are encouraged to attend this training and the resources are published on the Queensland Health intranet. • CWHHS mandates that staff attend <i>Cultural Practice Program</i> training and releases frequent awareness campaigns about the training. • NWHHS supports staff and provides them with cultural competency training to ensure provision of culturally responsive service in their roles. Additionally, the Orientation Working Group will discuss including <i>Building Cultural Awareness</i> video series into the staff orientation sessions. • GCHHS offers all staff the <i>SBS Cultural Competence Program</i> and the Learning and Development team have implemented a cross-cultural communication component in their <i>Communication for Leaders</i> training. • eHealth Queensland is commencing actions under the <i>Department of Health Workforce Diversity and Inclusion Action Plan 2020-22</i> to improve staff cultural capability. • All HSQ staff were provided with access to online learning resources to build cultural capability as part of an awareness raising campaign in August 2020 to align with Multicultural Queensland Month. <p>Oral Health There was targeted work at MSHHS to support staff delivering oral health services, including:</p> <ul style="list-style-type: none"> • Targeted training and guidelines to staff to overcome barriers for refugees and asylum seekers, such as: <ul style="list-style-type: none"> ○ Accessing MSHHS Oral Health through the Oral Health Hub. ○ Seeing refugees and asylum seekers within 12 months of their arrival. ○ The requirement for refugees to have a current health care card. ○ The strain on existing service delivery within the Logan community. • MSHHS Oral Health Service is currently reviewing training needs aligned with the <i>National Standards in Safety and Quality in Health care 2nd</i> edition. It is anticipated that the Cultural Diversity module will be raised from 'highly desirable' to 'mandatory' for staff, based on a risk assessment of their role. <p>Mental Health There was significant work focusing on training staff working in mental health:</p> <ul style="list-style-type: none"> • QTMHC, continues to work with Queensland Health mental health clinicians to improve their cultural capability via training. Examples include: <ul style="list-style-type: none"> ○ Development of a new eLearning course <i>Cultural Considerations in Mental Health Assessment</i>. The course was developed for the specialist mental health workforce in Queensland. ○ Provision of education and training to build capacity, knowledge and skills of the specialist mental health workforce statewide.

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					<ul style="list-style-type: none"> ○ Hosting the Transcultural Mental Health Professional Network event twice per year. Topics have included: <i>Rich Conversations around Maori and Samoan Cultural Values, Beliefs, and Practices and how to integrate them when Working with Mental Health Pasifika Consumers</i> and <i>Working with Culturally Diverse Muslim Clients Across the Spectrum of Mental Health Care</i>. ○ A presentation was delivered as part of a professional development event for Education Queensland Mental Health Coaches in August 2019. ● QTMHC is developing an online culturally responsive suicide prevention training program tailored to human service providers and agencies. The Queensland Centre for Mental Health Research is conducting an evaluation of the development of the training program and its outcomes. As part of this project, a multilingual suicide prevention brochure for people in the community to support and refer individuals to appropriate services and supports has been developed. A glossary of frequently used mental health terminology for interpreters and bicultural workers has been updated to include suicide prevention and stigma reduction terminology and has been translated into 21 languages. ● CHQ, Child and Youth Mental Health Service (CYMHS) promotes and coordinates delivery of training by CYMHS Multicultural Mental Health Coordinators. ● MNHHS's Multicultural Mental Health Coordinators (MMHC) have developed clinician awareness/capacity through demonstrating skills and reflective practice. Other activities by MNHHS to support access to training include: <ul style="list-style-type: none"> ○ Clinical supervision opportunities with MMHCs for Mental Health Services staff, focusing on working with CALD consumers. ○ Case discussions regarding cases involving cultural factors at clinical multidisciplinary team meetings and professional meetings. ○ <i>Cultural Awareness in Mental Healthcare</i> interactive presentation at Psychology Student Placement Orientation, and cultural responsiveness and MMHC role presentation to new nursing graduates. ○ Promoted <i>Cultural Considerations in Mental Health Assessment</i> online training via workshops, email to clinical teams and professional leads and professional meetings. ○ Regular ward round attendance by MMHCs to provide cultural context mental health presentations at MNHHS and participate in complex care reviews and stakeholders case conferences (e.g. NDIS case meetings). ○ Provision of Sociocultural Assessment tools and background information for Doctor's presentation.





Action	AQP	Responsible agency	Timeframe	Progress	Achievements and outcomes for people from culturally and linguistically diverse communities
					<ul style="list-style-type: none"> ○ Provided input into University education program by Metro North Mental Health by providing information on cultural formulation and resources.
<ul style="list-style-type: none"> • Deliver strategies to address workforce training needs to improve working with interpreters in healthcare contexts. 		QH	2019–22	On track	<p>Queensland Health promotes and enables staff to access interpreters where required when working with people from CALD backgrounds. Specific 2019-20 actions include:</p> <ul style="list-style-type: none"> • C&HHHS developed a training package on <i>Cultural Diversity and Working with Interpreters</i>. All new staff are encouraged to attend this training and the resources are published on the intranet. An <i>Ask me for an Interpreter</i> card is given to all new staff, detailing how to access Interpreters. • NWHHS provides information about accessing interpreters during mandatory orientation for staff. • MNHHS disseminates information about human rights and use of interpreters to all clinical teams. Workshops are also held focusing on optimising cross-cultural communications. • The Multicultural Mental Health Coordinators (MMHC) at CHQ CYMHS deliver the <i>Working with Interpreters</i> training for staff and other CHQ Divisions by request. • The WMHHS Interpreter Coordinator provides information at staff orientation. Staff are provided with access to interpreters and <i>Working with Interpreter</i> training is encouraged. Working with interpreters is also discussed in <i>Cultural Diversity</i> training. • DDHHS developed lanyard cards about access to interpreters by Nurse Navigator Refugee Health. Additionally, the Darling Downs Health Literacy Sub-Committee and Multicultural Sub-Group hold meetings to review interpreter access issues and have developed resources and interpreter service information for staff. • GCHHS is planning to launch a Multicultural Network for staff to advocate for inclusion and plan to couple this with an Executive Management Team Champion. It has also partnered with a Griffith University PhD student to measure the impact of human resource policies and practices on culturally diverse people in the workplace. • QAS has issued a <i>Standard Operating Procedure</i> to paramedics for accessing interpreter services when required to treat patients. • MSHHS developed a suite of staff resources on working with interpreters including lanyard cards, factsheets and vignettes. These are published on the Health Equity and Access Unit webpage.
<ul style="list-style-type: none"> • Actively embrace and promote Harmony Day and Multicultural Queensland Month across the organisation. 		QH	2019–22	On track	<p>Harmony Day and Multicultural Queensland Month continue to be promoted and celebrated by different parts of Queensland Health, including DoH branches, HHSs and other areas such as QASe. However, due to COVID-19 some events were either promoted online or postponed. Specific examples include:</p> <ul style="list-style-type: none"> • MSHHS developed a <i>Multicultural Month Guide</i> to assist services with ideas and strategies on how to celebrate.

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					<ul style="list-style-type: none"> • <i>Celebrating Africa</i> was the theme behind the 2019 Multicultural Month at Logan Hospital. The main celebration featured successful grant recipients under the CALD Microgrants project. The projects were related to improving cultural safety of CALD cohorts and were showcased to hospital staff. • Inaugural Staff Multicultural Awards at Logan Hospital were organised as a part of Multicultural Month. The winning project focused on making the waiting room feel more welcoming and safer for CALD clients. • MSHHS Oral Health Services participated in Queensland Multicultural Month with a Healthy Mouth Day Screening and developed culturally, linguistically and literally appropriate resources in 8 languages. • eHealth Queensland have a staff calendar on the Queensland Health intranet listing key multicultural and inclusion related events and activities. The calendar has functionality for staff to register/express interest in attending the events. • GCHHS collaborated with Multicultural Communities Council to plan for the annual Multicultural Queensland Month, which was postponed in 2020. It also promotes other multicultural days of significance, including World Refugee Day. • Harmony Day activities were hosted locally within HSQ Directorates across the state in March 2020. Multicultural Queensland Month was promoted through internal HSQ communication channels in August 2020. • The SCHHS drafted a <i>Communication Action Plan – Diversity Working Group</i> which outlines SCHHS’s 2019-20 communication and promotion strategies of national and international initiatives. • WMHHS promoted, and staff and consumers participated in, celebrations for Harmony Day. There was also multi-service participation at Ipswich MultiFest Event in September 2019. • DDHHS promoted Refugee Week through a display in the Refugee Health Clinic, Darling Downs Health social media and through local radio and newspaper. • The QAS, CWHHS and NWHHS promoted and supported Harmony Week and other key multicultural events.
Commit to increasing all forms of diversity on Queensland Government boards.		All agencies	2019–22	On track	<p>Queensland Health is committed to ensuring that diversity is reflected in its appointment of members on its boards. Some of Queensland Health’s HHS and branches have commenced recruiting their board members from CALD backgrounds and others are currently considering addressing this item. For instance:</p> <ul style="list-style-type: none"> • CWHHS has a state-wide recruitment underway and the CWHHS Board Chair is working with recruiters to diversify the membership. • About 12% of both WMHHS Hospital and Health Board and Health executives identify as from a non-English speaking background. • QAS has approved a <i>QAS Diversity and Inclusion Action Plan 2019 – 2022</i> which includes an action to achieve gender balance on boards and committees. • eHealth Queensland is expecting to commence its participation and contribution to the DoH <i>Workforce Diversity and Inclusion Action Plan 2020-22</i>.

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Work with government agencies, funded services and suppliers to ensure the whole-of-government language services panel arrangement addresses customer needs.		QH	2019–22	On track	<p>Queensland Health continues to identify gaps and areas requiring improvement to ensure services are addressing and meeting customer needs through the provision of quality language services. For example:</p> <ul style="list-style-type: none"> • HSQ has responsibility for the state-wide sourcing and supplier arrangements for the whole-of-government languages services panel arrangement. Work has commenced to raise awareness of the language service panel arrangement to improve accessibility for customers. • HSQ initiated the QH Translator and Interpreter Services Working Group, which provided recommendations on interpreter and translator services. A strategic review report was completed to address issues identified by the working group and found significant barriers to provision of language services in Queensland. The report notes seven recommendations to facilitate improvements of language services. • During the COVID-19 emergency period, DoH (Social Policy and Legislation Branch) initiated an arrangement with interpreting and translation service suppliers to enable urgent translation of changes in directives, gathering restrictions and health alerts so that CALD communities receive reliable and up to date information. • WBHHS has successfully upgraded to a new interpreter system to enable consumers from CALD backgrounds to effectively engage with the services provided. • CHQ is reviewing and improving its interpreter services, including the impact of COVID-19 on these services. • Queensland Health funds the Refugee Health Network which oversees the Refugee Health Partnership Advisory Group Queensland (RH PAGQ). The RH PAGQ Interpreter Working Group seeks to address identify and advise on challenges in this arrangement.
Identify and address barriers to public health services, including oral health and pharmaceuticals for refugees and people seeking asylum.	 	QH	2019–22	On track	<ul style="list-style-type: none"> • To promote a coordinated approach to addressing the needs of people from refugee backgrounds, DoH continues to fund the Refugee Health Network (RHN), which coordinates the RH PAGQ to implement the <i>Refugee Health and Wellbeing Policy and Action Plan 2017-2020</i>. • DoH has appointed a new Executive Sponsor on the RH PAGQ who will provide Queensland Health with greater visibility of state-wide issues raised through the RH PAGQ, and greater authority to escalate issues related to refugee health and wellbeing, where appropriate. <p>COVID-19 Pandemic Response</p> <ul style="list-style-type: none"> • Queensland Health implemented a targeted COVID-19 pandemic engagement and response for CALD communities, including refugees, people from refugee backgrounds and asylum seekers. This has included: <ul style="list-style-type: none"> ○ Establishing a stakeholder COVID-19 CALD Working Group, which meets regularly to advise on the needs of people from CALD communities and provide policy direction during the pandemic. ○ The development and progression of actions under the <i>COVID-19 CALD Policy and Action Plan</i>. ○ Translation of COVID-19-related key messaging into over 40 priority languages and distributing these resources via appropriate stakeholder channels.

Action	AQP	Responsible agency	Timeframe	Progress	Achievements and outcomes for people from culturally and linguistically diverse communities
					<ul style="list-style-type: none"> ○ Direct engagement with community leaders in relation to the pandemic response. <p>Specific support for asylum seekers</p> <ul style="list-style-type: none"> ● In 2020, DoH improved clarity and promotion of the QH Directive providing free access to public healthcare and hospital pharmaceuticals for Medicare ineligible asylum seekers. This has included: <ul style="list-style-type: none"> ○ Developing a fact sheet for asylum seekers advising of their rights to public healthcare, available in seven priority languages and distributing it to different multicultural service providers. See link for more information: https://www.health.qld.gov.au/multicultural/public/language/translated-asylum-seeker-factsheets. ○ Update of staff fact sheet on the Directive, providing improved clarity on processes. ○ Increased promotion of these during COVID-19. ● Queensland Health continues to provide support to people in alternative places of detention and in community detention upon referral. <p>Support for Refugee Arrivals</p> <ul style="list-style-type: none"> ● Settlement in Queensland occurred across 5 key areas, including: Logan; Brisbane (north and south); Toowoomba; Cairns; and Townsville. Each of those regions has a Refugee Health Service, which participate in the RH PAGQ. ● THHS funds the Northern Australia Primary Health Limited \$202,000 per annum for 1.8 FTE clinical nurses to directly support refugee arrivals to access local health services, including but not limited to maternity services, child and youth services, and chronic health services. ● A Midwifery Navigator at the Townsville University Hospital provides dedicated support to refugee women who often require complex medical and psycho-social support, influenced by factors that include domestic violence, sexual assault and religious and ethnic persecution exacerbated by language and cultural barriers. <p>Oral Health support</p> <ul style="list-style-type: none"> ● Office of the Chief Dental Officers (OCDO) revised and redeveloped the <i>Referral of Refugees and Asylum Seekers</i> guidelines for refugee and asylum seekers accessing public oral health services in 2019-20.: <ul style="list-style-type: none"> ○ OCDO developed additional translated resources to support the oral health of refugee and asylum seekers, including audio-visual options for non-literate and illiterate populations. ○ OCDO has ongoing consultation with HHSs to review and refine referral pathway management for refugees and asylum seekers, including streamlining call centre processes. ● MSHHS Oral Health established an <i>Oral Health Wellness Program</i> for newly arrived people with a refugee background. The program delivers early assessment, triage, first line treatment and education within 28 days of Refugees' arrival in Brisbane.

Action	AQP	Responsible agency	Timeframe	Progress	Achievements and outcomes for people from culturally and linguistically diverse communities
					<ul style="list-style-type: none"> • Model of Care changes within MSHHS Oral Health have allowed clinical sessions dedicated to the management of refugees and asylum seeker care within the Logan Central Dental Clinic at Logan Central Community Centre. • MSHHS Oral Health partnered with Tzu Chi Foundation to improve timely and culturally appropriate oral health care by holding an annual dental fair at Logan Central Oral Health. • MSHHS Oral Health ensures culturally and literacy appropriate resources for access and referral pathways to the <i>Lift the Lip</i> children's oral health program. • DDHHS's Refugee Health Clinic and Oral Health are reviewing the <i>Model of Care</i> to streamline oral health assessments combined with the Refugee Health Clinic appointments. <p>Mental Health</p> <ul style="list-style-type: none"> • QTMHC continues to provide consultation liaison services to refugees, migrants and a range of community-based service providers to facilitate appropriate mental health assessment and access to specialist mental health services. • The Multicultural Mental Health Coordinator at Metro South Addiction and Mental Health Services is working in collaboration with Romero Centre to provide secondary consultation to staff to build their capacity to identify and link refugees and people seeking asylum in the community to appropriate mental health services. • Translated the Queensland Centre for Perinatal and Infant Mental Health's (QCPIMH) Birdies Tree disaster resources into different languages and uploaded to the QCPIMH website. <p>Other health</p> <ul style="list-style-type: none"> • CHQ has implemented a variety of initiatives: <ul style="list-style-type: none"> ○ Included cultural considerations in the CHQ HHS Early Years Together in Care initiative, which identified refugees and asylum seekers as a particularly vulnerable group. ○ Reviewed its mental health assessment process for people from a refugee or asylum seeker background. ○ Included cultural considerations in resources for expecting/new parents. • MSHHS run bi-annual Multicultural Health Expos to promote health and wellbeing in the community and establish positive relationships between the community and health services. • MSHHS has a health promotion and prevention project called <i>Healthy New Communities</i> which aims to improve physical activity and nutrition in people from refugee backgrounds in Logan. • In response to the <i>Human Rights Act 2019</i>, WMHHS has: <ul style="list-style-type: none"> ○ developed and implemented an Equity Framework to drive improvements to health care delivery for the most vulnerable consumers ○ has developed a multilingual Australian Charter of Healthcare Rights poster to be implemented in all facilities.

Action	AQP	Responsible agency	Timeframe	Progress	Achievements and outcomes for people from culturally and linguistically diverse communities
					<ul style="list-style-type: none"> WMHHS conducts community consultations and promotional events/clinics to improve accessibility of its services, including pop-up, multi-service community health clinics and immunisation clinics.
Develop and release a new refugee health and wellbeing policy and action plan.	 	QH	2019–22	<ul style="list-style-type: none"> Yet to commence 	<ul style="list-style-type: none"> DoH funded an evaluation of the current <i>Refugee Health and Wellbeing Policy and Action Plan</i>. Findings of the evaluation are being used to inform the development of a new Refugee Health and Wellbeing Policy and Action Plan. WMHHS has developed a <i>West Moreton Cultural Diversity Action Plan 2019-2021</i>, based on State action plans and policies to improve cultural responsiveness and consumer outcomes. DDHHS will convene a policy working group to align with the Refugee Health Partnerships Advisory Group Queensland.
Develop child and adult immunisation content as part of the Adult Migrant English Program.	 	QH and TAFE Queensland	2019–22	<ul style="list-style-type: none"> On track 	<ul style="list-style-type: none"> DoH (Prevention Division - Communicable Diseases Branch) contracted TAFE Queensland to produce four comprehensive curriculum packages for <i>Immunisation in Australia</i>, aimed at four distinct English language proficiency levels. Levels ranged from little to no English, through to moderate proficiency. These packages include resources for teachers and students in printed and audio-visual formats. Student material is produced in English and translated in 30 languages. <i>Immunisation in Australia</i> teaching learning resource packages will be piloted by TAFE and rolled out in 2020.



Insert case studies or good news stories to highlight achievements relevant to Priority area 1:



- The Department of Health (Prevention Division) developed adult migrant *Immunisation in Australia* learning resource packages for teachers and students. They have been developed in four distinct English language proficiency levels, ranging from little-to-no English through to moderate proficiency. These resources will be available in printed and audio-visual formats and student material is produced in English and translated into 30 languages.
- Metro North Hospital and Health Services' Multicultural Mental Health Coordinators developed clinician awareness and capacity through demonstrating skills and reflective practice.
- The Office of the Chief Dental Officer reviewed and redeveloped its guidelines for refugee and asylum seekers accessing public oral health services.

Priority area 2: Inclusive, harmonious and united communities

Outcomes:

- *Recognition and respect for Aboriginal and Torres Strait Islander heritage and culture*
- *Queenslanders celebrate our multicultural identity*
- *Connected and resilient communities*
- *A respectful and inclusive narrative about diversity*

Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20	Achievements and outcomes for people from culturally and linguistically diverse communities
Promote the Multicultural Queensland Charter to government agency staff and consider its principles when developing policies or providing services.		All agencies	2019–22		
<ul style="list-style-type: none"> • Promote the Multicultural Queensland Charter across the organisation through internal communications channels. 		QH	2019–22	On track	<ul style="list-style-type: none"> • Queensland Health promotes the <i>Multicultural Queensland Charter</i> (Charter) in the following ways: <ul style="list-style-type: none"> ○ DoH continues to promote videos on the Charter through the staff intranet. ○ CWHHS will release campaigns through their e-Newsletter, face-to-face communication events and internal Facebook site once communication packs become available. ○ NWHHS displays the Charter in the front foyer of the Mount Isa Hospital. NWHHS also promotes this during culturally significant weeks, for example in the lead-up to the 2020 Mount Isa Multicultural Festival and for Multicultural Queensland month. ○ The Charter was promoted through the <i>Health Support Queensland Bulletin</i> for Multicultural Queensland Month in August 2020. ○ The Charter is linked on the WMHHS intranet. ○ The QAS promotes the Charter internally through its portal page, to all employees. ○ MSH references the Charter in an online training module. • Other examples inspired by the Multicultural Queensland Charter include: <ul style="list-style-type: none"> ○ SCHHS example below in case study. ○ QAS approved a <i>QAS Diversity and Inclusion Action Plan 2019 – 2022</i>, which includes an action to source and develop awareness packages to promote a diverse and inclusive workplace culture, for all QAS employees to complete. ○ GCHHS has committed to a separate Spirituality, Faith and Religion pillar in the <i>Diversity and Inclusion Action Plan 2019 – 2022</i> to promote greater inclusion.

Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20 Legend: • On track • Completed • Yet to commence	Achievements and outcomes for people from culturally and linguistically diverse communities Please provide commentary e.g. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant.
					<ul style="list-style-type: none"> ○ DoH staff undertake face-to-face Aboriginal and Torres Strait Islander Cultural Practice Program, which focuses on the provision of culturally appropriate health services to Aboriginal and Torres Strait Islander patients and consumers. This program was actively inspired by the Charter. ○ WMHHS has developed a multilingual Australian Charter of Healthcare Rights poster to be implemented in all facilities to promote harmony and encouraging inclusion.
<ul style="list-style-type: none"> • Promote the Building Cultural Awareness video series across Queensland Health. 		QH	2019–22	On track	<p>Queensland Health promotes the <i>Building Cultural Awareness</i> video series in the following ways:</p> <ul style="list-style-type: none"> • NWHHS plans to showcase the Building Cultural Awareness video at their next Orientation Working Group and will explore opportunities to promote the Building Cultural Awareness series • MNHHS has developed a new Cultural Diversity intranet site to inform staff about CALD issues and this information will be mirrored on the Metro North internet site. • In August 2020, the Building Cultural Awareness video series was promoted through the <i>Health Support Queensland Bulletin</i> for Multicultural Queensland Month. • The Building Cultural Awareness video series is included on the WMHHS intranet under Multicultural Resources and discussed in West Moreton Health Cultural Diversity training. • In May 2020, the Strategic Policy and Legislation Branch in DoH, released an article through their internal e-newsletter to raise awareness of staff, particularly those developing COVID-19 health directives, about the need to develop information that caters for CALD communities and considers their cultural needs.
Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign.		All agencies	2019–22		<ul style="list-style-type: none"> • DoH plans to commence the <i>Racism. It stops with me</i> campaign, after it was postponed due to COVID-19. DoH is also working closely with the Human Rights Commission on COVID-19 related racial vilification experienced by CALD communities. • MSHHS Oral Health signed up and participated in the campaign. • All MSHHS staff have received training on, and all Procedures and Guidelines reflect, the <i>Human Rights Act 2019</i>.


Insert case studies or good news stories to highlight achievements relevant to Priority area 2:

The Sunshine Coast Hospital and Health Service (SCHHS) endorsed and implemented the *Patient Experience and Consumer and Community Engagement Strategy 2020-2023*. This strategy increases the Health Service's focus on 'partnering with purpose' with the community. The associated *Consumer and Community Engagement Framework* outlines the region's characteristics and presents a structure for the ways in which engagement activities are conducted to try to gain as much reach to the diverse community within the region as possible. One of the principles of the framework is 'Inclusivity' which has seen the commencement of engagement processes that are more accessible, flexible and designed to promote partnerships with populations that reflect the diversity of their communities and identified health needs. SCHHS consumer and community representatives who partner with the health service are representative of diversities in the community and has led to further options for engagement.

Priority area 3: Economic opportunities

Outcomes:

- *Queensland gets the most benefit from our diversity and global connections*
- *Individuals supported to participate in the economy*

Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20	Achievements and outcomes for people from culturally and linguistically diverse communities
<p>Provide pathways to employment in the Queensland Public Sector for migrants, refugees and people seeking asylum, such as through work experience, internships or targeted recruitment.</p>		<p>Multiple agencies, including QH</p>	<p>2019–22</p>	<p>On track</p>	<p>Please provide commentary e.g. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant.</p> <p>Queensland Health has committed to employing people from migrant, refugee and asylum seeker backgrounds through the Queensland Public Sector employment targets. Examples includes:</p> <ul style="list-style-type: none"> • Through targeted engagement with multicultural organisations, DoH employed a full-time staff member in its strategic policy team. • As at 28 June 2020, over 13% of Queensland Health employees identified they were from a non-English speaking background. • WBHHS: <ul style="list-style-type: none"> ○ employ a comparatively high number of international medical graduates (IMGs) and support the visa requirements to enable those IMGs to come to Australia and work within HHSs. ○ WBHHS exceeded its 10% diversity target in 2020. • As part of supporting the Equal Employment Opportunity action, over 16% of staff at NWHHS identify as from a non-English speaking background. • GCHHS scoped the <i>Work and Welcome</i> program with Department of Employment, Small Business and Training to employ more people from refugee backgrounds. • As at June 2020, almost 18% of WMHHS’s workforce are from a non-English speaking background. This has increased by almost 4.5% over the past 2 years. • As part of its <i>Diversity and Action Plan 2019 -2022</i>, QAS will investigate external partnership arrangements and work placement options for people from non-English speaking backgrounds into the QAS, facilitating temporary placements per year, where possible. • MSH representatives met with Multicultural Australia to discuss recognition of international healthcare qualifications within Australia and to explore healthcare employment pathways, particularly for refugees. Discussions are ongoing but have been disrupted by COVID-19 pandemic preparedness and response activities. • The QTMHC employs a casual pool of over 150 bicultural/bilingual workers to provide culturally relevant advice and input into a range of specialist mental

Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20 Legend: • On track • Completed • Yet to commence	Achievements and outcomes for people from culturally and linguistically diverse communities Please provide commentary e.g. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant.
					health services. This opportunity provides migrants and refugees with experience working within the specialist mental health workforce.

Insert case studies or good news stories to highlight achievements relevant to Priority area 3:

NIL