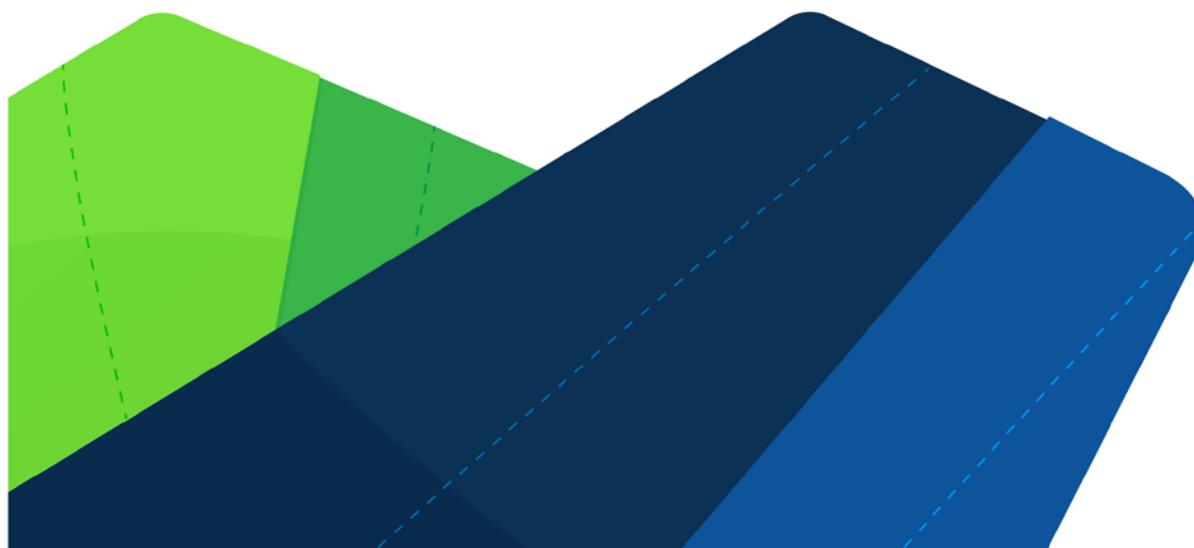


# Queensland Multicultural Action Plan

Queensland Health Annual Report  
2017-18



Queensland Multicultural Action Plan: Queensland Health Annual Report 2017-18

Published by the State of Queensland (Queensland Health), September 2018

© State of Queensland (Queensland Health) 2018

You are free to copy, communicate and adapt the work, as long as you attribute the State of Queensland (Queensland Health).

For more information contact: Social Inclusion and Connected Care Unit, Department of Health, GPO Box 48, Brisbane QLD 4001, email [StrategicPolicy@health.qld.gov.au](mailto:StrategicPolicy@health.qld.gov.au).

An electronic version of this document is available at  
[http://www.health.qld.gov.au/multicultural/policies/policies\\_plans](http://www.health.qld.gov.au/multicultural/policies/policies_plans)

**Disclaimer:**

The content presented in this publication is distributed by the Queensland Government as an information source only. The State of Queensland makes no statements, representations or warranties about the accuracy, completeness or reliability of any information contained in this publication. The State of Queensland disclaims all responsibility and all liability (including without limitation for liability in negligence) for all expenses, losses, damages and costs you might incur as a result of the information being inaccurate or incomplete in any way, and for any reason reliance was placed on such information.

# Message from the Director-General

It is with great pleasure that I present Queensland Health's 2017-18 annual report for the *Queensland Multicultural Action Plan 2016-17 to 2018-19*.

The Queensland Government's vision is 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 access barriers and promote an environment where everyone feels welcome.

Queensland Health has 12 action items in the whole-of-government action plan, four of which have been completed. In 2017-18, Queensland Health has made significant progress against actions in the Queensland Multicultural Action Plan, including Hospital and Health Services implementing tailored initiatives to meet the needs of their local multicultural communities.

Over the next year, we will focus on activities to increase awareness of using interpreters across our facilities and services, and continue working collaboratively with our partners to implement a policy and action plan to improve the health and wellbeing of refugees across the state.

As Queensland becomes more culturally diverse, it is important that Queensland Health continues to develop culturally appropriate services and programs and a productive, culturally capable and diverse workforce. I encourage all Queensland Health staff and partners to continue working together to achieve an inclusive, harmonious and united Queensland.

**Michael Walsh**  
Director-General  
Queensland Department of Health

## Policy context

On 21 December 2016, the Honourable Grace Grace MP, former Minister for Employment, Minister for Industrial Relations, Minister for Racing and Minister for Multicultural Affairs released Queensland's Multicultural Policy, '[Our story, our future](#)'.

The policy focuses Queensland Government action on three policy priorities for culturally diverse communities and Queensland as a whole – culturally responsive government, supporting inclusive, harmonious and united communities and improving economic opportunities. The policy is being implemented through a three-year *Queensland Multicultural Action Plan 2016-17 to 2018-19*.

The *Multicultural Recognition Act 2016* (Queensland) requires agencies with actions in the *Queensland Multicultural Action Plan 2016-17 to 2018-19* to report publicly on an annual basis. This report fulfils Queensland Health's requirement for 2017-18.

The *Multicultural Recognition Act 2016* (Queensland) also establishes the Multicultural Queensland Charter. Queensland Health is working to implement the principles of the Charter in everyday practice, and when developing policies and providing services.

The [Refugee Health and Wellbeing: a policy and action plan for Queensland 2017-2020](#) articulates a statewide approach for improving the health and wellbeing of people from refugee backgrounds in Queensland. This contains Queensland Health's Multicultural Action Plan actions, and additional actions focused on collaboration, interpreter use and cultural responsiveness.

## 2017-18 highlights

- Established a whole-of-government standing offer arrangement for the provision of interpreting and translation services.
- Co-convened the second annual Refugee Health and Wellbeing Showcase in March 2018 with the Refugee Health Network Queensland.
- Refugee nurses from across the state met for the second time at the Queensland Refugee Nurses Day in Brisbane in March 2018.
- Several Hospital and Health Services have implemented training to improve staff capability in cultural awareness and working with interpreters.
- Exceeded targets for Culturally and Linguistically Diverse clients participating in and completing the My health for life program.
- Metro North HHS has established a Cultural Diversity Coordinator to support the health promotion, prevention and early intervention programs for CALD consumers and communities.
- Six Hospital and Health Services are exceeding the Public Sector Commission 2022 foundation non-English speaking background diversity target.

## Queensland Health annual report 2017-18

### Priority area 1: Culturally responsive government

#### Outcome: Improved knowledge about customers' diversity

Action	Lead	Timeframe	Progress status	Achievements and outcomes
<p>Develop agency implementation plans outlining the steps needed for the government agency to collect and report on the minimum mandatory indicators for culturally diverse customers.</p> <p><i>*Improving data collection and use is also an action item for Queensland Health in Refugee Health and Wellbeing: a policy and action plan for Queensland 2017-2020*</i></p>	<p>Multiple agencies:</p> <p>DCSYW</p> <p>DHPW</p> <p>DJAG</p>	2016-17	Completed	<i>Reporting completed in 2016-17 period.</i>
<p>Ensure relevant staff are aware of the minimum mandatory indicators for culturally diverse customers and of the importance of capturing this information.</p>	<p>DoE</p> <p>DTMR</p> <p>QFES</p> <p>QH, including</p> <p>HHS</p> <p>QPS</p>	2016-19	On track	<ul style="list-style-type: none"> <li>Queensland Health collects information on the recommended minimum mandatory indicators (country of birth, preferred language and interpreter required), and information about ethnicity (Indigenous status and Australian South Sea Islander status) for all patients treated in Queensland hospitals through the Hospital Based Corporate Information System.</li> <li>The Mental Health, Alcohol and Other Drugs Branch completed consultation and planning to include 'ethnicity' as a desirable data element in the Queensland Health Data Dictionary. Approval by the Information Management Strategic Governance Committee is planned for early 2018-19.</li> <li>In consultation with the Queensland Transcultural Mental Health Centre, the Mental Health, Alcohol and Other Drugs Branch developed business rules to improve Culturally and Linguistically Diverse (CALD) data collection under the Consumer Integrated Mental Health Application.</li> <li>Metro South Hospital and Health Service (HHS) corporate and nursing orientation sessions at all facilities includes information on the importance of identifying Aboriginal and Torres Strait Islander status, interpreter needs and country of birth.</li> <li>The Metro North HHS Consultation Hub, online survey and consultation tool have embedded core minimum data indicators for CALD consumers. CALD data collection is included in all HHS training.</li> <li>Wide Bay HHS has adopted a CALD procedure detailing the minimum mandatory indicators for capturing patient diversity information.</li> <li>Gold Coast HHS has implemented an Emergency Department Information System data integrity procedure to support patient demographic data collection.</li> <li>South West HHS includes community diversity profile awareness and data capture systems in staff orientation sessions.</li> </ul>
<p>Develop a plan to ensure that the improved data regarding culturally diverse customers is aggregated and published on a regular basis, subject to all privacy requirements being met.</p>		2016-19	On track	<ul style="list-style-type: none"> <li>The recommended minimum mandatory indicators for CALD customers and ethnicity (Indigenous status and Australian South Sea Islander status) are collected for all patients admitted in Queensland hospitals.</li> <li>Admitted patient data collection is routinely linked to other core health data collections to inform service planning, measurement of health status, program evaluation, service user analysis and assessment of service outcomes. Data is included in routine and ad hoc state and national reports and research studies.</li> <li>The Mackay HHS 2018 update of the Consumer and Community Engagement Strategy (2017-2020) includes CALD demographic data and information.</li> <li>Children's Health Queensland has developed a dashboard to collate population risk and socioeconomic factors to ensure services and support are directed to the most vulnerable communities including CALD communities.</li> </ul>

				<ul style="list-style-type: none"><li>• Metro North HHS has included CALD information and data on the Metro North intranet multicultural page, and in the Needs Analysis Report, Interpreter Services Report and Annual Report.</li><li>• Metro South HHS has developed a Data Monitoring Dashboard for culturally diverse groups to monitor a range of health service performance parameters, identify gaps and barriers, and prioritise improvement initiatives.</li><li>• The Sunshine Coast HHS Mental Health and Addiction Service conducts monthly data reporting for all service consumers. From 2018/19 the service aims to report on the assessment and interventions occurring for people from a multicultural background.</li></ul>
--	--	--	--	--

## Outcome: Culturally capable services and programs

Action	Lead	Timeframe	Progress status	Achievements and outcomes
<p>Ensure the cultural capability of staff by providing opportunities for training in cultural awareness and working with interpreters.</p> <p><i>*This action item is also an action item for Queensland Health in Refugee Health and Wellbeing: a policy and action plan for Queensland 2017-2020*</i></p>	<p>DESBT</p> <p>DTMR</p> <p>QH</p> <p>RTA</p> <p>SLQ</p> <p>DoE</p>	<p>2016–19</p>	<p>On track</p>	<ul style="list-style-type: none"> <li>• The Department of Health commenced production of the 'Building Cultural Awareness' learning package for Queensland Health staff, and established a licence agreement with SBS to access the SBS online Cultural Competence Program.</li> <li>• Mackay HHS has incorporated information on access to Interpreter Services in the Patient Centred Care, Communication and Governance mandatory training. Mandatory cultural awareness training for medical interns commenced in 2018, and training to medical interns from culturally diverse backgrounds is provided to support improved health literacy.</li> <li>• North West HHS mandatory staff induction training includes interpreter engagement and access.</li> <li>• Children's Health Queensland HHS has delivered 33 Cultural Practice Program sessions to 477 staff. Medical orientation is being provided to Medical Residents every six weeks and Medical Registrars twice yearly.</li> <li>• Metro North HHS has partnered with Brisbane South Primary Health Network, Metro South HHS and the Refugee Health Network Queensland to develop and deliver 'Communicating Across Cultures in Healthcare' training workshops in cultural awareness and working with interpreters.</li> <li>• The West Moreton HHS Interpreter Services Coordinator contributes to staff orientation and provides HHS wide support.</li> <li>• Central Qld HHS has established a Diversity and Inclusion Steering Group.</li> <li>• Gold Coast HHS has launched the online Multicultural Mental Health training package for all staff. Key staff have been trained to deliver the Courageous Conversations About Race program across the HHS from 2018-19. Use of interpreter services has increased by 25% from 2016-17.</li> <li>• Metro South HHS reached 1,488 staff through the Online Cultural Diversity Module, and 3,567 staff attended face-to-face cultural awareness training as part of staff orientation. An additional 33 tailored sessions were delivered to 406 staff.</li> <li>• The Sunshine Coast HHS mandatory training policy includes a cultural diversity program module, covering the impact of culture and language outcomes, including cultural diversity in patient population and workforce, impact of culture on healthcare and safety risks, effective cross-cultural communication, coordinated interpreter service and expected behaviour and responsibilities.</li> <li>• Health Support Queensland has included cultural diversity awareness as part of the Bullying Discrimination and Sexual Harassment training.</li> </ul>
<p>Investigate the feasibility of a dedicated patient experience survey and developing tailored engagement strategies for patients from diverse backgrounds and their carers and families.</p> <p><i>*This action item is also an action item for Queensland Health in Refugee Health and Wellbeing: a policy and action plan for Queensland 2017-2020*</i></p>	<p>QH</p>	<p>2016–17</p>	<p>Completed. Reporting completed in 2016-17 period.</p>	<p>Following completion of the 2016-17 Department of Health review of existing patient experience surveys, local activity to support more patient centred care has continued as follows:</p> <ul style="list-style-type: none"> <li>• The Department of Health has provided funding to Mater Health Services to undertake a patient experience survey focusing on refugees and people seeking asylum.</li> <li>• The Department of Health coordinates the annual collection of the 'Your Experience of Service' survey across Queensland public mental health services, with local support from several HHSs. Since 2017, the survey has been translated and is available in 24 languages.</li> <li>• The Mental Health, Alcohol and Other Drugs Branch has translated the 'Carer Experience Survey' to align with languages offered for the 'Your Experience of Service' survey, to be implemented across Queensland public mental health services in 2018-19.</li> <li>• West Moreton HHS Maternity and Midwifery services has engaged with local communities to understand their maternity needs and expectations and enhance outcomes for mothers and babies.</li> </ul>

Action	Lead	Timeframe	Progress status	Achievements and outcomes
				<ul style="list-style-type: none"> <li>Children's Health Queensland HHS has translated general patient experience surveys and consumer feedback forms into Mandarin and Vietnamese. The Consumer and Community Engagement Strategy 2016-2020 includes partnering with Aboriginal and Torres Strait Islander and CALD consumers and communities in the design, evaluation and delivery of services.</li> </ul>
<p>Improve collaboration across health portfolio agencies to deliver better health services and support for patients from diverse backgrounds and their carers and families.</p>	QH	2016–17	Completed. Reporting completed in 2016-17 period.	<p>The Department of Health and HHSs have continued to partner with local health providers, peak agencies and community organisations to support quality, evidence-based care for consumers from CALD backgrounds. Key examples include:</p> <ul style="list-style-type: none"> <li>In January 2018, a culturally tailored program commenced under the statewide 'My health for life' diabetes and chronic disease prevention program. This is being implemented by an alliance of peak non-government organisations.</li> <li>Mater Health Services, Primary Health Networks and settlement services are continuing to partner with local HHSs to provide a Statewide network of Refugee Health Services in South East Queensland, Cairns, Townsville and Toowoomba.</li> <li>BreastScreen Queensland Brisbane Southside Service has worked closely with ACCESS Community Services Ltd., the Refugee Health Network Queensland and Brisbane South Primary Health Network to increase breast health literacy and access to the BreastScreen Queensland Program for refugee women from Myanmar.</li> <li>The Mackay HHS General Practitioner Liaison Officer has engaged the primary health care sector to support communications with Medical Officers from various cultural backgrounds. Collaborative health pathways include health and cultural diversity information for health providers, and an Active Health Portal for consumers.</li> <li>The Metro South HHS 'Informed Consent' package of translated materials and videos has been shared with Metro North HHS. Promotion of these resources has commenced.</li> <li>The Department of Health and several HHSs are represented on the Refugee Health Partnership Advisory Group Queensland. This advisory group is Chaired by Mater Health Services and aims to support equitable, integrated and timely access to health services for Queensland refugees and people seeking asylum.</li> </ul>
<p>Increase participation by people from diverse cultural backgrounds in health promotion, prevention and early intervention programs.</p>	QH	2016–19	On track	<ul style="list-style-type: none"> <li>The Statewide 'My health for life' diabetes and chronic disease prevention program was translated into Arabic, Vietnamese, Cantonese, Mandarin and simplified English. In 2017-18, there were 513 client enrolments, 441 program commencements, and 425 program completions.</li> <li>The Mackay HHS BreastScreen Communications Officer has worked with recent immigrants and citizens learning to speak English to increase participation rates of CALD clients. The Sexually Transmitted Infections handbook includes translations for various languages.</li> <li>Metro North HHS has established a Cultural Diversity Coordinator to support the health promotion, prevention and early intervention programs for CALD consumers and communities. The 'A Woman's Guide to Breast Health' screening resource and promotional tool for CALD women has been implemented.</li> <li>West Moreton HHS has engaged with Access Community Services (School Community Hubs program for CALD mothers and children) to implement interactive education sessions to improve health literacy and service access, and promote preventive health.</li> <li>Gold Coast HHS mental health clinicians delivered education sessions through the Multicultural Mental Health Community Group to improve mental health literacy.</li> <li>Metro South HHS Bowel Cancer Screening Program has delivered interpreter assisted information sessions to the Vietnamese and Samoan seniors' community. Screening, prevention and health promotion services were promoted at Multicultural Health Days held in Logan and Inala.</li> <li>BreastScreen Queensland Brisbane Southside Service continues to host two Vietnamese Women's Clinics per month at the Inala Satellite Service, assisted by a</li> </ul>

Action	Lead	Timeframe	Progress status	Achievements and outcomes
				<p>Vietnamese interpreter. A total of 857 Vietnamese women were screened during 2017 (a 3.4% increase from the previous year).</p> <ul style="list-style-type: none"> <li>BreastScreen Queensland consent forms and supporting information for procedures were translated into six key languages. Cancer screening information sessions were delivered to Ethnic Communities Council Queensland and the Refugee Health Network Queensland.</li> <li>The Department of Health provided funding to the Ethnic Communities Council of Queensland to deliver prevention, testing, awareness, treatment and management services targeting blood-borne viruses and sexually transmissible infections.</li> </ul>
<p>Use the Framework for Mental Health in Multicultural Australia: Towards culturally inclusive service delivery within Queensland Health.</p> <p><i>*This action item is also an action item for Queensland Health in Refugee Health and Wellbeing: a policy and action plan for Queensland 2017-2020*</i></p>	QH	2016–19	On track	<ul style="list-style-type: none"> <li>The Department of Health is continuing to investigate the Framework and its applicability to a broad range of health services. The management of the Framework from a national perspective has only recently been finalised.</li> <li>Through the Refugee Health Partnership Advisory Group Queensland Mental Health Working Group, the Department of Health will contribute to a process to engage with the relevant funded agency in relation to the rollout of the Framework across Queensland Health and Primary Health Networks.</li> <li>North West HHS is undertaking a Mental Health Service redesign, noting the largest percentage of consumers identify as Aboriginal and/or Torres Strait Islander. The feasibility of the Framework will be actioned in the next reporting period.</li> <li>West Moreton HHS has designed and implemented an audit based on the Framework's Organisational Cultural Responsiveness Assessment Scale. The baseline audit will be used to inform the HHS's Care Delivery for Cultural Diversity Action Plan.</li> <li>Gold Coast HHS has piloted the Framework's Organisational Cultural Responsiveness Assessment Scale tool at the Mental Health and Specialist Service.</li> <li>Access to the Queensland Transcultural Mental Health Centre provides local clinicians the ability to ensure people from CALD backgrounds receive culturally responsive mental health care and support.</li> </ul>
<p>Redevelop the department's multicultural health web content to support better access to services and health literacy for people from diverse cultural backgrounds.</p> <p><i>*This action item is also an action item for Queensland Health in Refugee Health and Wellbeing: a policy and action plan for Queensland 2017-2020*</i></p>	QH	2016–19	On track	<ul style="list-style-type: none"> <li>Department of Health staff have undertaken web publishing training and updates to the multicultural website have commenced.</li> <li>The Mackay HHS website includes functionality to translate content into other languages via Google Translate.</li> <li>Children's Health Queensland HHS regularly posts health promotion information for children, families, educators and health professionals on the program's Facebook page.</li> <li>West Moreton HHS is developing a website link to multilingual health factsheets and links to other local services.</li> <li>The Gold Coast HHS local intranet page includes access to interpreter information.</li> <li>Metro South HHS has redeveloped the Transcultural Mental Health Centre and Health Access and Equity websites. Consumer and clinician health literacy has been supported with increased multilingual content.</li> </ul>
<p>Establish a whole-of-government standing offer arrangement for interpreter and translation services in partnership with other government departments.</p>	QH	2016–17	Completed	<ul style="list-style-type: none"> <li>Health Support Queensland established a whole-of-government Standing Offer Arrangement for the Provision of Language and Translation Services. From 1 July 2018, six companies have been engaged to provide interpreter and translation services to state government agencies and eligible non-government agencies.</li> <li>Establishment of the Standing Offer Arrangement will result in enhanced service access through availability of interpreters and translators for Aboriginal and Torres Strait Islander languages, wider access to Australian Sign Language interpreters for the deaf community, access to video technology and web-based booking capability.</li> </ul>

## Outcome: A productive, culturally capable and diverse workforce

Action	Lead	Timeframe	Progress status	Achievements and outcomes
<p>Deliver on the Public Service Commission 2022 foundation non-English speaking background diversity targets for the Queensland Public Sector.</p> <p><i>*This action item is also an action item for Queensland Health in Refugee Health and Wellbeing: a policy and action plan for Queensland 2017-2020*</i></p>	All departments	2016–19	On track	<ul style="list-style-type: none"> <li>• The Public Sector Commission 2022 foundation non-English speaking background diversity target for the Queensland Public Sector is 10%. Many HHSs have already exceeded this target, including:               <ul style="list-style-type: none"> <li>○ North West HHS – 18.00%</li> <li>○ Metro North HHS – 15.00%</li> <li>○ West Moreton HHS – 13.19%</li> <li>○ Wide Bay HHS – 10.68%</li> <li>○ Gold Coast HHS – 10.94%</li> <li>○ Metro South HHS – 18.25%</li> </ul> </li> <li>• Metro South HHS has established dedicated Multicultural roles, including three Nurse Navigators, two Liaison Officers, three Resource and Training Officers, a Cultural Diversity Coordinator and two Coordinators in Addictions and Mental Health Services.</li> <li>• Central Queensland HHS has commenced development of a Cultural and Diverse Health Plan, Cultural and Diverse Workforce Plan and Diversity and Inclusion Action Plan, in line with ‘Health Destination 2030 – Great Care for Central Queenslanders’.</li> <li>• Mackay HHS participated in the Down Under Live Recruitment Exhibition in Birmingham, United Kingdom, with the intent of recruiting staff from diverse backgrounds. Mackay HHS currently sponsors 123 overseas staff.</li> <li>• Gold Coast HHS has developed a Diversity and Inclusion Strategy 2017-2022 and 2017-18 Action Plan.</li> <li>• Queensland Ambulance Service has approved a Diversity and Inclusion Strategy 2017-2022, and has implemented a CALD Cadet Program to increase the workforce diversity of paramedics.</li> <li>• Queensland Health launched the Workforce Diversity and Inclusion Strategy 2017-2022 and Inclusion Action Plan 2017-18. Queensland Health has exceeded its minimum diversity target of 11.03% and is working towards its aspirational target of 12.75%.</li> </ul>

## SPOTLIGHT ON: Asylum seeker and refugee support

Action	Lead	Timeframe	Progress status	Achievements and outcomes
<p>Develop and implement a refugee health and wellbeing policy and action plan under the Refugee Health and Wellbeing: A Strategic Framework for Queensland 2016.</p> <p><i>*This action item is also an action item for Queensland Health in Refugee Health and Wellbeing: a policy and action plan for Queensland 2017-2020*</i></p>	QH	2016–19	<p>Development: Completed</p> <p>Implementation: On track</p>	<p><b>In 2017 – 18, implementation of the <i>Refugee Health and Wellbeing: a policy and action plan for Queensland 2017-2020</i> included the following key Queensland Health activities:</b></p> <ul style="list-style-type: none"> <li>• In July 2017, the Minister for Health and Minister for Ambulance Services announced that Medicare ineligible asylum seekers would not be directly charged when receiving Queensland public health services.</li> <li>• The Department of Health funded and co-delivered the 2018 Statewide Refugee Health and Wellbeing Showcase and Statewide Refugee Health Nurses Workshop, and commenced production of the 'Building Cultural Awareness' video series for Queensland Health and Queensland Ambulance Service staff.</li> <li>• Several HHSs are members of the Refugee Health Partnership Advisory Group Queensland and associated working groups, providing ongoing content expertise and supporting statewide integrated service approaches.</li> <li>• Various HHSs have produced or are planning to produce health and wellbeing resources in a range of languages for both clients and health professionals.</li> <li>• Metro South HHS has established and integrated the Oral Health and Wellness Program. This provides oral health screening, triage, education and fluoride application to all people from a refugee background within 28 days of arrival.</li> <li>• Metro South HHS has established observation placements within the Refugee Health Service for Brisbane South Primary Health Network's primary care nurses.</li> <li>• Townsville HHS is represented on the Regional Refugee Health Interest Group. The Refugee Health Nurse has established a coordinated oral health referral, consultation and follow-up process, resulting in 85% targeted referrals by March 2018.</li> <li>• Children's Health Queensland HHS are conducting a Refugee Outreach Assessment Clinic in collaboration with the Mater Refugee Complex Care Clinic to improve access to mental health care for people from refugee backgrounds.</li> <li>• Multiple HHSs have implemented targeted training in cultural awareness and working with interpreters.</li> <li>• West Moreton HHS is implementing the Care Delivery for Cultural Diversity Action Plan comprising eight action areas.</li> </ul>

Department of Health

**Queensland Multicultural Action Plan: Queensland Health Annual Report 2017-18**

[www.health.qld.gov.au](http://www.health.qld.gov.au)