

Queensland Multicultural Action Plan

Queensland Health Annual Report 2021-22



Queensland
Government

Queensland Multicultural Action Plan - Queensland Health Annual Report 2021-22

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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 proud to present the Queensland Health and Queensland Ambulance Service 2021-2022 Annual Report and the completion of our agency's commitments under the *2019-20 to 2021-2022 Multicultural Action Plan*.

Queensland Health and Queensland Ambulance Services proudly share in 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 are supported to achieve the best possible health and wellbeing outcomes.

I would like to acknowledge that while many actions have been marked as complete for the purposes of reporting on the Multicultural Action Plan, work continues across our Hospital and Health Services and Department of Health every day to further the objects of *Queensland's Multicultural Policy* and respond to the needs of Queensland's culturally and linguistically diverse (CALD) communities.

The 2021-2022 year presented challenges for Queensland Health, including managing of Queensland's first widespread outbreaks of COVID-19. Throughout the management of the vaccine rollout and pandemic response we have sought to ensure Queensland's CALD communities were engaged with culturally appropriate health services and information.

During the pandemic Queensland Health adapted to new ways of partnering with our CALD communities and CALD community leaders in the codesign of policies and programs that affect them. We strive to continue this legacy of collaboration to improve the accessibility of the health system and deliver targeted health strategies that support health and mental health outcomes for CALD communities.

Queensland Health's vision for a more equitable and accessible health system is reflected in our commitments under the new *Multicultural Action Plan 2022 to 2024* and the anticipated launch of Queensland Health's *Refugee Health and Wellbeing Policy and Action Plan 2022- 2027*, and Queensland's first *Transcultural Mental Health Centre Action Plan 2021-2026*.

I look forward to working alongside my colleagues to ensuring Queensland Health supports inclusive, harmonious and healthy communities across Queensland.



Shaun Drummond
Director-General
Queensland Health

Policy context

In 2016, the Honourable Grace 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

This Annual Report response to 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. Section 24 of the Act requires government agencies with actions in the Plan to report publicly on an annual basis.

Highlights for 2021-22

- The continued implementation of a targeted COVID-19 pandemic engagement response for CALD communities to improve health literacy and reduce barriers to testing, vaccination and public information. This includes the extension and state-wide expansion of the Refugee Health Network Queensland CALD COVID-19 Health Engagement Project.
- Launch of the Queensland Transcultural Mental Health Centre Action Plan 2021-2026, guiding actions to deliver culturally responsive mental health care for people from CALD backgrounds
- Launch of Making Tracks Together: Queensland's Aboriginal and Torres Strait Islander Health Equity Framework (2021).
- Enabling free public healthcare to new humanitarian arrivals without access to Medicare, including the establishment of emergency health responses for Ukrainian and Afghan arrivals.
- Completion interim findings for the CALD Health Data Project to improve understanding of health system use and outcomes for people from CALD communities.

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Priority area 1: Culturally responsive government

Outcomes:

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

Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
Deliver agency implementation plans to improve the collection, use and availability of information on customers from culturally diverse backgrounds ^{1,2} .	Multiple agencies including QH	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> • Queensland Health (QH) has made significant progress to improve the collection and analysis of customer data from patients from culturally diverse backgrounds. This includes: <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. ○ Releasing of the Queensland Hospital Admitted Patient Data Collection Manual 2021-2022 with an Appendix E – Country of Birth Codes in 2021. ○ Improving the collection of information on service needs of patients from CALD backgrounds, including interpreter use, inpatient and outpatient data and consumer data. This information is used to identify gaps and inform service improvements. ○ Endorsing the collection of the ethnicity data variable through Consumer Integrated Mental Health and Addiction Application (CIMHA) and National Best Endeavours Data Set (MH NGOE NBEDS). ○ Launch of the Health Innovation Fund CALD Health Data Project, analysis and presentation of interim findings to improve our understanding of health system use and outcomes for people from CALD backgrounds.
Use diversity and customer experience data to inform and improve service design.	Multiple agencies including QH	 2019–22		
• 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	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> • Mental health consumer and carer experience surveys are available in 24 community languages, including Auslan. • The Your Experience Survey (YES) as well as ‘CALD community experience with virtual care in outpatient settings’ were developed in consultation with consumers from CALD backgrounds. • In addition, Queensland Transcultural Mental Health Centre (QTMHC) produced CALD Demographic and Mental Health Service Utilisation Profile for Gold Coast Mental Health and Specialist Services to inform culturally responsive mental health service planning and development.
Increase cultural understanding and capability of staff by providing access to	All agencies 	2019–22		

¹ This action relates to the commitment in the Queensland Multicultural Policy: Our story, our future regarding a consistent approach to collecting statistical information about the diversity of people who access Queensland Government services. It builds on related actions in the Queensland Multicultural Action Plan 2016–17 to 2018–19. Agency implementation plans outline steps for relevant government agencies to collect and report on the minimum mandatory indicators for customers from culturally diverse backgrounds.

² The QPS collects information for legitimate law enforcement purposes only and cannot collect or disclose customer information as outlined in the Queensland Multicultural Policy: Our story, our future. QPS officers across the state have access to the QPS Annual Environmental Scan which details cultural diversity trends in the community and which assists with QPS internal planning to address the needs of the whole community.

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Action	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
events, training and development opportunities.				
<ul style="list-style-type: none"> Actively support access to training to improve staff capability to deliver culturally responsive services. 	QH	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> Significant progress has been made to improve cultural capability through staff training. Though this action is marked complete for the purposes of the Action Plan, QH recognises the ongoing need for improvement. QH provided accessible training and tailored learning resources for staff to improve their cultural understanding and capability, including: <ul style="list-style-type: none"> HHS support the SBS Inclusion Program to build staff cultural capability, and also develop their own bespoke online training. In mental health, QTMHC has developed and delivered a wide range of trainings, workshops, guidelines, forums, group supervision and other mechanisms of supporting culturally responsive mental health practice across the system including: <ul style="list-style-type: none"> Cultural Considerations in Mental Health Assessments Cultural Considerations in Cognitive Assessments, Transcultural Psychiatry Modules with Queensland Psychiatry Training (Post Graduate Training) in Psychiatry Cultural Supervision with Forensic Child and Youth Mental Health Services Suicide Prevention training Culturally Responsive Practice for Allied Health Teams including Occupational Therapists, Psychologists, Social Workers etc. As a state-wide service, QTMHC continues to respond to both ad-hoc or scheduled requests from mental health services across HHSs for training to staff to improve ability to provide culturally responsive mental health care.
<ul style="list-style-type: none"> Deliver strategies to address workforce training needs to improve working with interpreters in healthcare contexts. 	QH	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> QH continues promote and create awareness for the engagement of interpreter services in healthcare contexts. During 2019-2022 there has been updated training resources provided to adapt to working with interpreters via Telehealth. Other actions for 2021-22 included: <ul style="list-style-type: none"> MSHHS Addiction and Mental Health Services (MSAMHS) developed additional targeted resources, including “Increasing use of interpreter services at MSAMHS” project, including a survey, co-design workshop and development of animated professional development resource. Training for HHS staff led by Interpreter Services Co-ordinators on processes and procedures of using interpreter services. Expansion of Interpreter Services team allowing for regular staff engagement, training and floor walks. Work within Emergency Departments and Oral Health to develop solutions and systems for access to on-demand video interpreting, including webcam installation. Development of a communications plan for celebrating <i>International Week of Deaf people</i> with key messages for staff around engaging with interpreters for deaf languages. QTMHC has commenced the development of the Transcultural Mental Health Practice Framework which comprises guidelines and practice points to enable Mental Health Alcohol and Other Drugs (MHAODB) workforce development around working with interpreters in mental health settings. QTMHC is also developing an online training for interpreting in mental health settings. Children’s Health Queensland supports continuous training to upskill clinicians in transcultural competency and sharing relevant information and resources. Included in this process is the recruitment of Multicultural Champions in each team and customised in-service CALD training tailored to specific team needs.

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				<ul style="list-style-type: none"> ○ Children’s Health Queensland also provides regular training for clinical services in ‘Working with Children and Families from Cultural and Linguistically Diverse Backgrounds’ and ‘Working with Interpreters’.
<ul style="list-style-type: none"> • Actively embrace and promote Harmony Day and Multicultural Queensland Month across the organisation. 	QH	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> • Harmony Day and Multicultural Queensland Month were promoted and celebrated across QH and Queensland Ambulance Services (QAS), including across Department branches and HHSs. • Throughout the COVID-19 period celebrations continued through online events and digital promotions. • There were number of additional initiatives launched to celebrate Harmony Day and Multicultural Queensland Month, including: <ul style="list-style-type: none"> ○ Launching a Multicultural Toolkit to build cultural capability across HHSs encouraging staff and leaders to have their own celebrations within work units ○ Multicultural staff profiles shared across HHS to use lived experience and storytelling as a way of building awareness and capability development ○ Staff from Gold Coast HHS celebrating Harmony Day and cultural diversity: 
Commit to increasing all forms of diversity on Queensland Government boards.	All agencies	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> • QH has ensured diversity is reflected in its appointment of HHS board members, with many HHSs already having people from CALD backgrounds represented on their boards. • All HHSs are required by legislation to have a minimum of one Aboriginal or Torres Strait Islander board member. These amendments were passed in 2020 as part of suite of legislative amendments to achieve health equity with First Nations peoples – see highlight for priority area 2.
Work with government agencies, funded services and suppliers to ensure the whole-of-government language services panel arrangement addresses customer needs.	QH	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> • Over the COVID-19 period, QH developed a new arrangement with interpreting and translating service suppliers to enable urgent translation of changes in directives, gathering restrictions and health alerts so CALD communities receive reliable and up to date information. • QH will continue to work with other government agencies, suppliers and peak bodies to ensure the future standing offer arrangement addresses customer and agency needs through the next Multicultural Action Plan.

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Identify and address barriers to public health services, including oral health and pharmaceuticals for refugees and people seeking asylum.	QH	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> • QH has made significant progress to improve access to public health services for asylum seekers and will continue this activity into the next Multicultural Action Plan. Progress for 2021-2022 has included: <ul style="list-style-type: none"> ◦ revising policies for free access to public health services and creating resources to support the community to navigate the health system. ◦ Enabling free public healthcare to new arrivals, including throughout the emergency response to Ukrainian and Afghan arrivals. ◦ MHAODB developed guidelines and practice advice to support the mental health workforce provide culturally appropriate services to people fleeing crisis in Afghanistan. ◦ development of a partnership with QPASTT and Refugee Health Network Queensland (RHNQ) to support workers and systems to provide trauma informed and culturally competent care, including workshops with Acute Care Teams across HHSs. ◦ continued funding for the RHNQ and Mater Refugee Complex Care Clinic. ◦ continued provision of specialist refugee Health Services in HHS within Queensland humanitarian settlement locations. • Renewing funding for Community Hubs which work with families seeking asylum to have access to Occupational Therapy and parenting support. • Reduced barriers to access oral health services. • Children’s Health Queensland Child and Youth Community Health Services provide access to and promotion of the TEAL book to support culturally appropriate assessment for paediatric and child development services. • QH continues to work collaboratively with stakeholders to ensure state and national planning, policy and practice decisions include cultural considerations. <p>Mental Health</p> <ul style="list-style-type: none"> • QH has developed the QTMC Action Plan 2021 to 2026 - which sets out the actions for the delivery of culturally responsive mental health care for people from culturally and linguistically diverse backgrounds. Through QTMC, a suicide prevention project developed online training and resources to upskill human services workers to recognise and support culturally diverse individuals who are experiencing suicidal ideation or behavior thereby reducing barriers to accessing appropriate health and other services for CALD people and communities. • Multicultural Mental Health Coordinators continue 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. • Metro South HHS partnered with Queensland African Communities Council (QACC) to undertake a community led research project to understand the barriers for African Communities in Queensland to accessing addiction and mental health services. This project was designed, implemented, and written up by community and QACC members. The report can be found here: https://www.qacc.com.au/wp-content/uploads/2020/11/Mental-Health-Report-QACC-2021.pdf • Children’s Health Queensland delivered consultation liaison services with external service providers—for example, delivery of specific training for the Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT) in response to emerging mental health needs for unaccompanied minors from Afghanistan. <p>CALD COVID-19 Health Engagement Project (CCHEP) and COVID-19 Pandemic Response</p> <ul style="list-style-type: none"> • The Department funded an extension and state-wide expansion of the CALD COVID-19 Health Engagement Project (CCHEP) through the Mater RHNQ to engage with CALD communities and improve health literacy. Activities of CCHEP include codesigning messages, hosting information sessions with clinicians and public conferences to support direct engagement with community leaders

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				<ul style="list-style-type: none"> for the pandemic response, including online forums with the Deputy Chief Health Officer, Dr Lynne McKinlay. In 2022, the COVID-19 Pandemic Response for CALD Communities was recognised for distinction as a finalist in the Queensland Health Department of Excellence awards. The Department recognised the project for outstanding efforts in promoting, protecting and improving the health of Queenslanders through effectively planned and timely responses to system-wide threats. The pandemic response included: <ul style="list-style-type: none"> implementation of targeted strategies to improve uptake of COVID-19 vaccines, and support communities to navigate the health system to receive access to care and COVID-19 treatment. providing free COVID-19 vaccines to all people in Queensland, regardless of Medicare or visa status. Providing targeted community factsheets and translated public health information in up to 40 languages. HHSs were also responsible for implementing a wide range of local strategies and activities to ensure CALD communities in their area were engaged in the vaccine rollout and pandemic response. Delivery of the CCHEP TAFE AMEP Queensland Vaccination Hub Project.
Develop and release a new refugee health and wellbeing policy and action plan.	QH	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> A new <i>Refugee Health and Wellbeing Policy and Action Plan 2022-2027</i> is being finalised for release by the end of 2022. The Plan has been developed through extensive consultation with community members from refugee background, peak refugee health and settlement agencies and other non-government stakeholders. DoH funded an independent evaluation of the previous <i>Refugee Health and Wellbeing Policy and Action Plan 2017-2020</i>, which is being used to inform the new Policy and Action Plan.
Develop child and adult immunisation content as part of the Adult Migrant English Program.	TAFE Queensland and QH	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none"> DoH contracted TAFE Queensland to produce four comprehensive curriculum packages for Immunisation in Australia, 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. Immunisation in Australia teaching learning resource packages are complete and have been rolled out to students

Highlight 1 - Metro North Health Ophthalmology Video Interpreting Pilot

COVID had a major impact on public health care in a hospital setting. Providing a suitable interpreter service for CALD patients and consumers is an essential service in ensuring all Queenslanders have access to appropriate health care. With the onset of COVID and the introduction of changing environment and safety requirements (including vaccination mandates, social distances, PPE requirements), booking onsite interpreters became increasingly difficult.

The Ophthalmology unit of the Royal Brisbane and Women’s Hospital provides care to a diverse range of patients. In 2021 the unit booked 836 interpreters (over 3 interpreters per working day) through predominantly onsite face to face interpreting. The advent of COVID presented challenges for consumers who did not use English as their preferred language.

Most interpreters are provided on site and face to face. When face to face interpretation is not viable, historically phone interpreters have been used in lieu of a face-to-face interpreter. This model risked creating disjointed appointments due to the phone interpreter lacking the context of what was occurring in the room. The complex patient flow of an ophthalmology appointment meant it was difficult for the patient to have a telephone interpreter available to support them throughout the entire lengthy appointment. If an interpreter was unavailable, patients often needed to have their appointments rescheduled to a time when an interpreter was available. This sometimes risked the optimal model of care.

In November 2021 the unit commenced the Virtual Interpreter Service trial which was then implemented as a preferred service model in 2022. The adoption of telehealth and Microsoft Teams provided clinicians and patients/consumers with increased access to interpreters without compromising COVID requirements.

A range of benefits were experienced through the provision of interpreters through video conference platforms to patients suggesting that the greater accessibility of interpreters through either Telehealth or Microsoft Teams video conferencing platforms can facilitate monetary, social and intangible gains. Significantly the virtual interpreter model has led to less patient treatment reschedules due to increased interpreter accessibility.

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Highlight 2 - Metro South Health Healthy New Communities Program

The Healthy New Communities Program funded by the Logan Community Health Action Plan (CHAP) is being implemented by Metro South HHS to improve health outcomes of refugee communities in Logan in relation to healthy weight, healthy eating, and physical activity.

The team works in partnership with local community organisations and groups, business, and council. They use a setting approach to facilitate delivery of local healthy weight promotion interventions. Interventions focus on physical activity programs, nutrition promotion and education and community gardens.



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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	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
<ul style="list-style-type: none">• Promote the Multicultural Queensland Charter across the organisation through internal communications channels.	QH	 2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none">• QH promotes the Multicultural Charter through the intranet pages and staff communications and by sharing the Charter and related videos and messages.• The charter is also prominently on display in foyers at some HHSs.• The Department developed a 'Building Cultural Awareness' video series on the Multicultural Queensland Charter, Refugees and people seeking asylum, and Interpreters and Healthcare. The videos are designed to increase staff awareness and understanding of how to apply the principles of the Multicultural Queensland Charter in everyday practice.
<ul style="list-style-type: none">• Promote the Building Cultural Awareness video series across Queensland Health.	QH	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none">• QH promotes the Building Cultural Awareness video series through the staff intranet, Multicultural Health, Training and Education page, and via staff communication.
Sign up and participate in the Australian Human Rights Commission Racism. <i>It stops with me</i> campaign ³ .	All agencies	 2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none">• Various HHSs have signed up and participate in the campaign.• Metro South HHS was the first health service in Australia to adopt Beyond Diversity training on <i>Courageous Conversations about Race</i>. It now has four trained facilitators and runs monthly training sessions.• Gold Coast HHS also has an accredited <i>Courageous Conversations about Race</i> Program facilitator and runs monthly education sessions.• During the COVID-19 period, the Department worked closely with the Queensland Human Rights Commission on COVID-19 related racial vilification experienced by CALD communities.

Highlight 3 - Making Tracks Together: Queensland’s Aboriginal and Torres Strait Islander Health Equity Framework

Recent legislative amendments and release of *Making Tracks Together: Queensland’s Aboriginal and Torres Strait Islander Health Equity Framework* (2021) has placed First Nations peoples at the centre of healthcare service design and delivery. The legislative amendments require each Hospital and Health Board to appoint at least one Aboriginal or Torres Strait Islander person to their governing board, and to design and implement a Health Equity Strategy in partnership with prescribed First Nations stakeholders. These stakeholders include Aboriginal and Torres Strait Islander consumers, community members, workforces, community-controlled health organisations and Native Title holders. Each Health Equity Strategy is required to include strategies to:

- Actively eliminate racial discrimination and institutional racism within the service
- Increase access to healthcare services
- Influence the social, cultural and economic determinants of health
- Increase First Nations workforce proportionate to the First Nations population they service
- Deliver sustainable, culturally safe and responsible healthcare services, and
- Work with First Nations peoples, communities and organisations to design, deliver, monitor and review health services.

Each Health Equity Strategy must include strategies on elimination of racial discrimination and increase access to healthcare services. Each framework must also include actions detailing how HHSs will increase workforce representation of Aboriginal and Torres Strait Islander peoples across all health professions and employment streams proportionate to the communities they serve.

Go to www.health.qld.gov.au/public-health/groups/atsihealth/health-equity for further information.

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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	Responsible agency	Timeframe	Progress status for 2021-22	Achievements and outcomes for people from culturally and linguistically diverse communities
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.	Multiple agencies including QH	2019–22	COMPLETED - for duration of Action Plan	<ul style="list-style-type: none">• QH has committed to employing people from migrant, refugee and asylum seeker backgrounds through the Queensland Public Sector employment targets. As at June 2022, over 13% of all QH employees identified they were from a non-English speaking background. This number is consistent with 2020-21.• HHS have also developed agency Diversity and Inclusion Strategies which include actions for inclusive recruitment practices and provide training on unconscious bias.• QH and QAS also run targeted recruitment initiatives including:<ul style="list-style-type: none">◦ QAS CALD Paramedic Program which provides a recruitment pathway for employees from non-English speaking backgrounds.◦ Recruitment of International Medical Graduates (IMGs) to fill areas of need and critical GP shortages.• QH is also participating in the Queensland Government Interpreter Boost Program, supporting the next generation of professional interpreters to upskill and gain relevant experience interpreting in a health setting. Interpreters working across Queensland are supported with shadowing opportunities in clinical settings for workplace experience.