

# Queensland Multicultural Action Plan

Queensland Health Annual Report 2022-23



## Queensland Multicultural Action Plan - Queensland Health Annual Report 2022-23

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An electronic version of this document is available at <https://www.health.qld.gov.au/public-health/groups/multicultural/policies-plans-strategies/plans/multicultural-policy-and-action-plan-2022-23-to-2023-24>

# Message from the Director-General

I am pleased to present the *Queensland Health Annual Report 2022-2023* to the *Queensland Multicultural Action Plan 2022-23 to 2023-24*.

Queensland Health, including the Queensland Ambulance Service, continue to firmly support the Queensland Government's vision for an inclusive, harmonious, and united Queensland, where people from all backgrounds experience a strong sense of belonging and receive support to attain the best possible health and well-being outcomes.

Throughout 2022-23, we have made substantial progress towards achieving key actions in the Multicultural Action Plan. This has included establishing a dedicated policy team for multicultural health. It is important to acknowledge that while some initiatives have been marked as complete for the purposes of this Multicultural Action Plan reporting, our dedication to advancing the objectives of Queensland's multicultural policy and addressing the needs of Queensland's culturally and linguistically diverse (CALD) communities remains ongoing.

Queensland Health has continued to engage with our CALD communities and their leaders on key health concerns that directly impact them. We are committed to continuing this collaboration to enhance the accessibility of our healthcare system and implement targeted health strategies that promote the health and mental well-being of CALD communities.

Together, we will strive to achieve our vision for a more inclusive and healthier future.

[Signed – 09.11.23]

**Michael Walsh**  
A/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 responds to the third Multicultural Action Plan released under *Multicultural Recognition Act 2016* (the Act). It builds on outcomes achieved under the first and second Multicultural Action Plans 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 2022-23

- Launch of the Queensland Health CALD data report: *Exploring the health of culturally and linguistically diverse (CALD) populations in Queensland: 2016–17 to 2019–20*, which aims to identify disparities in health outcomes for overseas-born CALD populations.
- Following the launch of this report, Queensland Health announced it would develop a Multicultural Health Action Plan to improve health outcomes for Queensland's CALD communities. Consultation for the development of Queensland Health's Multicultural Health Action Plan commenced in June 2023.
- Permanently funding the Logan Community Health Action plan (CHAP) implemented by Metro South Hospital and Health Service (HHS) and Children's Health Qld (CHQ), to improve health access and health outcomes for multicultural and refugee populations.
- Commencing a comprehensive review of the whole-of-government Language Services Standing Offer Arrangement (SOA) to support improved language service delivery.
- Enabling improved access Gold Coast University Hospital and Robina Hospital emergency departments by launching on demand video interpreting services.
- Establishing the Multicultural Health Engagement Project (MHEP) to codesign an engagement and communication strategy for CALD communities, informed by the learnings from the CALD COVID-19 Health Engagement Project.
- Gold Coast HHS and the Queensland Health Transcultural Mental Health Centre partnering to deliver Building Resilience in Transcultural Australians (BRiTA) Futures facilitator training on the Gold Coast, with an aim to reduce the risk of mental health conditions for CALD children and young people by promoting positive cultural identity and good relationships with family, peers and community.

## KEY ACTION 2: Recruitment and workplace culture

Barriers to participation facing culturally and linguistically diverse communities will be removed so they can join the Public Sector and Queensland Government boards, through **culturally inclusive recruitment practices and workplace cultures**. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

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

Agency activities supporting <b>Key Action 2</b>	Responsible portfolio/area	Progress status for 2022-23	<b>Outcomes achieved for people from culturally and linguistically diverse backgrounds.</b> <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
<b>Establish internships/pathways to employment to better utilise the skills and experiences of people with overseas qualifications.</b>	<b>Queensland Health</b>	<b>On track</b>	<ul style="list-style-type: none"> <li>• Queensland Health supports workforce strategies that address barriers to employment for overseas trained health professionals, such as through establishment of internships and employment pathways for CALD communities. Queensland Health has committed to prioritising a culturally diverse health workforce and addressing these employment barriers through the <i>Refugee Health and Wellbeing Policy and Action Plan 2022-2027</i>.</li> <li>• The Mater Hospital operates an observership program that assists international medical graduates to utilise their overseas qualifications. The Queensland Health Multicultural Health and Language Services Team is engaging with the Mater Hospital to understand this initiative and how similar programs could be implemented in HHSs.</li> </ul>

### KEY ACTION 3: Culturally responsive services

Over the next two years, Queensland Government agencies will improve their cultural responsiveness by undertaking an **audit of critical areas of service delivery** (funded or directly delivered). As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

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

Agency activities supporting <b>Key Action 3</b>	Responsible portfolio/area	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds. <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
Review Queensland Health services provided to new arrivals under the Humanitarian Settlement Program.	Queensland Health	<b>On track</b>	<ul style="list-style-type: none"> <li>• In May 2023, Queensland Health engaged the University of Queensland to undertake a review of Queensland's refugee health services. The review will examine the way refugee health services are structured and delivered in Queensland and will provide recommendations for how these can be improved to better meet the health needs of people from refugee backgrounds. The review is likely to be finalised by December 2023. This activity links to second high-level outcome listed above (culturally capable services and programs).</li> <li>• Additional reviews and evaluations have also taken place, as follows:             <ul style="list-style-type: none"> <li>- In April 2023, Queensland Health contracted NOUS Group to undertake a review focused on identifying opportunities to strengthen and enhance responses for people from CALD communities when they are accessing Mental Health Alcohol and Other Drugs (MHAOD) services delivered through HHSs. CALD communities, multicultural organisations and HHSs were invited to share their feedback on service response to explore barriers and challenges, as well as identifying any gaps and further opportunities. The review is on track and is yet to be finalised.</li> <li>- Queensland Health contracted SocioHealth Lab to undertake an evaluation of the Culture in Mind Program which was completed in February 2023. The Culture in Mind Program is a psycho-social support service available to people from multicultural backgrounds in the Greater Brisbane Region, operated by the World Wellness Group (WWG).</li> </ul> </li> </ul>

<b>Agency activities supporting</b>  <b>Key Action 3</b>	<b>Responsible portfolio/area</b>	<b>Progress status for 2022-23</b>	<b>Outcomes achieved for people from culturally and linguistically diverse backgrounds.</b>  <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
<p>Engage, where appropriate, with culturally and linguistically diverse clients and communities, seeking their feedback on access to services and how they can be improved.</p>	<p>Queensland Health</p>	<p><b>On track</b></p>	<ul style="list-style-type: none"> <li>• The national accreditation standards for the health sector mandates consumer engagement as a key standard. HHSs across the state are moving towards incorporating CALD consumer engagement into their operations. These practices are reviewed and audited during each accreditation period.</li> <li>• Metro South Health HHS has partnered with Best Practice Australia (BPA) which conducts annual patient satisfaction surveys in hospitals, to add CALD demographic identifiers to the surveys. This has enabled patient satisfaction reports to be generated specifically for people from CALD backgrounds and people who speak languages other than English at home. These reports are being presented at Clinical Governance Meetings and are used to monitor and identify areas for improvement in patient care.</li> <li>• In December 2022, the Department funded the Ethnic Communities Council Queensland (ECCQ) as a one-off contribution towards the development and delivery of tailored prevention, testing and treatment messaging around mpox (monkeypox) by community-based organisations working with at-risk priority population groups including people from CALD backgrounds. Focus groups were held with community to inform messaging and identify key themes; communications were developed and disseminated in traditional Chinese, simple Chinese, Korean, Arabic, Spanish, Thai and Vietnamese. The project concluded in June 2023.</li> <li>• Gold Coast HHS through the Multicultural Mental Health Coordinator program has re-launched the Multicultural Mental Health Advisory meetings in response to feedback from the community. This has improved collaborative partnerships with CALD communities and other stakeholders and has also facilitated access to services and integration of care for CALD consumers and their families.</li> <li>• As part of the Gold Coast Local Area Needs Assessment, and enabled by the Multicultural Communities Council Gold Coast, Gold Coast HHS initiated a dinner table gathering with leaders and members of the Gold Coast Pasifika community. This resulted in an identified need for Gold Coast CALD communities, particularly with responding to high health needs and challenges for Pasifika people in accessing and navigating health care services.</li> <li>• Metro North HHS has launched an online portal that invites members of the community to report or suggest a CALD health initiative.</li> <li>• Within Metro North Health, the Redcliffe Hospital Consumer Engagement Committee has CALD Consumer issues as a standing agenda item for discussion in each meeting.</li> </ul>



<b>Agency activities supporting</b>  <b>Key Action 3</b>	<b>Responsible portfolio/area</b>	<b>Progress status for 2022-23</b>	<b>Outcomes achieved for people from culturally and linguistically diverse backgrounds.</b>  <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
Ensure the audit is embedded in agency planning cycles and appropriately resourced.	Queensland Health	<b>On track</b>	<ul style="list-style-type: none"> <li>• The review of Queensland refugee health services across HHSs is underway, and findings will be considered in future planning decisions.</li> <li>• For other reviews:                             <ul style="list-style-type: none"> <li>- The review on identifying opportunities to strengthen and enhance responses for people from CALD communities when they are accessing MHAOD services delivered through HHSs is underway and findings will be considered in future planning decisions.</li> <li>- Learnings from the evaluation of the Culture in Mind Program will inform service delivery in areas that have high demand for culturally tailored psycho-social support and mental health services.</li> </ul> </li> </ul>
Delivering culturally appropriate services and programs to improve health outcomes	Queensland Health	<b>On track</b>	<ul style="list-style-type: none"> <li>• In December 2022, Queensland Health partnered with the Refugee Health Network Queensland to launch the <i>Refugee Health and Wellbeing Policy and Action Plan 2022-2027</i> to improve health outcomes for people from refugee backgrounds. Both the Minister for Health and Ambulance Services and the Queensland Treasurer spoke at the launch.</li> <li>• In March 2023 Queensland Health committed to developing the Multicultural Health Action Plan that will establish priority actions to improve health outcomes for CALD populations across Queensland. In June 2023, consultation to guide the development of the Multicultural Health Action Plan commenced.</li> <li>• In 2023, Queensland Health permanently funded the Logan CHAP to be implemented by Metro South Health HHS and CHQ. Two components of CHAP seek to improve health access and health outcomes for Multicultural and Refugee populations:                             <ul style="list-style-type: none"> <li>- Multicultural Liaison Officer positions at the Logan Hospital; and</li> <li>- The Healthy New Communities project- a health promotion project for people from refugee backgrounds which uses a community led model to improve physical activity, nutrition, health literacy and health seeking behaviours.</li> </ul> </li> <li>• Gold Coast HHS, through the Multicultural Mental Health Coordinator program, has been collaborating with Qld Transcultural Mental Health Centre to deliver BRiTA Future training on the Gold Coast as part of a Promotion, Prevention, Early Intervention initiative. BRiTA Futures is a group-based program that is focused on helping people to use their own individual strengths and the strengths of their culture to build resilience and to develop a healthy bicultural identity that will also help reduce the risk of mental health issues. Plans to deliver the inaugural facilitator's training are currently underway and the first training is scheduled for October 2023.</li> <li>• The Department through the Communicable Diseases Branch has a contract with ECCQ to promote and deliver an integrated continuum of care that encompasses a community-based peer-led approach to</li> </ul>



<b>Agency activities supporting</b>  <b>Key Action 3</b>	<b>Responsible portfolio/area</b>	<b>Progress status for 2022-23</b>	<b>Outcomes achieved for people from culturally and linguistically diverse backgrounds.</b>  <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
			<p>prevent, test, treat and manage blood borne viruses and sexually transmissible infections with a focus on chronic hepatitis B among people from CALD backgrounds.</p> <ul style="list-style-type: none"> <li>In 2022, Queensland Health enabled access to public health services free of charge for Ukrainians arriving on temporary visas. This arrangement was established for anyone who had arrived since 1 December 2021 and was provided a temporary Visa. This arrangement was extended until 31 October 2023 to ensure continued access to public health services free of charge for the Ukrainian community members who are still transitioning to visas with Medicare access.</li> </ul>
Developing culturally capable workforce and services	Queensland Health	<b>On track</b>	<ul style="list-style-type: none"> <li>In May 2023, Metro South HHS hosted the 2nd Multicultural Health Symposium A Culture of Care. Over two days, 240 delegates from Queensland Health, the multicultural sector and communities gathered to share and showcase multicultural health initiatives from across the state and foster networking and collaboration opportunities. Evaluation of the Symposium demonstrated an increase in knowledge and opportunities for partnership.</li> <li>Cairns and Hinterland HHS is currently reviewing the Strategic Workforce Plan and sub-plans for enterprise-wide workforce planning. They include diversity and inclusion objectives and actions.</li> <li>Metro North HHS has developed the following training packages for staff:               <ul style="list-style-type: none"> <li>Working with Interpreters.</li> <li>Work with CALD patients (including the CALD demographics of your service).</li> <li>Working with Interpreters in a Mental Health setting.</li> </ul> </li> <li>Metro North HHS has convened a Multicultural Health community of practice which gives clinicians the opportunity to share knowledge regarding culturally capable and effective practice.</li> </ul>
Improved knowledge on CALD health and designing culturally responsive services	Queensland Health	<b>On track</b>	<ul style="list-style-type: none"> <li>The Local Area Needs Assessment across HHSs has provided useful information to guide service planning and decision making that considers diverse groups, which was gathered through consultation with stakeholders including community and Primary Health Networks.</li> <li>In late 2022, Gold Coast HHS Public Health Unit conducted a qualitative study exploring barriers to accessing immunisation for humanitarian arrivals in the Gold Coast region, including semi-structured interviews with community members from humanitarian backgrounds and local refugee health service providers. Key themes identified include a general sense of vaccine acceptance among community members but a need for more effective use of interpreters and improving workforce cultural competence.</li> </ul>

Agency activities supporting <b>Key Action 3</b>	Responsible portfolio/area	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds. <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
			<p>Vaccine providers were seeking more time, training and resources and the lack of financial incentive for adult immunisations was a key issue for providers. Solutions identified will be considered for future planning.</p> <ul style="list-style-type: none"> <li>In February 2023, Queensland Health convened the Multicultural Health Advisory Group to provide advice on responding to the health care needs of people from culturally and linguistically diverse backgrounds across Queensland. It is the key governance mechanism and forum for the Department of Health to partner with non-government health and multicultural sector stakeholders to consider public health system reform, implementation and initiatives for multicultural health.</li> </ul>

**Case studies or good news stories to highlight achievements relevant to Key Action 3 (Culturally responsive services):**

**Highlight 1 – Announcement of the development of a Multicultural Health Action Plan**

In March 2023, Queensland Health committed to developing its first dedicated plan to focus on Queensland multicultural communities in over 10 years. A Multicultural Health Action Plan is being developed around six priority areas to improve health outcomes for CALD populations across Queensland. In June 2023, consultation commenced with communities and sector organisations to guide the development of the plan.

**Highlight 2 – Gold Coast HHS BRiTA Future training**

In June 2023, Gold Coast HHS has been collaborating with Qld Transcultural Mental Health Centre to deliver BRiTA facilitator’s training on Gold Coast for the first time. BRiTA Futures is a group-based program that aims to strengthen the resiliency of children, young people and adults to help them find ways to live harmoniously with their culture of origin and the Australian culture. This is done by strengthening protective factors such as: positive cultural identity, self-esteem, good relationships with family, peers and community, conflict resolution skills, and goal setting. It is focused on helping people to use their own individual strengths and the strengths of their culture to build resilience and to develop a healthy bicultural identity that will also help reduce the risk of mental health issues.

Plans to deliver the inaugural facilitator’s training are currently underway and the first training is scheduled to be in October 2023. Trained facilitators will be able to deliver the program to culturally and linguistically diverse consumers who they support in their respective communities/organisations. Community elders will be equipped with skills and knowledge to support their community members who may be going through different acculturation stressors.

***Highlight 3 - Permanent funding for the Logan Community Health Action Plan (CHAP)***

In 2023, Queensland Health permanently funded the Logan CHAP to be implemented by Metro South Health HHS and CHQ. The Logan CHAP includes a broad range of programs related to preventative healthcare, health literacy and promotion of health seeking behaviours that are designed to improve health outcomes for patients from CALD and refugee backgrounds. Multicultural Liaison Officer positions have been established in the Logan Hospital under CHAP.

CHAP successfully led to the establishment of community-based Maternity Hubs in the Logan area to improve access to antenatal care for women from CALD backgrounds. The program was established in consultation with the community and locations were selected to alleviate transport, cultural and social barriers to accessing care.

## KEY ACTION 4: Cultural diversity data

The Queensland Government will collect, analyse, and use **cultural diversity data** to improve service delivery and better meet customer needs. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

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

Agency activities supporting Key Action 4	Responsible portfolio/area	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds. <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
Develop a report on health and wellbeing outcomes of people from culturally and linguistically diverse backgrounds in Queensland and recommend options for improved data collection and analysis.	Queensland Health	Complete	<b>Queensland Health CALD data report</b> <ul style="list-style-type: none"> <li>• In March 2023, Queensland Health launched a report: <i>Exploring the health of culturally and linguistically diverse (CALD) populations in Queensland: 2016–17 to 2019–20</i>, which aims to identify disparities in health outcomes for CALD populations born overseas living in Queensland</li> <li>• The findings from this report are being used to inform the development of a new Multicultural Health Action Plan which will set out the next priorities for Queensland Health and Queensland public health services to improve health outcomes for Queensland's CALD communities.</li> <li>• This CALD data project was enabled through the Commonwealth Health Innovation Fund and additional resourcing from Queensland Health.</li> </ul>
Improving diversity data for CALD patients in hospitals		On track	<ul style="list-style-type: none"> <li>• Metro South Health HHS has partnered with Best Practice Australia (BPA) to add CALD demographic identifiers to annual patient satisfaction surveys. This has enabled patient satisfaction reports to be generated specifically for people from CALD backgrounds and can be used to monitor and identify areas for improvement in patient care.</li> </ul>

**Case studies or good news stories to highlight achievements relevant to [Key Action 4 \(Cultural diversity data\)](#):****Highlight 4 – Queensland Health CALD data report**

In March 2023, Queensland Health launched a CALD health data report: *Exploring the health of culturally and linguistically diverse (CALD) populations in Queensland: 2016–17 to 2019–20*, Queensland Health shared key findings and insights from the report with over 60 stakeholders at a workshop during the launch of the report. The Australian Bureau of Statistics (ABS) was also invited to present on their Multi-Agency Data Integration Project (MADIP) and highlighted opportunities for future CALD data linkages.

The key findings of the report include country-level findings of overseas born communities that experience higher rates of potentially preventable hospitalisations than the Australian-born population, which includes vaccine-preventable conditions, chronic and acute health conditions. In addition, the report included analysis for information about hospitalisation rates, death rates and potentially avoidable death rates. The report also makes recommendations on future data collection approaches that could be adopted by Queensland Health.

In addition, the report includes analysis of hospitalisation rates, death rates and potentially avoidable death rates. A series of factsheets were also co-designed with stakeholders to capture key findings of the report – see <https://www.health.qld.gov.au/research-reports/population-health/multicultural-health-research-and-data/reports>.

The findings from this report are being used to inform the development of a new Queensland Health Multicultural Health Action Plan as well as inform health care policies, programs and strategies related to improving the health of CALD communities in Queensland.

## KEY ACTION 5: Interpreters and communication strategies

Queensland Government agencies will ensure people who have difficulty communicating in English can access information and services at the right time and in the right manner, through **improved access to interpreters and implementing multilingual and multi-modal communication strategies**. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

- *Improved knowledge about customers' diversity.*
- *Culturally capable services and programs.*
- *A productive, culturally capable, and diverse workforce.*
- *Queensland gets the most benefit from our diversity and global connections.*
- *Individuals are supported to participate in the economy.*

Agency activities supporting Key Action 5	Responsible portfolio/area	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds. <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
Undertake a comprehensive review of the whole-of-government Language Services Standing Offer Arrangement (SOA) (HSQ1639) to support improved language service delivery.	Queensland Health	On track	<ul style="list-style-type: none"> <li>• As the owner for the whole-of-government Language Services SOA, Queensland Health has commenced a comprehensive review of the SOA to support improved language service delivery.</li> <li>• In 2022-23, Queensland Health conducted extensive consultations with language services stakeholders. This included the language services sector including industry bodies, language service providers, hospital and health services and non-government organisations.</li> <li>• In February 2023, the Department held two workshops with Queensland Government departments and agencies to raise awareness of legislative and regulatory requirements of the SOA. The purpose of these consultations was also to understand key issues and barriers delivering language services at both operational and systemic levels. The feedback gathered will inform the future SOA specifications, to ensure the SOA is fit for purpose and meets the needs of Queensland Government.</li> </ul>

Agency activities supporting Key Action 5	Responsible portfolio/area	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds. <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
Develop and implement a plan to support improved language service provision across Queensland Health and Ambulance services.	Queensland Health	On track	<ul style="list-style-type: none"> <li>The Multicultural Health and Language Services Team re-convened the HHS Interpreter Services Coordinators, Managers and Team Leaders bimonthly forum, for a community of practice and to build capacity within the health system.</li> </ul>
For agencies involved in front line service delivery, support the whole-of-government Standing Offer Arrangement for the provision of interpreting and translation services.	Queensland Health	On track	<ul style="list-style-type: none"> <li>Gold Coast HHS have leveraged the SOA to provide video interpreting on demand to patients in the Emergency Department at Gold Coast University Hospital and Robina Hospital. This work was showcased in May 2023 at the Culture of Care – Multicultural Health Symposium.</li> <li>Queensland Health is considering other policies and practices that support the delivery of language services in frontline health settings.</li> <li>As the owner of the SOA, Queensland Health provides regular support to other government departments and agencies regarding the SOA. Post the February 2023 SOA Interagency workshops, the team identified a number of high use agencies, based on available usage data and feedback from these agencies.</li> </ul>
Provide staff training on the Queensland Language Services Policy and how to work with interpreters.	Queensland Health	On track	<ul style="list-style-type: none"> <li>Queensland Health supports the capability of staff through the promotion of best practice on working with interpreters and development and distribution of a variety resources available through Queensland Health intranet.</li> <li>A targeted workshop was delivered to clinicians on the engagement of interpreters as part of building capacity to undertake a Voluntary Assisted Dying process in compliance with the <i>Voluntary Assisted Dying Act 2021</i>.</li> <li>Additionally, HHSs provide guidance to frontline and clinical staff by providing on-demand training opportunities on how to work with interpreters.</li> <li>Gold Coast HHS has been promoting the importance of using interpreters during in-services to MHAOD services. In 2023, Queensland Transcultural Mental Health Centre developed training on how to work with</li> </ul>



Agency activities supporting Key Action 5	Responsible portfolio/area	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds. <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
			<p>interpreters which they are promoting across HHSs for Multicultural Mental Health Coordinators to deliver in their respective HHSs.</p>
<p>Ensure frontline staff have the skills and knowledge to support culturally and linguistically diverse customers, including knowledge of how to access interpreters and communicating this with funded non-government service providers.</p>	<p>Queensland Health</p>	<p><b>On track</b></p>	<ul style="list-style-type: none"> <li>• Queensland Health continues to engage frontline staff to improve understanding of culturally responsive care and the need to engage interpreters for patients from CALD and non-English speaking backgrounds. <ul style="list-style-type: none"> <li>- Cairns and Hinterland HHS 'Need an Interpreter' staff lanyard cards were recently developed and promoted to all staff. The lanyards are a quick reference guide on how staff can book an interpreter for on-demand services, planned services and after-hour services.</li> <li>- The Queensland Health Virtual ED (hosted by Metro North HHS) continues to explore opportunities for seamless engagement of interpreters for patients requiring their use.</li> <li>- Cairns and Hinterland HHS is undertaking a review on the process for how Specialist Outpatient Services book interpreter services, with a focus on improving on-demand requests.</li> <li>- In 2023, Transcultural Mental Health Centre developed training on how to work with interpreters which they are promoting across HHSs for Multicultural Mental Health Coordinators to deliver in their respective HHSs. Multicultural Mental Health Coordinator in collaboration with the education team and Interpreter Services Coordinator will continue to work together to incorporate the new training in the forums that Multicultural Mental Health Coordinator already delivers.</li> </ul> </li> </ul>
<p>Develop tools, education, and support to help guide agency communication with culturally and linguistically diverse communities. This could include a focus on engagement of qualified interpreters in circumstances where people</p>	<p>Queensland Health</p>	<p><b>On track</b></p>	<ul style="list-style-type: none"> <li>• In 2022-23, Queensland Health expanded Metro South HHS language services resources for state-wide use: <ul style="list-style-type: none"> <li>- Ward Communication Tool (20 languages).</li> <li>- Language Badge (for the Language Badge Program).</li> <li>- Informed consent Easy English document (27 languages).</li> <li>- Language Identification card (66 languages).</li> <li>- Working with Interpreters factsheet.</li> </ul> </li> <li>• Queensland Health is in the early stages of establishing a project to address language barriers which impact the ability of CALD Queenslanders accessing vaccination services. The project will deliver translated and simplified English material and resources to better enable consumers to understand and engage with critical immunisation and vaccination services. It is anticipated resources will be available online and, pending further consultation with key stakeholders, physically available. The project is expected to conclude, and resources made available to CALD communities by the end of the 2023-24 Financial Year.</li> </ul>

<b>Agency activities supporting Key Action 5</b>	<b>Responsible portfolio/area</b>	<b>Progress status for 2022-23</b>	<b>Outcomes achieved for people from culturally and linguistically diverse backgrounds.</b> <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
experience difficulties communicating in English, the provision of multilingual information and communication strategies and training staff in how to work with interpreters (building on learnings from COVID-19 and disaster preparedness).			<ul style="list-style-type: none"> <li>• In May 2023, the Queensland Health published a suite of resources about Voluntary Assisted Dying for multicultural communities. Consumer information about Voluntary Assisted Dying has been translated into 24 languages. Information for consumers and authorised practitioners about how to access accredited interpreter services is also available.</li> <li>• Queensland Health has developed new dedicated section on its intranet promoting:               <ul style="list-style-type: none"> <li>- Cultural competency training across HHSs;</li> <li>- Use of bicultural workforce and participation in the Language Badges Program;</li> <li>- Patient and consumer feedback mechanisms.</li> </ul> </li> </ul>
Encourage customers from new and emerging communities to participate in community events, relevant to portfolio responsibilities, as a soft entry point to help them learn English and make connections with established community members.	Queensland Health	<b>On track</b>	<ul style="list-style-type: none"> <li>• Gold Coast HHS has been providing primary, secondary and tertiary consultation to MHAOD treating teams and supporting discharge planning by providing consumers with referral pathways to help them learn English and make connections with established community members. Organisations such as Multicultural Communities Council of Gold Coast, Multicultural Families Organisation and Thriving Multicultural communities have been instrumental in supporting consumers to learn English and linking them with other training and employment opportunities.</li> <li>• A joint event World Refugee Day event was held at Kobi Place on 21st June where Darling Downs HHS partnered with Multicultural Australia to invite past and present refugee arrivals, and key health stakeholders including language services for an event with food, music and activities with a focus on inclusivity and welcoming the refugees.</li> <li>• Queensland Health continues to support Multicultural Affairs Queensland's Interpreter Training Boost program (ITB program) to ensure new and emerging language users are considered to participate in the program.</li> </ul>

Agency activities supporting Key Action 5	Responsible portfolio/area	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds. <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
Develop targeted communication and engagement plans that consider multiple formats and modes of delivery, including use of Plain English and audio-visual resources, and targeted and trusted communication channels utilised by diverse communities.	Queensland Health	<b>On track</b>	<ul style="list-style-type: none"> <li>Queensland Health is continuing to implement the CALD Communication Strategy 2022-24. Queensland Health has distributed plain English and translated (audio, written, video) healthcare resources in up to 40 languages. This is an ongoing piece of work.</li> <li>In 2022-23, Queensland Health established MHEP, a collaboration across CALD sector and community organisations, to codesign an engagement and communication strategy for CALD communities. The project is informed by the learnings from the CALD COVID-19 Health Engagement Project and considers other health conditions outside of COVID-19.</li> <li>Queensland Health has engaged the Queensland University of Technology (QUT) to formally evaluate the MHEP and assess its implementation and effectiveness. The evaluation is expected to be completed by June 2024.</li> </ul>
Improve the capability of bi-lingual staff, including to work as interpreters.	Queensland Health	<b>On track</b>	<ul style="list-style-type: none"> <li>Queensland Health has expanded the Metro South HHS Language Badge Program and made it available to all HHSs state-wide. The Program has now been successfully rolled out in Townsville, Metro North, Darling Downs and Sunshine Coast HHSs.</li> <li>Bilingual Staff and volunteers wearing the Language Badge identify themselves as being able to provide language support to patients for non-clinical matters, such as basic care instructions or directions.</li> <li>Cairns and Hinterland HHS supports bi-lingual social workers in Cairns to receive interpreter service training to increase the range of languages available to our patients.</li> </ul>

**Case studies or good news stories to highlight achievements relevant to *Key Action 5 (Interpreters and communication strategies)*:**

**Highlight 5 – Review of the whole-of-government Language Services Standing Offer Arrangement (SOA)**

As the owner for the whole-of-government Language Services SOA, Queensland Health has commenced a comprehensive review of the SOA to support improved language service delivery.

In 2022-23, Queensland Health conducted extensive consultations with language services stakeholders. This included the language services sector including industry bodies, language service providers, hospital and health services and non-government organisations.

In February 2023, the Department held two workshops with Queensland Government departments and agencies to raise awareness of legislative and regulatory requirements of the SOA. The purpose of these consultations was also to understand key issues and barriers delivering language services at both operational and systemic levels. The feedback gathered will inform the future SOA specifications, to ensure the SOA is fit for purpose and meets the needs of Queensland Government.

Queensland Health is currently drafting a Language Services Framework to further inform future SOA documentation and other mechanisms for oversight of language service delivery.

**Highlight 6 – Gold Coast HHS new on-demand video interpreter service**

Gold Coast HHS is leading the way with cutting-edge technology delivering on-demand video access to interpreters. The new on-demand video interpreter service officially launched at Gold Coast University Hospital and Robina Hospital emergency departments in November 2022 and March 2023 respectively.

The service enables on-demand access to video interpreters via web-based software on upgraded workstations on wheels which are wheeled to a patient's bedside within the emergency departments.

As a result of leveraging the SOA, partnering with a language service provider, and coordinated efforts by Gold Coast HHS Interpreter Services Coordinator and Emergency Medicine Consultant, Gold Coast Health emergency departments are now delivering a more culturally capable service focussed on multicultural patient safety. This work was showcased in May 2023 at the Culture of Care – Multicultural Health Symposium.

**Highlight 7 – Multicultural Health Engagement Project (MHEP)**

In 2022-23, Queensland Health funded MHEP, a collaborative partnership between the Mater, CALD sector and communities to support preventative health and health literacy in CALD communities. The project includes the codesign of an engagement and communication strategy for CALD communities. The project is informed by the learnings from the CALD COVID-19 Health Engagement Project and considers other health conditions outside of COVID-19.

## KEY ACTION 6: Address racism and discrimination, and promote inclusion

Queensland Government agencies will ensure equitable and respectful opportunities and experiences for staff and customers from culturally and linguistically diverse backgrounds, through targeted initiatives to **address unconscious bias and racism and promote inclusion**. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

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

Agency activities supporting Key Action 6	Responsible portfolio/area	Progress status for 2022-23	Outcomes achieved for people from culturally and linguistically diverse backgrounds. <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
Addressing racism and discrimination and promoting inclusion through culturally capable programs	Queensland Health	On track	<ul style="list-style-type: none"> <li>• In partnership with Griffith University, the Sunshine Coast HHS has begun the roll out of MATE (Motivating Action Through Empowerment) Bystander training. MATE is an education and intervention program teaching us all to be leaders in the prevention of violence and problematic behaviour, including addressing issues of racism and discrimination.</li> <li>• Harmony Day and Multicultural Queensland Month were promoted and celebrated across Queensland Health and Queensland Ambulance Services (QAS), including across Department branches and HHSs.</li> <li>• Queensland Health supports the development of the National Anti-Racism Framework and will continue to participate in its development through the appropriate intergovernmental forums.</li> </ul>
Ongoing commitment to building a diverse, culturally capable and inclusive workforce	Queensland Health	On track	<ul style="list-style-type: none"> <li>• Queensland Health has established employment targets for a range of diversity groups including for staff from culturally and linguistically diverse backgrounds.</li> <li>• Queensland Health has released an <i>Equity Diversity and Inclusion Statement of Commitment and Equity and Diversity Plan 2023-2024</i>. The Equity and Diversity Plan commits Queensland Health to implementing the following:               <ul style="list-style-type: none"> <li>– Reviewing recruitment and selection processes and provide recommendations on how to remove barriers for groups including CALD applicants.</li> <li>– Running targeted recruitment campaigns that reflect Queensland Health's commitment to diversity.</li> </ul> </li> </ul>

<b>Agency activities supporting Key Action 6</b>	<b>Responsible portfolio/area</b>	<b>Progress status for 2022-23</b>	<b>Outcomes achieved for people from culturally and linguistically diverse backgrounds.</b> <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
			<ul style="list-style-type: none"> <li>- Publishing online training modules related to diversity and inclusion for Queensland Health staff.</li> <li>• Gold Coast HHS, through the Multicultural Mental Health Coordinator program, has also been using and promoting the Embrace Framework for Mental Health in Multicultural Australia to support the organisation and staff to evaluate and enhance their cultural responsiveness and inclusivity.</li> <li>• Gold Coast HHS has also been providing primary, secondary and tertiary clinical consultations to MHAODS treating teams by doing socio-cultural assessments, culturally responsive psychoeducation, participating in case review discussions and providing assistance with understanding cultural factors impacting on engagement or treatment to help address issues of unconscious bias within the system and to help deliver culturally responsive practice that is free from discrimination and racism.</li> </ul>